

27th October 2009

Dear Practice Manager

Important information about the GP Patient Experience Survey 2009

A new survey about patient experience of GP services has been developed by Better Together, Scotland's patient experience programme. Better Together aims to encourage an approach to continuous improvement based on what is important to patients right across the NHS in Scotland. More information about the Better Together programme can be found on www.bettertogetherscotland.com

The Scottish Government will soon be sending this survey to a random sample of people registered with each GP practice in Scotland to ask them about their experience of using their practice services.

The questionnaire contains the access questions required for payment for QOF indicators PE7 and PE8, with slight revisions to last year's questions which have been discussed with SGPC. It also contains a wider range of questions about access, the practice and consultations. The additional questions have been developed in consultation with SGPC, RCGP, practice managers, practice nurses, NHS Boards, academics, patients and the public over the last year, and has been piloted across Scotland.

Please make sure that all staff in your practice know about this survey. They may need to reassure any patients who enquire that this is an official survey and to encourage them to complete it. As you know, it is important that we get as good a response rate as possible. We enclose 2 posters for you to display in your practice to help to spread this message. An electronic version of this poster can be found on www.bettertogetherscotland.com.

Also enclosed, for your information, are specimen copies of the new questionnaire and covering letter that will be sent to patients. In particular there is information on the back of the letter that will help you to answer queries from patients. Please note that while the substance of these documents will not change, there may be minor presentational changes in the final version that is sent out to patients.

You will receive a full report of results for your practice next summer, including how you compare to other practices. We hope you will find this useful in discussions with patient groups and with your NHS Board / CHP on how to work together to provide the best quality service to patients.

You may also wish to be aware that NHS Boards will be surveying patients who have been in hospital, so some of your patients may be sent a questionnaire about this early next year. Further details are available on the Better Together website.

Yours faithfully,



Carol Sinclair
Programme Director, Better Together



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