



Cornwall and Isles of Scilly

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POLL RECORDS HIGH LEVELS OF PATIENT SATISFACTION

A national poll shows patients in Cornwall and the Isles of Scilly are among the most satisfied NHS patients in the country.

The GP Patient Survey undertaken by Ipsos Mori on behalf of the Department of Health involved 9,500 patients in Cornwall and the Isles of Scilly.

It shows that 92 per cent of the 5,355 patients locally who responded to the satisfaction question rate their overall experience with their GP practice as either fairly or very good.

All but four per cent had confidence and trust in the last GP they saw and 95 per cent said their appointments were convenient.

GP Mike Ellis, vice chair of Kernow Clinical Commissioning Group, said:
“These figures show that GPs continue to provide a very good service to their patients, despite the challenge of delivering the NHS reforms.

“Satisfaction levels remain high – at 92 per cent we are among the highest ranked in the country. However, we are not complacent and will continue to work to improve the patient experience of GP services.”

Questions were also asked about out of hours GP services. Most patients in Cornwall – over two thirds – believe the service is good, in line with the national average and confidence and trust in out of hours clinicians is generally very high at 84 percent, which is above the national average.

Bridget Sampson, Deputy Director for Primary Care at NHS Cornwall and Isles of Scilly, which commissions NHS services to meet patients' needs, said: "It is great to see that GP services are meeting most patients' expectations locally.

"While it's encouraging to see that most patients – 93 per cent – are confident in managing their own health, we are aware that 10 per cent of patients with a long-term condition have told us they need more support. We believe that the roll out of telehealth monitoring equipment to 30,000 local patients in the next five years will help them to feel more supported in their own homes."

Ends

Notes for editors:

- NHS Cornwall and Isles of Scilly is the commissioner of health services for Cornwall and the Isles of Scilly.
- Peninsula Community Health, a not-for-profit community interest company, became the provider of community-based health services to adults in Cornwall and the Isles of Scilly from 1 October 2011.
- Cornwall Partnership NHS Foundation Trust became the provider of NHS community health services to children in Cornwall and the Isles of Scilly from 1 April 2011.
- The results come from questionnaires sent out during July 2011. The maximum response to any question was just under 5,500 but some 9,500 forms were issued in total. New forms are now being issued for the next annual survey.

Media enquiries to: Emma Corlett at the PCT on 01726 627811.

Please note, out of hours media enquiries should be directed to our main switchboard at Bodmin: 01208 251300. Ask for the on call press officer.