



## Continuity of Care: A Guide for Patients



### What is Continuity of Care?

Continuity of care describes the continuing working relationship between doctor and patient.

It means seeing the same doctor for as many of your appointments as possible and having a doctor who takes overall responsibility for your care.

### Why are we Doing this?

We understand how important it is for you 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.

### Why is Continuity of Care Important?

- You are more likely to be satisfied and to have a good relationship with your GP.
- You are less likely to have to go to A&E or attend hospital so often.
- You are more likely to follow the advice you are given and take positive steps to look after your own health
- You are more likely to receive good quality of care

### Possible Disadvantages

- You may need to wait longer for an appointment to see your regular doctor.
- If your need is urgent, you may still be seen by a different GP rather than your usual GP.

### Who is this for?

- We recognise that continuity is more valuable to certain patient groups and therefore as we develop this, we will aim to prioritise the most complex frail or vulnerable patients first.

### Frequently Asked Questions

- **What should I do if my doctor is unavailable?** If your regular doctor is unavailable, you may be seen by another GP in the practice. Your medical records will be accessible to any healthcare professional in the practice to ensure continuity of care.
- **How does continuity of care benefit me as a patient?** It improves your health outcomes, reduces errors, and helps you receive more personalised care. It helps to build a stronger relationship with your GP.
- **What if I want to see a GP of a different gender.** We understand that some patients may prefer to see a doctor of a specific gender. Our goal is to ensure that your GP works within a team where a doctor of your preferred gender is available.

