

Patient feedback: useful in transforming primary care?

Professor John Campbell

Professor Campbell will draw on the research findings emanating from the IMPROVE NIHR programme grant (2010-2015). This research has explored the potential utility of capturing patients' feedback on their experiences of care. Seven workstreams have generated considerable insight into the experience of patients and the performance of their health professionals in in-hours and out-of-hours care settings. The potential of the English national GP patient survey as a vehicle for capturing reliable and relevant information will be explored. In a publicly funded health care system, patients' priorities should be central in delivering care which is likely to result in improved health, and at reasonable cost. Where does patient experience fit into such a system – come along and air your views!