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Satisfaction of patients attended in two different models of primary care in Spain and Portugal

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Background & Aim: Patient satisfaction can be important as a measure quality of care in acceptability terms to individual patients of different primary care organizational models. The aim of the study is to know the degree of user satisfaction regarding the health care service in a Spanish health center(public, SESCAM) and another Portuguese(Unit of Functional Health).

Method:

Design: Cross-sectional study.

Setting: Primary Care.

Participants: 87 and 80 patients in Spain vs Portugal.

Main outcome measures: They were asked to respond the EUROPEP instrument, 23-item validated and internationally standardized measure evaluations of general practice patients.

Other variables: age, sex, education level.

The collected data were coded and entered into a database using the SPSS 17.0 statistical programme. The analysis included a description of the variables, comparing both health center (Mann-Whitney U test).

Results: The mean age was 50.1 (SD:16.3) and 56,9 years (SD:17.0) in Spain vs Portugal ($p=0.011$); 56.3% and 61.2% were women, there were no statistically significant differences (NS) by sex. (84.3 and 73.7%) had primary or higher level (NS). in general, Portuguese patients had more favourable opinion about the care they received. The most striking differences ($p<0,0001$) were found: telling them what they wanted to know about their illness (97,2 vs 81,7), helping to deal with emotional problems related to health status (94.5 vs 74.1);waiting time in the waiting room (74.7 vs 40,0). With regard to questions assessing some professionalism aspects (confidentiality, helping to feel well, physical examination, knowing what he or she had done, preparing to expect from hospital care) and administrative ones (getting an appointment, getting through the practice or the doctor on phone) there were NS.

Conclusions: Portuguese users of Unit Functional Health have shown a higher degree of satisfaction with the care provided compared with those who were attended in Spanish health center.