

# Primary Care Phased Investment Programme: Final report

## Appendix 12: Service user data analysis from Citizens' Panel

The information below is based on the data from the [Sixteenth Citizens' Panel report](#).

### Local medical practice

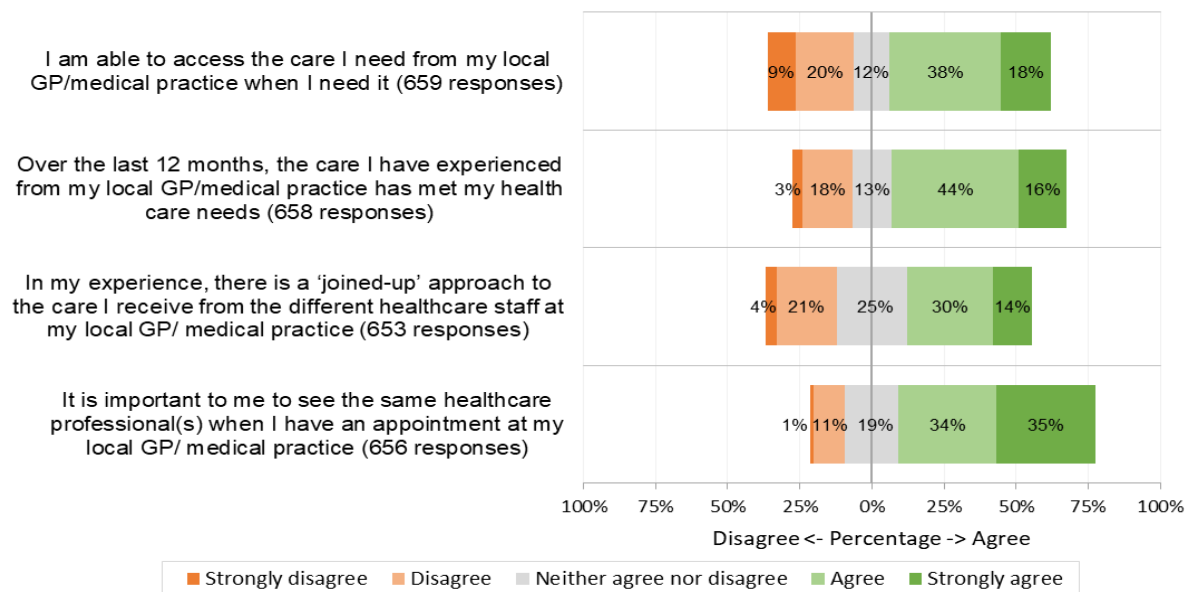
The first part of the survey focused on the experience of care received from local GP or medical practices in the last 12 months. Panel members were asked to express their agreement or disagreement with a series of statements regarding their experience. In response to the question 'To what extent do you agree or disagree with the following statements about your local GP/medical practice?', respondents used a Likert scale to describe their views on:

1. access to care when needed
2. the extent to which care met healthcare needs over the past year
3. the level of joined-up approach among healthcare staff
4. the importance of seeing the same healthcare professional

Details of responses are in *Figure 1* below.

**Figure 1: Access and experience with local GP/medical practices**

**To what extent do you agree or disagree with the following statements?**



Key findings are summarised below.

- More than half of respondents (56%) agreed that they are able to access the care they need from their GP or medical practice, when they need it.
- More than half of respondents (61%) agreed that the care they experienced from their GP or medical practice over the past 12 months has met their needs.
- Less than half of the respondents (43%) agreed that there is a joined-up approach to the care they receive from different staff at their GP or medical practice.
- More than two thirds (68%) agreed that it is important for them to see the same healthcare professional(s) in their GP/medical practice appointments.

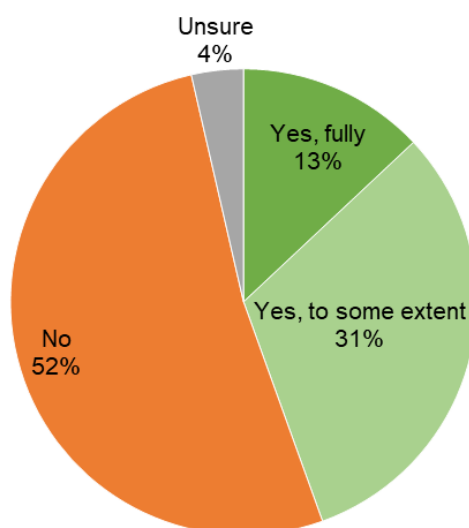
## Continuity of care

This part of the survey explored panel members' awareness and experience of continuity of care, defined as seeing the same healthcare professional or group of professionals over time. It also addressed fast access to care, which prioritises speed over familiarity with specific professionals.

