



**Dr Anna Graham, is a GP Partner at Horfield GP Practice in Bristol and sets out her thoughts about continuity of care.**

Continuity is very important to me. I have been working in the same practice for 15y. We have personal lists. I know my patients well and they know me. This works for patients – I start in the middle of the story not at the beginning each time.

I understand their wider world having known them over many years. I think I make better joint decisions which can include doing nothing because of the trust I have built up over this time.

For my own ability to get the job done and get home I find seeing the results and letters about my own patients I can do quickly because I ordered the tests and know why I made the referral. This also helps with my learning – finding out about new treatments and following this up with the same person.

It is hugely satisfying as a role. If I make a mistake I apologise and the patients forgive me. In the practice the way we manage work is very clear. I cover my patients queries and cross cover when not in. This helps the wider team with who to ask and the buck stops.