

# The national primary care patient experience survey: what patients are saying and how to use these results in a plan, study, do, act cycle.

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Capturing patient experience is an integral component of health service quality. Positive patient experience is positively associated with improved clinical effectiveness and patient safety.

The goal of the national primary care patient experience survey is to provide an actionable, national view of patient experiences, focusing on key factors such as integration and access through general practice and the experience of people with long-term conditions.

This session will report survey findings to date and discuss ways to improve patient engagement with the survey. The second part of the session will be interactive, demonstrating ways that general practice can use the data for improvement through collaboration, clear problem definition and PDSA cycles.