



Media & Communications Service

News Release

24 February 2004

Listening to our patients

This is the second year that a national patient survey has been undertaken in which local people are asked for their views about how to improve local health services.

MORI, the independent research company working with the local Primary Care Trusts (PCTs), has sent out almost 2,500 questionnaires to local people, chosen at random to take part in the survey, from East Hampshire, Fareham and Gosport, and Portsmouth City during this month.

"We believe it is important that the patients have a say in the quality of health care they receive," said Kathryn Rowles, Director of Public Health at Fareham and Gosport PCT. "It is vital to adopt an effective way to ask patients about their experiences in order to shape and improve local healthcare. The results of the surveys will help the PCTs to identify areas in which we can improve the quality of health care for local people."

If you receive a questionnaire, please complete and return it in the freepost envelope provided as soon as possible. The questionnaires are free to return and with multiple-choice answers should not take too long to complete. Answers will be treated in the strictest confidence.

The results of the survey will be published in the summer of 2004 reflecting the performance of local PCTs.

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NOTES TO EDITOR:

1. Media enquires should be made to Nicky Johnson, Press/Communications Officer, telephone 023 9283 51130.

the Media & Communications Service works locally for:
East Hampshire Primary Care Trust
Fareham & Gosport Primary Care Trust
Portsmouth City Primary Care Trust