

GP Patient Survey (GPPS)

2024 communications toolkit

This toolkit is designed to help with the promotion of the 2024 GP Patient Survey in order to raise awareness of the survey and encourage selected patients to participate. This toolkit is a guide and it's understood that you will adapt the content as needed to best communicate with your different audiences. Please try to ensure however, that you do not change the core messaging.

If you have any questions, please contact ENGLAND.Insight-Queries@nhs.net

1. [About GPPS](#)
2. [Website copy](#)
3. [Newsletter copy](#)
4. Social media content
 - [Facebook](#)
 - [Twitter](#)
5. [Posters](#)
6. [FAQs](#)

This summary can be used to describe the GP Patient Survey and its purpose.
There is a short and longer version depending on the content / channel you are applying it to.

Short summary

In the NHS, we want our patients to have the best experience possible and having continuous patient feedback is crucial in helping us to deliver what patients want and need. The GP Patient Survey (GPPS) is designed to give patients the opportunity to feed back about their experiences of their GP practice and other local healthcare services. The answers we get help the NHS to improve local health services for people like you and your family.

A random selection of patients will be invited to take part in the survey in early January. About 2.5 million adult patients registered with a GP in England have been selected to receive the GP Patient Survey this year. For more information on the survey and how to access help and support in completing it, please visit www.gp-patient.co.uk

Longer summary

In the NHS, we want our patients to have the best experience possible and having continuous patient feedback is crucial in helping us to deliver what patients want and need. The GP Patient Survey (GPPS) is designed to give patients the opportunity to feed back about their experiences of their GP practice and other local healthcare services.

The survey asks about your experiences of your local GP practice and other local NHS services. The survey includes questions about a range of issues, such as how easy or difficult it is to contact your practice, the quality of care received from your GP and practice nurses, and your general health, amongst other things.

The answers we get help the NHS to improve local health services for people like you and your family. It is important that we hear about your experiences even if you haven't visited your GP practice recently, or if you have filled in a questionnaire before.

A random selection of patients will be invited to take part in the survey in early January. About 2.5 million patients aged over 16 registered with a GP in England have been selected to receive the GP Patient Survey this year. For more information on the survey and how to access help and support in completing it, please visit www.gp-patient.co.uk

You can use the following copy on your website during January-March 2024, to encourage patients to take part in the survey if they receive one.

Title – 2024 GP Patient Survey

Copy – Have your say on the way your local GP services are working

Around 2.5 million people, aged 16 and over, who are registered with a GP practice in England will receive an invitation to take part in Europe's biggest patient experience survey in early January. The answers we get help the NHS to improve local health services for people like you and your family. It is important that we hear about your experiences even if you haven't visited your GP practice recently, or if you have filled in a questionnaire before.

The invitations go out mostly by letter to a random selection of people who have been registered with their GP practice for at least 6 months. The survey team at NHS England will follow this up with a text message reminder (where a mobile number is available) to encourage as high a response rate as possible.

If receive a survey invitation, please do take the time to take part. It provides vital information to the NHS to identify what's working well and what can be improved. It helps to identify inequalities in experience too, as the results can be analysed across different protected characteristics.

If you want to check out how your practice fared in last year's survey, take a look at the survey website: <https://gp-patient.co.uk/practices-search>

Website banners – [can be downloaded from this website.](#)

We want to hear the views patients have about their GP services.



NHS

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NHS

This newsletter copy can be used in public facing newsletters, or shared with partner organisations (such as local Healthwatch or charities) that have agreed to help raise awareness of the survey.

NHS organisation:

GP Patient Survey 2024

In early January, around 2.5 million randomly selected people registered with GP practices will be invited to answer a GP Patient Survey questionnaire about their experiences. The survey will be live for 3 months, with fieldwork closing at the end of March.

The findings help to show what's working and what needs to improve. The survey is carried out securely and information published does not identify individuals.

