## Appendix 1

Waiting time survey 2009-2014

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
| Number of visits, Skåne |  24 718  |  31 639  |  31 650  |  32 915  |  28 253  |  28 175  |
| Visits within 7 days, Skåne |  22 685  |  29 026  |  28 970  |  29 606  |  25 966  |  25 324  |
| Number of visits, Västra Götaland |  39 050  |  48 206  |  51 075  |  48 985  |  44 416  |  44 594  |
| Visits within 7 days, Västra Götaland |  36 802  |  45 619  |  48 897  |  46 939  |  41 810  |  41 396  |
| Number of visits, Sweden |  214 004  |  253 973  |  268 975  |  264 850  |  242 797  |  250 662  |
| Visits within 7 days, Sweden |  196 381  |  234 062  |  251 314  |  246 206  |  225 647  |  229 194  |

### Appendix 2

Since 2009, patients perceptions about the quality in primary care in Sweden are measured annually through a national patient survey (NPE). The survey is administered by mail to a random sample of patients having visited a practice (250-300 patients per practice) during the period September–October. There is one version of the questionnaire for patients having visited a nurse and one for patients having visited a doctor. The survey includes 54 questions related to perceived quality of the provider, i.e. seven regarding availability, five regarding the reception at the facility, 22 regarding the actual doctor/nurse-visit, five regarding lab and other medical tests, nine regarding the overall impression and six about background characteristics of the respondent. In this study the results from two questions: “Do you usually get to see the same doctor/nurse?” and “What is your opinion about the accessibility at the practice?” in the survey for doctor visits are used to measure responsiveness towards patients in the two regions.

National Patient Survey (NPE) 2009-2013, doctor visits in Västra Götalandsregionen (VGR) and Region Skåne (RS)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2009** | **2010** | **2011** | **2012** | **2013** |
| **Number of respondents, Region Skåne** | 16320 | 16669 | 15368 | 22210 | 22377 |
| **Response rate, %** | 58 | 56 | 54 | 52 | 52 |
| **Number of practices, Region Skåne** | 145 | 150 | 147 | 149 | 150 |
| **Average size (enrolled individuals)** | 8475 | 8563 | 8495 | 8410 | 8530 |
| **Number of respondents, Västra Götaland Region** | 15384 | 22010 | 20357 | 19988 | 19700 |
| **Response rate, %** | 56 | 57 | 53 | 52 | 51 |
| **Number of practices, Västa Götaland Region** | 141 | 195 | 195 | 197 | 198 |
| **Average size (enrolled individuals)** | 7557 | 7837 | 7970 | 7958 | 8097 |