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Evaluation of patients' satisfaction with the Continuity of Care Unit (CCU) consultation

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Objectives: To assess the level of satisfaction of patients treated in the CCU, their knowledge about its functioning in its first year, and their suggestions for improvement.

Methodology: Transversal, descriptive study, by means of a survey (by telephone/in person)
Sample: out of the total of those treated, those who had attended more than three times were selected: 134. Excluded: deceased(32), and others without possibility of contact. 102 who met the criteria, 64 were selected randomly
Items: Satisfaction with CCU, staff behaviour, degree of resolution of the health problem, quality of life, knowledge about the unit, and suggestions for improvement.

Results: All patients, or caregivers, answered the survey 73% have good knowledge of the how the CCU. 27% have limited knowledge, although 95% know about the ways to access 77% consider that the health problem that caused the consultation was solved satisfactorily
Quality of life: 98% of them consider that there has been an improvement since their inclusion in the process 88% of them are very satisfied with how they were treated. The level of satisfaction in the CCU is very good for the 88% of those surveyed. Suggestions for improvement more frequent check-ups, more flexible timetables, a more fluid communication between professionals, and improvements concerning physical space.

Conclusions: we consider that the acceptability and satisfaction of patients are very good. They identify reasonable suggestions for improvement: higher number of hours open, better communication, and spaces. Regarding the issue of 'more check-ups, we think that it is a sign of that culture of hospital follow-up this process intends to change, as it is the task of PC providers. It would be desirable to know the opinion of those patients who have not used the unit so much, as there. This is a preview of a study that will be completed with an extension of the sample.