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News release

FAO: News editors / health reporters

For immediate release

High patient satisfaction rates for Primecare's out of hours service in Wales

Primecare, which runs out of hours urgent care services in parts of Wales, has been rated highly in an independent research project looking at patient experience of unscheduled care services across the country.

The research report, from Cardiff University's Department of Primary Care & Public Health, sets out findings and recommendations following an in-depth study on behalf of the Welsh Assembly Government. Over 3000 people who had used GP out of hours services were questioned as to how satisfied they were with aspects of the service.

Primecare, which provides GP out of hours care for Neath Port Talbot, Vale of Glamorgan, Bridgend and Carmarthenshire Local Health Boards, participated in this study along with eight other GP out of hours service providers.

High satisfaction rates were reported in cases where Primecare was able to give advice over the telephone and when doctors working for Primecare visited patients at home.

Patients and carers also valued the ease of contacting the service, the manner in which their call was handled and the help they received.

The report also compared the costs of GP out of hours services. Primecare services cost between £6.88 and £8.92 per head of population. The costs for other GP out of hours providers in Wales ranged from £6.50 to £20.38. This demonstrates that Primecare is offering a value for money service to Local Health Boards.

Operations Director for Primecare in Wales, Meirion George, said:

"We welcome this thorough report into urgent care services in Wales. It provides good comparisons between GP out of hours services, as well as

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measures of patient experience for hospital Accident & Emergency departments and NHS Direct.

“We are an organisation that wants to continually improve the experience of patients and carers who need to use our services and we are building on the recommendations of this valuable report so that we can continue to provide high quality, cost-effective urgent health care services.”

Jim Thompson, Director of Primary Care and Acting Executive Nurse Director at the Vale of Glamorgan Local Health Board, said patients in the Vale were positive about the service they received from Primecare.

“The LHB regularly monitors the performance of Primecare as its out of hours provider and recognises the high quality service which it provides to local people in the Vale of Glamorgan.

“We look forward to continuing our relationship with Primecare and to ensuring that patients in the Vale continue to receive out-of-hours care of the highest standard.”

ENDS

Notes to editors

- 1 To access the full report please contact Cardiff University’s Department of Primary Care & Public Health on 029 2068 7168 or genpract@cf.ac.uk
- 2 For more information contact Ruth Wilkin, Head of Communications and Marketing on ruth.wilkin@primecare.uk.net, 0121 214 3763.