



Please tell us about your GP (doctor's) practice

You have been asked to answer some questions about the care you get from your **GP (doctor's) practice** and other local health services. Asking you questions like this is called a **survey**.

A GP (doctor's) practice is a place where you can get an appointment with a GP (doctor) or nurse to talk about your health.

Other local health services include a pharmacy and the dentist.

Here is some information to explain how to do the survey.

We would like you to answer some questions about the care you get from your local GP (doctor's) practice. There are also questions about pharmacies and the dentist.

Your answers will help all **GPs** (doctors) and the NHS improve how they help their patients.

A GP (doctor) is someone who can give you help or advice about health problems. The NHS is in charge of public health services in England.

You can take part online, using a paper questionnaire or by phone.

You can take part **online**, using a computer, mobile phone or tablet.

To take part online, go to:

<https://gp-patient.co.uk/received-survey>.

Enter the survey code from your letter.

Or you can click on the link in the text message or email that we sent you.

For each question, click on the answer you want and press the 'Next' button.

You can take part by using a **paper questionnaire**.

To take part on paper, put a cross in the box next to the answer you want.

You can take part **by phone**.

To take part by phone, call our team on 0800 819 9135. It is free to call this number.

You can ask somebody to help you read the questions and answer them if you want.

But they should **not** tell you what to answer. We want to know what you think.

You do not have to answer all the questions if you do not want to.

Your answers are **private**. We will not use your name when we share what we have found out.

When we have looked at all the answers from everyone, we will write about what people have told us, and put it on our website at: <https://www.gp-patient.co.uk/>.

Thank you very much for answering our questions.

Post your answers back in the FREEPOST envelope.

If you do not have the FREEPOST envelope, you can use your own envelope.

Please send your answers to:

FREEPOST GP Patient Survey

3 Thomas More Square

London

E1W 1YW

You do not need a stamp.

If you have any questions about the **survey**, call our team on 0800 819 9135. It is free to call this number.

Words used in the survey

Here are some words used in the survey and what they mean.

Survey

A survey is used to ask you questions.

GP

A doctor who can give you help or advice about health problems. They can also:

- Give you medicines
- Give advice on healthy eating
- Give vaccinations
- Refer you to a hospital or specialist doctor. A specialist doctor is someone who knows a lot about a certain illness or disability.

Nurse

A nurse can give you help or advice about how to stay healthy. They can also recommend medicines and give vaccinations.

GP (doctor's) practice

A place where you can get an appointment with a GP (doctor) or nurse.

Patient

A person who has an appointment with a GP (doctor) or nurse.

Pharmacy

A pharmacy is a place where you can go to speak to a pharmacist.

A pharmacist is an expert in medicine and can help with minor health conditions.

A pharmacist can help you take medication safely. They can answer questions about medication that has been prescribed.

A pharmacist can give you advice to get help from other places.

Dentist

Dentists can help you look after your teeth.