If you receive an invitation, please do take the time to take part and have your say so we can deliver the best possible service to patients. If you need support completing the survey or need it made available in another language or format, you can call the free helpline number 0800 819 9135.

For more information about the survey, visit the [GP Patient Survey website](#).

Non NHS organisation:

GP Patient Survey 2024

In early January, NHS England will invite around 2.5 million randomly selected people registered with GP practices to answer a GP Patient Survey questionnaire about their experiences. The survey will be live for 3 months, with fieldwork closing at the end of March.

Staff at NHS England use the results to understand what's working and what needs to improve. The survey is carried out securely and information published does not identify individuals.

If you receive an invitation, please do take the time to take part and have your say so we can deliver the best possible service to patients. If you need support completing the survey or need it made available in another language or format, you can call the free helpline number 0800 819 9135.

For more information about the survey, visit the [GP Patient Survey website](#).

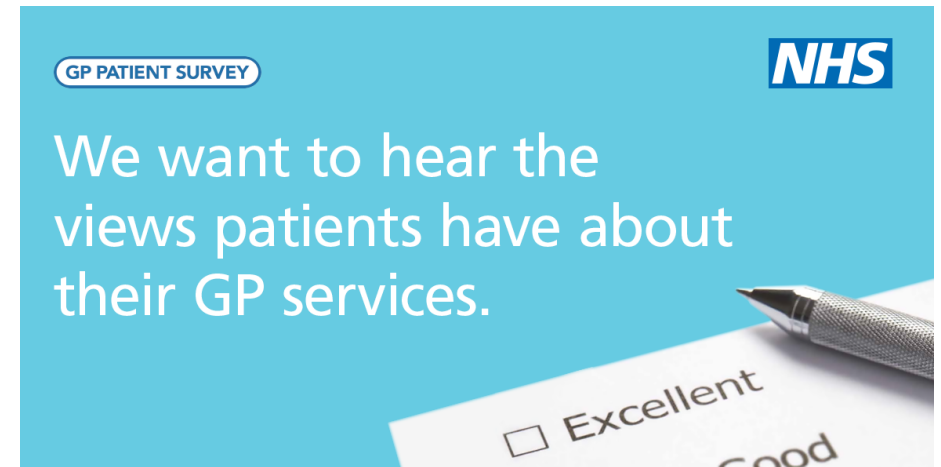
The following copy and images can be used to post on your Facebook page during January-March 2024, to encourage patients to take part in the survey if they receive one.

Copy - In early January, around 2.5 million randomly selected people registered with GP practices will be invited to answer a GP Patient Survey questionnaire about their experiences. The findings help to show what's working and what needs to improve.

If you receive an invitation, please do take the time to take part and have your say so we can deliver the best possible service to patients.

If you need support completing the survey or need it made available in another language or format, visit [GP Patient Survey website](https://www.gp-patient.co.uk). Or call the free helpline number 0800 819 9135.

Facebook images – [can be downloaded from this website](https://www.gp-patient.co.uk).



You can use the following tweets and images on your Twitter account, to encourage patients to take part in the survey if they receive one.

Tweets to use from January 2024 to early March 2024

- Have you received a #GPpatientsurvey invitation this year? We ask over 2.5 million people in England to let us know about their local GP and health services. Please tell us about your experience to help the NHS.
- Have you received a GP Patient Survey in the post or by a text invitation? Every year between January and March more than 720,000 people tell us about their local services. If you've received a survey, help the NHS by taking part too.
- We are sending out the GP Patient Survey – by letter and text - to randomly selected people in England. Have you received an invitation? To find out more about the survey and how to take part if you've been invited, please go to www.gp-patient.co.uk.
- Between January and March, we are sending the #GPpatientsurvey to over 2.5 million people in England. Have you been selected? Tell us about your experience.
- Between January and March, we are sending out invitations to take part in our #GPpatientsurvey to randomly selected people in England. Have you been selected? You can take part in 14 different languages as well as English and can request a Large Print or Braille copy. Let us know about your local GP services.

