USUAL GP

PIER HEALTH GROUP
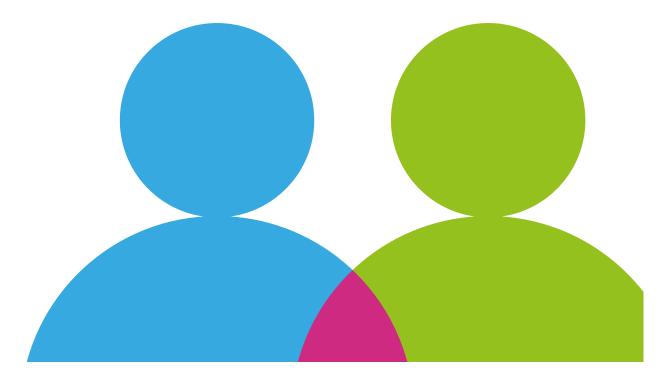
Building trust with your doctor

Our practice is working hard to improve continuity of care so you receive the best service possible

The Health Foundation

Our practice is working to improve continuity of care, but what does that mean for you?

At this practice, we believe you will get the most effective care if you have a strong relationship with your Doctor or Nurse. Seeing the same person when you attend is one way of strengthening that relationship and we are working hard to make sure that is possible.

Why are we doing this?

Over the past few years, there has been lots of publicity about how important it is to see your doctor quickly, but there is also lots of evidence that seeing the same person is just as important as seeing someone rapidly.

What sort of evidence?

If you see the same person, or small team of people, over a number of appointments then the levels of trust between you both are likely to grow. Studies have shown that increased trust leads to a better experience because patients are:

- More satisfied and more likely to have a good relationship with their GP
- Less likely to have to go to A&E or be admitted to hospital
- More likely to follow the advice they are given and take positive steps to look after their own health
- More likely to receive good quality of care
- Will not need to go to hospital so often

Are there any disadvantages?

It may be that sometimes we will ask you to wait a little bit longer for an appointment so that we can make sure you see 'your' doctor (or nurse). If you have an urgent problem, we will always make sure that you are seen as quickly as we can.

How do I know who my Usual GP is?

You can ask practice staff to check this for you.

How do I know when my Usual GP works?

There will be information on the website, in the practice leaflet, or within the online appointment requesting system. If you can make non-urgent requests on days when your GP is available you are more likely be able to be seen by them.