In response to the question 'Were you aware of the difference between fast access to care and personal continuity of care before today?', just over half (52%) of the respondents indicated that they were not familiar with the distinction between fast access to care and personal continuity of care (*Figure 2*).

**Figure 2: Awareness of fast access vs personal continuity of care**

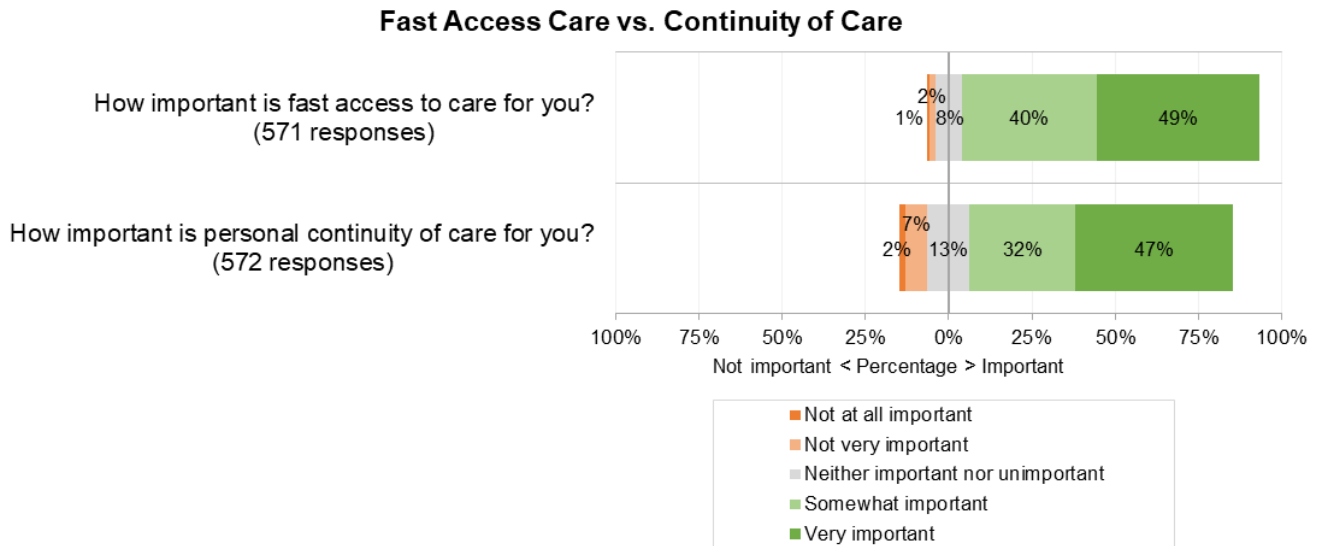
**Before today, were you aware of the difference between fast access to care and personal continuity of care? (623 responses)**



In response to the question 'How important is fast access to care for you?', a large majority (89%) of respondents rated fast access to care as either very important or somewhat important.

In response to the question 'How important is personal continuity of care for you?', nearly 80% rated personal continuity as very important or somewhat important (*Figure 3*).