Wrap-up tweets for use during March 2024 as the fieldwork comes to a close

- We have sent out the GP Patient Survey to randomly selected people in England. Have you received a survey? The survey is closing soon. If you haven't already, this is your last chance to take part.
- Have you received a #GPpatientsurvey in the post or via a text message? The survey is closing at the end of this month. If you haven't already, please let us know about your experience of your local GP and health services.

Twitter images – [can be downloaded from this website.](http://www.gp-patient.co.uk)



You can display these posters in your practice, where they are visible to patients. They are available in English and 14 additional languages, so you can use the versions which are most suitable for your practice's population.

Posters– [can be downloaded from this website.](#)



GP PATIENT SURVEY NHS

Your views can help improve local GP and health services

Some patients registered at this GP practice will soon be invited to take part in a national survey about their experiences of local NHS services.

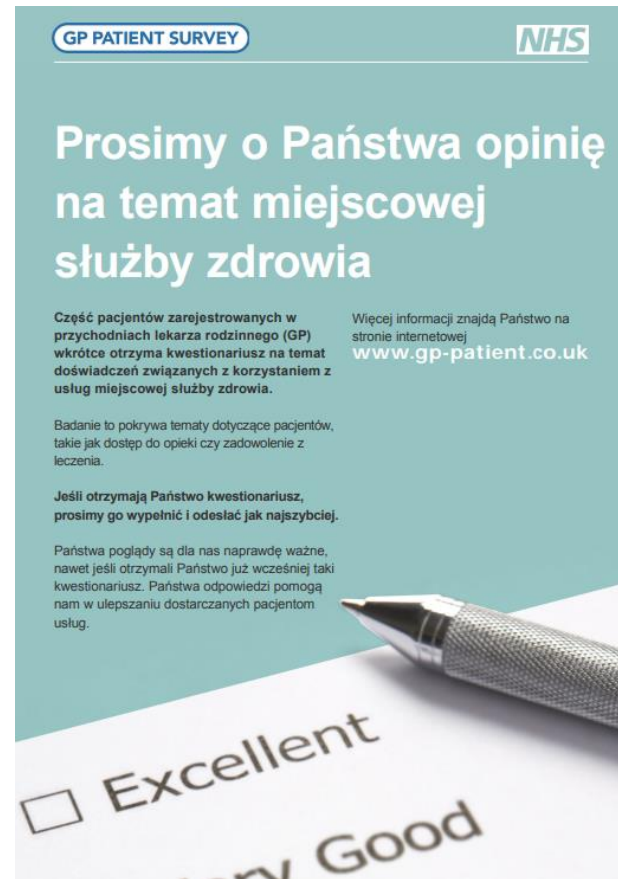
Visit www.gp-patient.co.uk to find out more

It covers issues that concern patients, such as access to care and satisfaction with treatment.

If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

It is really important that we hear your views, even if you have received a questionnaire like this before. Your response will help us to improve GP practices and other local NHS services so they better meet your needs.

Excellent
Very Good



GP PATIENT SURVEY NHS

Prosimy o Państwa opinię na temat miejscowej służby zdrowia

Część pacjentów zarejestrowanych w przychodniach lekarza rodzinnego (GP) wkrótce otrzyma kwestionariusz na temat doświadczeń związanych z korzystaniem z usług miejscowej służby zdrowia.

Więcej informacji znajdą Państwo na stronie internetowej www.gp-patient.co.uk

Badanie to pokrywa tematy dotyczące pacjentów, takie jak dostęp do opieki czy zadowolenie z leczenia.

Jeśli otrzymają Państwo kwestionariusz, prosimy go wypełnić i odesłać jak najszybciej.

Państwa poglądy są dla nas naprawdę ważne, nawet jeśli otrzymali Państwo już wcześniej taki kwestionariusz. Państwa odpowiedzi pomogą nam w ulepszeniu dostarczanych pacjentom usług.

