

**ORIGINAL PAPER****Assessment of users' expectations, perceived quality and satisfaction with primary care in Greece****Vasilios Raftopoulos, RN, MSc, PhD**Assistant Professor, Cyprus University of Technology, Nursing Department  
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**Abstract**

**Aim:** To explore users' expectations, their perceived quality and their satisfaction with primary care services an anonymous questionnaire has been administered to a sample of 212 users.

**Background:** Patient satisfaction with quality of primary care is a dominant concept in quality assurance and quality improvement programs.

**Methods:** It has been used the Expectations-Perceived Quality-Satisfaction with Primary Care Services Scale (E-PQ-SPCSS) that was developed and validated in this study. Data were analysed using SPSS, version 18.

**Results:** The overall satisfaction with the primary care services was 97.2%, with the medical care provided was 95.3% and with nursing care was 92.5%. Nursing care was provided to 126 (59.4%) users. These users were more satisfied ( $p < 0.0001$ ) with global nursing care provided ( $4.52 \pm 0.70$ ) than those who were not provided a nursing care intervention ( $3.53 \pm 1.73$ ). Age correlated with global satisfaction with primary care ( $r = 0.315$ ,  $p < 0.001$ ) with medical ( $r = 0.194$ ,  $p < 0.001$ ) and nursing care ( $r = 0.183$ ,  $p < 0.001$ ) as well as with expectations total score ( $r = 0.295$ ,  $p < 0.001$ ), perceived quality of care total score ( $r = 0.366$ ,  $p < 0.001$ ) and satisfaction with care total score ( $r = 0.207$ ,  $p = 0.002$ ). Based on Cattell's visual scree plot, four factors accounting for 64.34% of the item covariance were extracted and rotated through factor analysis (nurse's technical and interpersonal competence, physician's interpersonal competence, physician's technical competence and structure characteristics).

**Conclusions:** The psychometric properties of the E-PQ-SPCSS were good enough indicating that the scales are reliable and adequate for group comparisons.

**Keywords:** user satisfaction; quality of care; general practice; primary care; scale validity; reliability