**Figure 3: Importance of fast access to care and personal continuity of care**

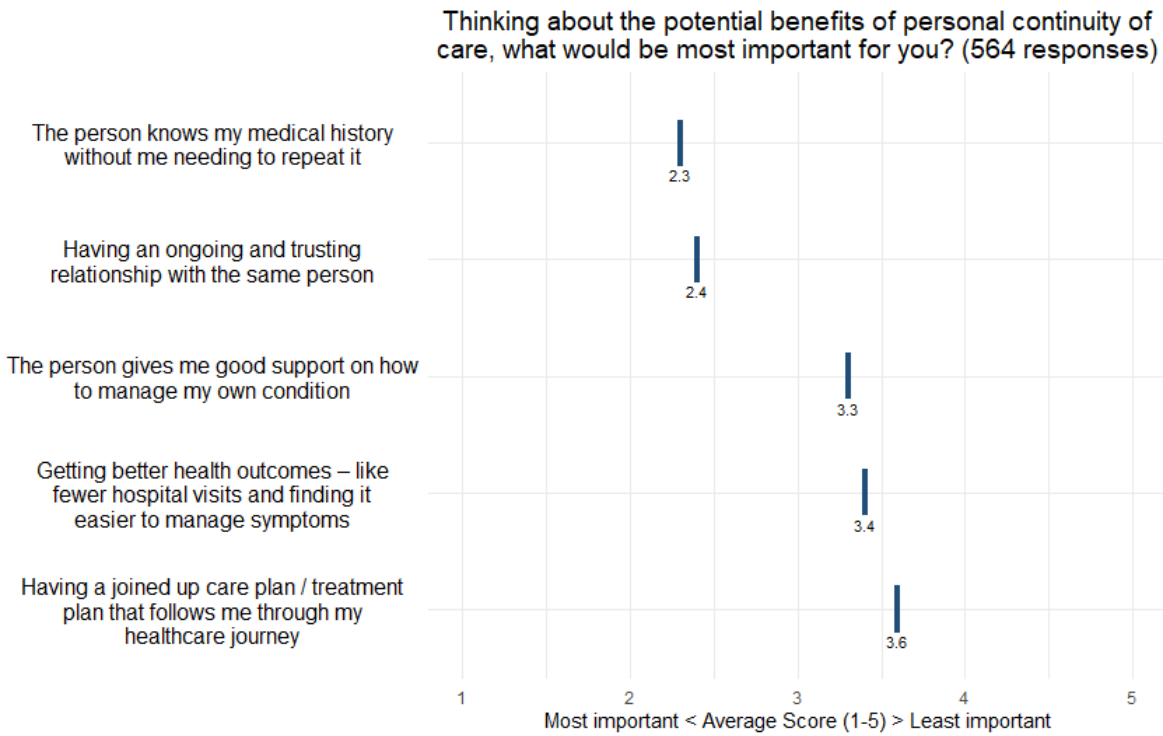


Respondents were asked to rate the importance of five potential benefits of personal continuity of care on a scale from 1 (most important) to 5 (least important).

1. having an ongoing and trusting relationship with the same person
2. the person knows my medical history without me needing to repeat it
3. the person gives me good support on how to manage my own condition
4. getting better health outcomes – like fewer hospital visits and finding it easier to manage symptoms
5. having a joined-up care plan/treatment plan that follows me through my healthcare journey

The most valued benefits were familiarity with medical history (average rating of 2.3 out of 5) and a trusting relationship with the same person (2.4 out of 5), suggesting informational and relational continuity are key. Although, it is still important, clinical outcomes (being supported to manage their own condition – 3.3 out of 5 and better health outcomes – 3.4 out of 5) and system-level coordination (joined-up care plans or treatment plan – 3.6 out of 5) received slightly lower ratings (*Figure 4*).

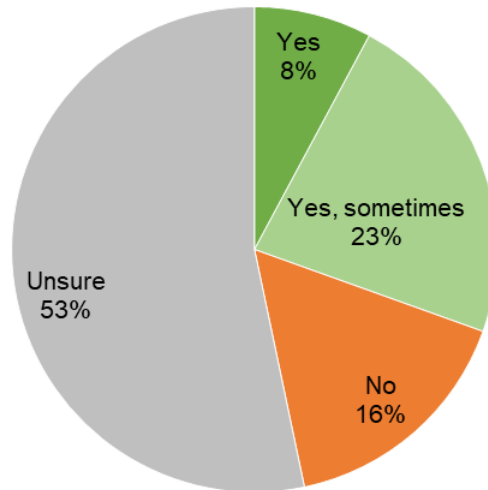
**Figure 4: Importance of benefits of personal continuity of care**



In reply to the question, ‘Are you able to request personal continuity of care in the healthcare services you use?’, most respondents (69%) were either unsure or unable to make such a request (*Figure 5*).

**Figure 5: Ability to request personal continuity of care**

**Are you able to request personal continuity of care in the healthcare services that you use? (562 responses)**



The survey asked respondents to consider different circumstances by asking, ‘When do you think personal continuity of care would be more important than fast access to care?’ and conversely, ‘When do you think fast access to care would be more important than personal continuity of care?’.

When considering situations where personal continuity of care was more important than fast access, respondents most frequently referred to long-term conditions and ongoing care (mentioned by 53%). Many comments highlighted the value of building an ongoing relationship with a healthcare professional and ensuring a good understanding of the patient's needs, particularly to support effective self-management of chronic conditions. Other situations where personal continuity of care was seen as especially important included conditions or circumstances requiring sensitive handling, such as mental health (mentioned by 20%), non-emergency or non-time-critical cases (8%), and people with complex needs and/or multiple conditions (7%).

In terms of circumstances where fast access to care was considered more important than personal continuity of care, respondents most commonly highlighted emergency, acute, and time-critical situations (mentioned by 55%). This included life-threatening issues, the assessment and diagnosis of potentially serious symptoms, and debilitating conditions such as severe pain. Other situations where fast access to care was prioritised included the sudden onset of new symptoms or an unexpected change in an existing chronic condition (mentioned by 18%), as well as one-off treatments, including more minor conditions where ongoing care was unlikely to be required (9%).

Respondents were also invited to provide written comments. Key themes and illustrative quotes are summarised in the [Sixteenth Citizens' Panel report](#).

This would suggest that patients value both speed of access and personal continuity, depending on the circumstances and perceived urgency of their healthcare needs.



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