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Reference: **1234567890**

March 2015

Dear &lt;&lt;Title&gt;&gt; &lt;&lt;Surname&gt;&gt;

**Your opportunity to shape local GP and dental services:  
we need your views**

I recently sent you a letter asking for your feedback to help improve local healthcare and other services. If you have already responded, thank you very much for your time; there is no need to do anything further.

If you have not already responded, I would be grateful if you could take the time to give us your views about your experiences of your GP surgery and other local NHS services - **we want to hear from as many people as possible**. Even if you have filled in a questionnaire before, or you haven't visited your GP surgery recently, your views are very important to us.

**Please fill in the enclosed questionnaire**, and return it in the freepost envelope provided, **by 27th March – you do not need a stamp**.

**Please note that this is your final opportunity to take part in the survey – there will be no further reminders.**

**Your answers will be kept completely confidential.** NHS England will only see anonymous statistical results. We will not see any individual patient views or information.

There is more information about the survey over the page. If you have any questions or need help filling in the questionnaire, please visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk) where you can also fill in the survey online, or call Ipsos MORI on freephone **0808 238 5385** (Monday to Friday, 9am to 9pm; Saturday 10am to 5pm).

Thank you very much for your time.



Giles Wilmore  
Director for Patient and Public Voice and Information  
NHS England

Please turn over 

## Some questions & answers

### Why are we carrying out this survey?

The NHS is working to improve patient experiences of GP surgeries. Your surgery can use the survey results to assess how services are currently being delivered and make changes so they better meet your needs.

### Will we be able to see your individual results?

No. NHS England will only see anonymous statistical results. If you would prefer not to answer individual questions please leave them blank but complete the rest of the questionnaire.

### How did we get your name and address?

Your name was selected randomly from the NHS list of patients registered with a GP. Ipsos MORI will keep your contact details confidential and, once the survey is finished, will destroy them. Ipsos MORI have not been given any information about your health.

#### العربية

gp-patient.co.uk/arabic  
0808 238 5383

#### 普通话

gp-patient.co.uk/mandarin  
0808 238 5475

#### Soomaali

gp-patient.co.uk/somali  
0808 238 5388

#### বাংলা

gp-patient.co.uk/bengali  
0808 238 5382

#### Polski

gp-patient.co.uk/polish  
0808 238 5381

#### Türkçe

gp-patient.co.uk/turkish  
0808 238 5387

#### Čeština

gp-patient.co.uk/czech  
0808 238 5477

#### Português

gp-patient.co.uk/portuguese  
0808 238 5389

#### اردو

gp-patient.co.uk/urdu  
0808 238 5379

#### Français

gp-patient.co.uk/french  
0808 238 5384

#### ਪੰਜਾਬੀ

gp-patient.co.uk/punjabi  
0808 238 5380

#### ગુજરાતી

gp-patient.co.uk/gujarati  
0808 238 5386

#### slovenčina

gp-patient.co.uk/slovak  
0808 238 5476

For help filling out the survey, or to request it in Braille or large print, call freephone **0808 238 5385**.

To learn more about the survey, please visit [www.gp-patient.co.uk/FAQ](http://www.gp-patient.co.uk/FAQ)