Excellent
Very Good



GP PATIENT SURVEY NHS

زودونا بأرائكم عن الخدمات الصحية المحلية

للمزيد من المعلومات، تفضلوا بزيارة الموقع www.gp-patient.co.uk

سيستلم بعض المرضى المسجلين مع عيادات GP قريبا استبياناً عن تجاربهم مع الخدمات الصحية المحلية.

يشمل الاستبيان المواضيع التي تهتم المرضى مثل الحصول على الرعاية ومدى درجة الرضا عن العلاج.

فإذا استلمت استبياناً، يرجى ملئه وإرساله إلينا في أقرب وقت ممكن.

من الهام جداً أن نتعرف على آرائكم حتى لو إنكم استلمتم استبياناً مماثلاً من قبل. إن ردكم سوف يساعدنا على تحسين الخدمات للمرضى

Excellent
Very Good

Q. Why is this survey happening?

The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice.

The survey asks about your experiences of your local GP practice and other local NHS services, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or hard it is to contact your practice and the quality of care received from your GP and practice nurses, amongst other things.

The answers we get help the NHS to improve local health services for people like you and your family. It is important that we hear about your experiences even if you haven't visited your GP practice in a long time, or if you have filled in a questionnaire before.

Q. When is the survey sent out?

The survey is sent out every year in January.

This is the eighteenth year that the survey has been carried out in England. Between July 2011 and March 2016, the survey happened twice a year, before that, it was sent out on a quarterly basis (April 2009-March 2011) and before that, every year (January 2007-March 2009).

Q. Why was I invited to take part?

You have been invited to take part because you were randomly selected from all adult patients registered with a GP in England. About 2.5 million adult patients registered with a GP in England have been selected to receive the GP Patient Survey this year.

Q. Why haven't I been invited to take part in the survey? How can I take part?

The survey is being sent to a random selection of people who are registered with a GP in England. To ensure the survey is valid, Ipsos cannot invite people who have not already been selected at random to take part in the survey.

Q. How did you get my contact details?

Ipsos is sending you this questionnaire on behalf of NHS England. Names were chosen at random from the NHS list of patients registered with a GP. NHS England has shared a limited amount of your personal data so that Ipsos- can invite you to take part in this research. This data includes:

- your name and address
- GP practice code and NHS number
- gender and month/year of birth
- mobile telephone number (if available)

Ipsos- will keep your data confidential and will only use your contact details to invite you to take part in the survey. Once the survey is finished, Ipsos will securely destroy your contact details. Ipsos has no information about anyone's health.

Q. What is your legal basis for processing my personal data?

NHS England is carrying out this research to help the NHS improve GP practices and other local NHS services. This will help them better meet local needs in response to patient responses. They have a legal duty (under section 13Q of the NHS Act 2006) to involve the public in the commissioning of services for NHS patients.

NHS England is the data controller for the processing of personal data for the GP Patient Survey, which means that they are responsible for making sure that the processing complies with the UK General Data Protection Regulation (GDPR).

NHS England's basis for lawful processing for the GP Patient Survey is Article 6(1) (e) - *"processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller"*. Processing special category personal data (such as data about health, racial or ethnic origin or sexual orientation) must meet an additional condition, Article 9(2)(h) *"processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services"*. This means that NHS England can use the personal data they hold about you for research with appropriate safeguards in place. Ipsos- is the data processor acting on instructions of NHS England to deliver the survey.

You can access NHS England's Privacy Notice at <https://www.england.nhs.uk/contact-us/privacy/privacy-notice/>.

Taking part in the survey is voluntary. However, if you do not want to take part in the future please email GPPatientSurvey@ipsos.com. In the email, please include your access code (located at the top of the letter or on the front of the questionnaire) and indicate that you wish to opt out.

Thank You

For any questions, please contact ENGLAND.Insight-Queries@nhs.net