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**CHIEF EXECUTIVE'S REPORT SETS THE RECORD STRAIGHT ON NHS PERFORMANCE**

Today's report from Sir Nigel Crisp shows that the NHS has made real progress, but a gap between patient experience and public opinion still remains, says the NHS Confederation.

Nigel Edwards, director of policy at the NHS Confederation, said: "Today's report from the Department of Health demonstrates the great achievements that have been made in the NHS over recent years. It gives the lie to those who claim that the additional investment has been squandered; in truth, patients are now seeing real benefits."

"As a result, the NHS can now place a new emphasis on an additional set of challenges, particularly cutting waiting times for diagnostics, personalising care for people with long-term conditions, and tackling the underlying causes of ill-health."

Nigel concluded: "A key measure of NHS performance is patient satisfaction, and this remains high. It is therefore a puzzle that the public in general are less satisfied with the NHS than those who actually use the service. We hope this report will help close the gap between patient experience and public opinion."