



«First name»«Surname»  
«Patient Address 1»  
«Patient Address 2»  
«Patient Address 3»  
«POSTCODE»



«CHI Number»

«Date»

Dear «First name»«Surname»

**Can you spare five minutes to tell us about your GP Services?**

I am writing to ask you to take part in the Scottish GP Patient Access Survey.

The term “GP” refers to a General Practitioner or family doctor.

The survey is designed to collect information on how easy it is for people to see or speak to a doctor or nurse for medical advice at their surgery.

I understand that your GP surgery is «**GP practice name** », «**GP practice Location**».

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

Please refer to the most recent time you contacted your GP surgery either for yourself or for someone else who is registered at the same surgery.

Your individual answers are completely **confidential** and will not be seen by anybody at your surgery or Health Board.

There is more information about the survey overleaf and on the survey website at **[www.scotland.gov.uk/GPAccess](http://www.scotland.gov.uk/GPAccess)**

If you have any more questions or need help filling in the survey, please contact the **GP Patient Access Survey Helpline** on [0845 602 6948– all calls are charged at local rate] (Monday to Friday, 1pm to 7pm; Saturday, 11am to 5pm).

Thank you very much for your time.

Yours sincerely,

**-PLEASE TURN OVER**

Jonathan Pryce  
Head of Primary Care Division, Scottish Government



## Some Questions & Answers

### Why are we carrying out this survey?

The Scottish Government and the National Health Service, would like to find out how easy it is for patients to see or speak to a doctor or nurse for medical advice at their GP surgery.

### Why do we need to know?

It is important that GP surgeries get feedback from their patients on their experience of contacting their practice to help identify where improvements could be made.

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

You were randomly selected to participate in this survey from the NHS list of patients registered with a GP. Your contact details are stored securely and confidentially by the NHS and the Scottish Government. Those analysing the responses will not be able to see your name or address.

### Do I have to take part?

No, you do not have to take part if you do not want to, but taking part will help to assess how the surgery responds to patients when they make contact for an appointment or medical advice.

### Do I have to answer every question?

No, you do not have to answer every question if you do not want to. However, we hope you will, as your answers will help give us the best possible picture of people's experiences. There are also some questions we may ask you to skip, depending on your answers.

### What happens to the results?

Your practice will be given information on its overall performance in April-June 2009. It will not be possible for anyone at the surgery or Health Board to identify your individual responses. Scottish results will be published in Summer 2009 on the Scottish Government website. [www.scotland.gov.uk](http://www.scotland.gov.uk)

تتوافر نسخ من هذه المستندات بتلك اللغة. يرجى وضع علامة على هذه الخانة، وإرجاع هذا الخطاب في الظرف المقدم وسوف يتم إرسال نسخ إليك.

এই নথিগুলির কপি এই ভাষায় পাওয়া যাচ্ছে। অনুগ্রহ করে এই ঘরে টিক্ চিহ্ন দিয়ে যে খাম দেওয়া হয়েছে তাতে ভরে চিহ্নটি ফেরত পাঠান। আপনার কাছে ডাকঘোষে কপি পাঠানো হবে।

您可獲得此語言版的文件副本。請在此方框內打鉤，並將此信放入所提供的信封，我們就會將副本郵寄給您。

इन प्रलेखों की प्रतियां इस भाषा में उपलब्ध हैं। कृपया इस बाक्स को टिक करें, तथा उपलब्ध कराए गए लिफाफे में इस पत्र को वापस कर दें, और आपको प्रतियां भेज दी जाएंगी।

Dokumenty dostępne są także w tym języku. Aby je otrzymać, prosimy odesłać niniejsze pismo w załączonej kopercie.

ਇਨ੍ਹਾਂ ਦਸਤਾਵੇਜ਼ਾਂ ਦੀਆਂ ਕਾਪੀਆਂ ਇਸ ਭਾਸ਼ਾ ਵਿਚ ਉਪਲਬਧ ਹਨ। ਇਸ ਡੱਬੀ ਨੂੰ ਟਿਕ ਕਰੋ, ਇਸ ਖੱਤਰ ਨੂੰ ਨਾਲ ਦਿੱਤੇ ਗਏ ਲਿਫਾਫ਼ੇ ਵਿਚ ਪਾ ਕੇ ਮੋੜ ਦਿਉ ਅਤੇ ਕਾਪੀਆਂ ਤੁਹਾਨੂੰ ਡਾਕ ਰਾਹੀਂ ਭੇਜ ਦਿੱਤੀਆਂ ਜਾਣਗੀਆਂ।

ان دستاویزات کی نقول اس زبان میں دستیاب ہیں۔ براہ مہربانی اس خانے میں ٹک کا نشان لگائیں، اس خط کو فراہم کردہ لفافے میں ڈال کر واپس کر دیں اور نقول آپ کو بذریعہ ڈاک ارسال کر دی جائیں گی۔

