

<<first name and surname>>
<<Patient address 1>>
<<Patient address 2>>
<<Patient address 3>>
<<Patient address 4>>
<<POSTCODE>>



«UID Number»

March 2010

Dear «First name and Surname»

I wrote to you a few weeks ago to ask you to take part in our survey about your GP surgery.

If you have already returned your survey, thank you very much. If not, this is your last chance to give us your views. I will not contact you again about this survey.

Please fill in the survey, and post it in the enclosed envelope as soon as possible. (You do not need a stamp.) The survey will close on 31 March 2010.

I understand that your GP surgery is «GP surgery name», «GP surgery location».

I would like you to answer the questions about **your experiences** at **this** GP surgery.

Your answers are completely **confidential** and nobody at your GP surgery or NHS Board will see them.

There is more information about the survey on the other side of this page, and on the survey website at www.bettertogetherscotland.com.

If you have any questions or need help filling in the survey, please contact the **Better Together helpline** on **0800 783 2896**.

Thank you very much for your time.

Yours sincerely,

Carol Sinclair
Programme Director Better Together



Please turn over

Some questions and answers

Why are you carrying out this survey?

We would like to find out about your experience of using your GP surgery. For example, how easy it is for you to speak to someone at your GP surgery, and how you are treated by the staff.

Why do you need to know?

Finding out about your experience can help us to make things better for other people, so please be honest in your replies. What you say will not affect your ability to get treatment or care at your GP surgery.

Do I have to take part?

No, you don't have to take part if you don't want to, but taking part should help your GP surgery to improve the service and care it provides for everyone. If you would prefer not to receive any more letters about the survey, please phone the Better Together helpline on **0800 783 2896**.

Can someone help me with the survey?

A relative, friend or carer may help you to fill in the survey, but please remember that you should give all of the answers from your own point of view. If you would prefer, you can give your answers over the phone instead, by phoning the helpline on **0800 783 2896**. The person on the phone will need you to tell them the number that is on the front of this letter.

How did you get my name and address?

We picked names at random from the NHS database of patients registered with a GP. The NHS stores your contact details securely and confidentially. We have given you a unique ID number which lets us know if you have returned your form. The person reading your reply will only be able to see this number, not your name or address.

Do I have to answer every question?

No, you don't have to answer every question if you don't want to. But we hope you will, as your answers will help us to have the best possible picture of people's experiences. Sometimes we will ask you to skip a question if it doesn't apply to you.

Will my GP surgery see my answers?

No, staff at your GP surgery will not know if you have taken part in the survey or not. We will group together replies from all the patients at your surgery and your GP surgery will only see the overall results.

What happens to the results?

We will give your GP surgery a summary report on their results so they can see how they are doing compared with other GPs. You will be able to find the survey results in summer 2010 on www.bettertogetherscotland.com.

What is Better Together?

Better Together is a new programme which aims to improve the experience patients have when they use the health service in Scotland.



- You can fill in the survey online at www.gpsurvey.org.uk.
- If you have any other comments about the NHS in Scotland, please share your story online at www.bettertogetherscotland.com.