

Reference:

1234567890



# THE GP PATIENT SURVEY

<<TITLE>> <<FIRST NAME>> <<SURNAME>  
<<ADDRESS 1>>  
<<ADDRESS 2>>  
<<ADDRESS 3>>  
<<ADDRESS 4>>  
<<ADDRESS 5>>  
<<POSTCODE>>

January 2009

Dear <<Title>> <<Surname>>

## We need your views on local NHS services

The Government is committed to using public views to improve services. Most people will visit their GP surgery several times a year, if not more often, so it is important that the NHS provides access to good quality services for all its patients.

The GP Patient Survey is a single national survey of patients in all GP surgeries in England. This year the survey covers more of the issues that concern patients and will help surgeries and the NHS continue to improve the services they provide.

I would like to invite you to take part in this year's new survey by filling in the enclosed questionnaire. Even if you have filled in a questionnaire before, or you haven't visited your GP surgery recently, we still need your views. It is an opportunity to have your say about your local GP surgery or health centre. Your views will also help other patients when they think about registering with a GP surgery.

The Department of Health has asked Ipsos MORI, an independent survey agency, to carry out this survey. **Your answers will be kept completely confidential.** Only the anonymised overall results will be passed to the NHS. To take part, **please fill in the enclosed questionnaire and return it in the envelope provided** as soon as possible. You do not need a stamp.

There is more information over the page. If you have any more questions or need help filling in the questionnaire, please visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk) where you can also fill in the survey online, or call Ipsos MORI on freephone 0808 238 5385 (Monday to Friday, 9am to 9pm; Saturday 10am to 5pm).

Thank you very much for your time.

Yours sincerely

Ben Bradshaw  
Minister of State for Health



Please turn over

# Some questions & answers

## Why are we carrying out this survey?

The NHS is working to improve patient experiences of GP surgeries and out of hours services. The GP Patient Survey will measure this and give you more of a say in how services are delivered so that they better meet your needs.

## How did we get your name and address?

Ipsos MORI is sending you this questionnaire on behalf of the Department of Health. The Department of Health selected your name randomly from the NHS list of patients registered with a GP. Ipsos MORI will keep your contact details confidential and will only use them to send you the survey. Once the survey is finished, your contact details will be securely destroyed. Ipsos MORI has not been given any information about your health.

## Do you have to take part?

Taking part is completely voluntary. We hope you will, as this will give us the best possible information about your experiences when you visit or call your doctor. This is your opportunity to help improve your local services. If it is easier for you, a friend or family member can help you fill in the questionnaire, but please answer about your experiences.

Arabic	لطلب المساعدة باللغة العربية، يمكنكم زيارة موقعنا على شبكة الإنترنت على العنوان التالي: 0808 238 5383، أو الإتصال مجاناً على رقم: <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a>
Bengali	বাংলা ভাষায় সাহায্যের জন্য অনুগ্রহ করে জনমত যাচাইর জরিপের (সার্ভের) ওয়েবসাইট <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> – তে যান অথবা 0808 238 5382 ফ্রিফোন নাম্বারে ফোন করুন।
Czech	Pro asistenci v češtině navštivte webovou stránku průzkumu na adrese <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> nebo zavolejte zdarma na telefonní číslo 0808 238 5477
French	Pour toute assistance en français, consultez le site internet de l'enquête à l'adresse suivante: <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> ou appelez gratuitement le 0808 238 5384
Gujarati	ગુજરાતી ભાષામાં મદદ માટે અમારી મોબાઇલની વેબસાઇટની મુલાકાત લો અથવા વાનિમૂલ્ય ફોનથી સંપર્ક કરો. વેબસાઇટ નું સરનામું – <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> ફોન નંબર – 0808 238 5386
Mandarin	欲获得中文协助，请访问调查网站 <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> 或拨打免费电话 0808 238 5475
Polish	Pomoc w języku polskim można znaleźć na stronie internetowej badania pod adresem: <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> lub uzyskać pod numerem telefonu 0808 238 5381 (połączenia bezpłatne)
Portuguese	Para assistência em Português, visite o site da sondagem na Internet em <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> ou ligue para o número grátis 0808 238 5389
Punjabi	ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਸਰਵੇਖਣ ਦੇ ਵੈਬਸਾਈਟ <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> ਤੇ ਜਾਓ ਜਾਂ 0808 238 5380 ਤੇ ਮੁਫਤ ਫੋਨ ਕਰੋ।
Slovak	Pri asistencii v slovenskom jazyku prosím navštívte webovú stránku dotazníka <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> alebo volajte bezplatne na číslo 0808 238 5476
Somali	Caawimo ku baxaysa Af- Soomaali, booqo barta daraasadda internetka <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> ama wac telefoonka bilaashka 0808 238 5388
Turkish	Türkçe yardım için, anket web sitesi <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> adresini ziyaret edebilir ya da ücretsiz telefon hattı 0808 238 5387'i arayabilirsiniz
Urdu	اردو زبان میں مدد کے لیے سروے کی ویب سائٹ <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> ملاحظہ کریں یا 0808 238 5379 پر مفت فون کریں۔

If you are having problems filling in the questionnaire,  
please visit the survey website at [www.gp-patient.co.uk](http://www.gp-patient.co.uk) or  
call freephone 0808 238 5385

