

Core Information

The Better Together GP Patient Experience Survey

The Better Together GP Patient Experience Survey is one of the ways that NHSScotland will gain a better understanding of patients' experiences of using their GP services. The information collected will be pivotal in helping improve and shape the way care and services are delivered by GP practices in Scotland.

In winter 2009, 500,000 patients randomly selected from each GP practice in Scotland will receive the Better Together GP Patient Experience Survey.

The survey will ask patients about their experiences of their own practice, including how easy they find it to make an appointment as well as their experience of consultations.

Practices will find out their results in summer 2010 as well as information which shows how they compare to other practices in Scotland.

GP practices will be supported to identify areas for improvement which their patients have told them are important to them.

To promote learning and good practice GP practices will be encouraged to share quality improvement activity based on patient experience with fellow GP practices.

This new GP patient experience survey incorporates the GP access questions required for payment within the QOF (replacing the GP access survey), and the wider questions on experience for the Better Together programme.

The survey has been re-formatted, so looks different from the draft which was circulated to GP practices, but the content has not changed.

You can find more information and useful resources about the GP Patient Experience Survey at www.bettertogetherscotland.com