

<<Title>> <<Forename>> <<Surname>>
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<< SPINE_Address5>>
<< SPINE_Pcode>>

Access code: <<access_code>>

17 February 2025

Dear <<Title>> <<Surname>>

Your last chance to help shape the health services in your area

In early January, I asked you to give us your feedback to help improve your local NHS services. If you have taken part in the last few days, thank you for your time - you do not need to do anything else.

If you have not already taken part online, please do so to give us your views. This will help to make sure the NHS delivers the healthcare services that you and your family need.

Complete the questionnaire by 24 March

Please take part online in two easy steps. Taking part this way is cheaper for the NHS.



1. Go to www.gpsurvey.net/login
2. Enter code <<access_code>> to take part

Or you can fill in the enclosed questionnaire and send it back in the Freepost envelope. It's free - you don't need a stamp.

It should take you **less than 15 minutes** to take part.

Your information will be kept confidential

There is more information about the survey and confidentiality on the next page. If you have any questions or need help taking part in the survey, visit www.gp-patient.co.uk. Or phone Ipsos on **Freephone 0800 819 9135** (lines are open 8am to 9pm Monday to Friday and 10am to 5pm on Saturdays).

Thank you very much for giving some of your time to help local NHS services.

Yours sincerely



Neil Churchill
Director for People and Communities
NHS England

Please turn over ➡

Why are you carrying out this survey?

This survey will help the NHS to improve GP practices and other local NHS services so they better meet your needs. You can see all the results from previous surveys, including the results for local GP practices, by visiting the website at www.gp-patient.co.uk.

How did you get my contact details?

Your name was chosen at random from the NHS list of patients registered with a GP. Your personal information is held in line with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. NHS England is the data controller for this survey, which means they are responsible for how your personal information is used. To read NHS England's privacy notice, which explains how your information is used and your rights, visit www.england.nhs.uk/contact-us/privacy-notice.

Ipsos is the data processor for this survey. They are processing your personal information to carry out this survey, on behalf of NHS England. Ipsos were given **your name, address, mobile number and NHS number** so they could invite you to take part. Ipsos and any suppliers they work with, will keep your contact details confidential, and destroy them once the survey is over. Ipsos has not been given any information about your health. For more information visit www.gp-patient.co.uk/faq/confidentiality.

What happens to my answers?

Once you have filled in the survey, Ipsos will put your answers together with the answers from other people and publish the results. Your answers will be kept confidential. **Nobody will be able to identify you in any published results.** NHS England may share your answers from the survey with approved researchers, but only in a way that doesn't identify you, and in line with strict rules about data processing. For more information visit www.gp-patient.co.uk/faq.

What is the access code on the front of this letter used for?

Ipsos use the access code to identify who has taken part (they only send reminders to people who haven't responded) and to link responses to GP practices. Your personal access code is not linked to your NHS number.

Taking part in the survey is voluntary. If you do not want to receive any reminders, please contact Ipsos on Freephone **0800 819 9135** or email GPPatientSurvey@ipsos.com.

Can someone help me fill in the questionnaire?

Yes, that's fine. You can contact our team or ask a friend or relative to help, but please make sure the answers are only about your experiences.

English

gp-patient.co.uk
0800 819 9135

العربية

gp-patient.co.uk/arabic
0800 819 9136

বাংলা

gp-patient.co.uk/bengali
0800 819 9137

简体中文

gp-patient.co.uk/chinese
0800 819 9138

Français

gp-patient.co.uk/french
0800 819 9139

ગુજરાતી

gp-patient.co.uk/gujarati
0800 819 9140

Italiano

gp-patient.co.uk/italian
0800 819 9141

Polski

gp-patient.co.uk/polish
0800 819 9142

Português

gp-patient.co.uk/portuguese
0800 819 9143

ਪੰਜਾਬੀ

gp-patient.co.uk/punjabi
0800 819 9144

Română

gp-patient.co.uk/romanian
0800 819 9145

slovenčina

gp-patient.co.uk/slovak
0800 819 9146

Español

gp-patient.co.uk/spanish
0800 819 9147

Türkçe

gp-patient.co.uk/turkish
0800 819 9148

اردو

gp-patient.co.uk/urdu
0800 819 9149



gp-patient.co.uk/bsl

If you want a copy of the questionnaire in large print or Braille, call Freephone 0800 819 9135.