Twelve benefits of continuity of care

1. Better patient satisfaction

Several studies show that more continuity of doctor care is significantly associated with better patient satisfaction.(Fan *et al.*, 2005; Adler, Vasiliadis and Bickell, 2010)

2. Developing trust between patients and their GPs

Continuity of care GP care is associated with patients developing trust in a doctor they get to know. This reduces anxiety and provides a sense of security.(Mainous *et al.*, 2001; von Bültzingslöwen *et al.*, 2006)

3. Adherence to medical advice and prescribed medication

Patients follow medical advice significantly more when they have continuity with their GP. The trust that develops through a good GP- patient relationship ensures more effective treatment and less waste (Youens *et al.*, 2021) Continuity of GP care is associated with significantly better adherence by patients.(Dossa *et al.*, 2017)

4. Uptake of personal preventive medicine

Continuity of GP care is associated with significantly better uptake of personal preventive medical advice.(O'Malley *et al.*, 1997; Christakis *et al.*, 2000)

5. Better quality of GP care

GPs with continuity identified more patients needing statins.(Youens *et al.*, 2021) GPs made better, life-saving decisions with suspected meningitis when they knew the child and family.(Granier *et al.*, 1998). Patients with dementia with GP continuity have reductions of delirium and incontinence, and fewer hospital admissions.(Delgado *et al.*, 2022)

6. Fewer complaints- patient forgiveness of mistakes

All human beings make mistakes. Lings *et al.*(Lings *et al.*, 2003) found that patients who have received good continuity of care forgive moderate mistakes. Continuity is associated with reduced complaints.(Chen *et al.*, 2025)

7. Reduced collusion of anonymity

Clarity of responsibility and continuity reduces the risk of patients becoming lost between clinicians. (Freeman and Hughes 2010)

8. Reduction in workload in practices

Patients consulting their regular GP reconsult after a significantly longer interval than if they consult another GP. The Cambridge Business School estimates that for patients with ≥4 consultations in 2 years, GP continuity could save 5.2% of GP appointments. (Kajaria-Montag., *et al* 2022)

9. Lower rate of attendances at emergency departments

Patients receiving GP continuity of care are significantly less likely to attend accident and emergency departments.(Kohnke and Zielinski, 2017; Ride *et al.*, 2019)

10. Fewer admissions to hospital

In Canada(Menec *et al.*, 2006) and in the UK(Barker *et al.*, 2017) many studies have shown that patients with good continuity of GP care are significantly less likely to be admitted to hospital, particularly for older patients with ambulatory care sensitive conditions. Hospital admissions are one of the most expensive NHS costs.

11. Lower costs in whole health systems

Good continuity of GP care was associated with lower costs across the whole health system.(De Maeseneer, 2003; Bazemore *et al.*, 2023)

12. Lower death rate in patients

Two systematic reviews show that better continuity of GP care is associated with a lower death rate in patients.(Pereira Gray *et al.*, 2018; Baker *et al.*, 2020) A dose-response relationship, which adds considerable scientific weight to the findings, has been shown between continuity and mortality.(Sandvik *et al.*, 2022)

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