

**CHARLES UNIVERSITY**  
**FACULTY OF SOCIAL SCIENCES**

Department of Public and Social Policy

**Patient Perspective on Physician Patient Relationship in Primary Care  
Comparative Analyses Netherlands and Georgia**

Master's Thesis

Author of the Thesis: Salome Vadachkoria

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Supervisor: prof. Zuzana Kotherova, PHD

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## Abstract

The primary care sector is one of the pivotal entities in the health care system. As a gatekeeper, primary care is the first point of contact for the patients and their families. The primary care has a holistic role in the patient care. It provides preventive care, treatment, rehabilitation and palliative care. The primary care services take into consideration not only the disease, but also the bio-psychosocial aspects of the patient's life. Increase in the chronic, non-communicable disease frequency across the globe, increases also the demand on the health care sector. Secondary and tertiary units of the health care are very expensive for the countries, therefore more accent is on the primary care. Different countries have various levels of the primary care development. Among them the Netherlands is known to have an "ideal" model of the primary care. Factors that make the system well-functioning in the Netherlands is high level of the physician patient relationship and a Patient Centred Care (PCC). On the other hand, countries as post-Soviet Georgia have developing primary care system with many challenges. Comparison of these two countries was conducted on the contextual factors and a conducted survey. Patients' perspective on interaction with the primary care and healthcare professionals is the key for well-functioning primary care, patients' trust, loyalty, respect and better health outcomes. Exploration and analyses of these factors is added value to research in primary care with recommendations provided. There are limited literature specifically exploring the physician patient relationship model in Georgia. Comparison revealed challenges for the Georgia in terms of policy formation, staff trainings, PCC development, organisational and geographical coverage path, that Netherlands follow with primary care development is an advanced development path, that shows organisational, infrastructural, monitoring and PCC priorities, that can be taken into consideration by Georgian health community.

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