

Letter to GPs

16th October 2006

Dear Colleague

Re: GP Patient Survey - Your Doctor, Your Experience, Your Say.

1. Introduction

You may have already signed up to the “Directed Enhanced Service” entitled the “Improved Access Scheme”. If so, you may also have received payment for aspiring to work towards the standards set out in the “Improved Access Scheme”. As such, you should be aware that measurement against the standards set out in the Improved Access Scheme will be assessed through a “Patient Experience Survey”. This Patient Experience Survey will be run nationally under the title “the GP Patient Survey – Your Doctor, Your Experience, Your Say” (and is referred to in this letter as the GP Patient Survey).

The Department of Health has commissioned Ipsos MORI, the independent research organisation, to conduct the “GP Patient Survey”. Questionnaires will be sent to selected patients in January 2007. Payments to practices qualifying for an award should be paid by PCTs in the first quarter of the 2007/8 financial year.

2. Attached documents

Two documents accompany this letter:

*** Advice for GP Practices about the extraction of patient details for the “GP Patient Survey – Your Doctor, Your Experience, Your Say” (formerly known as the Patient Experience Survey)**

*** GP Patient Survey – Software Installation Guide (Apollo Medical Systems)**

3. What do you need to do

If you have not already signed up to the Improved Access Scheme so far, you should take the opportunity to do so immediately by contacting your PCT. If your practice is participating or intends to participate in the “Improved Access Scheme”, you are required to support the administration of the GP Patient Survey as set out in Direction 5(3)(d) of the "The Primary Medical Services [Directed Enhanced Services][England] Directions 2006" [the DES Directions]. Please note that the DES Directions refer to the ‘GP Patient Survey’ as the ‘Patient Experience Survey’.

4. Downloading Apollo Medical Systems software

For most practices, patient details will be extracted from GP Clinical Systems using Apollo Medical Systems software. Where your practices IT system can operate Apollo Medical Systems software and you are or intend to participate in the

“Improved Access Scheme”, you should install the new software by downloading from the Apollo Medical Systems website www.apollo-medical.com/gpps/ between **9am on the 16 October 2006 and 12 noon on the 25 October 2006. Further details regarding system requirements are detailed on the Apollo website www.apollo-medical.com/gpps/**

Additional information is provided in “Advice for GP Practices about the extraction of patient details...” and the ‘GP Patient Survey – Software Installation Guide’ from Apollo Medical Systems. (both attached).

5. Use of NHAIS (Exeter) registration systems

For practices where Apollo Medical Systems software cannot be used to extract patient details, a random sample of patients from NHAIS (Exeter) registration systems will be used. Further details are included in ‘**Advice for GP Practices about the extraction of patient details...**’.

6. Further Information

As mentioned above, further information about the GP Patient Survey can be found in the DES Directions. Details are also in the “Revisions to the GMS Contract 2006/7: Delivering Investment in General Practice”, which refers to the GP Patient Survey as the “Patient Experience Survey”.

Comprehensive guidance plus “Frequently Asked Questions” will be issued in November. Questions can be sent to GPPatientSurvey@dh.gsi.gov.uk. Updates will also be placed on the “Primary Medical Care Contracting” part of the DH website <http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/PrimaryCare/PrimaryCareContracting/fs/en>

Yours faithfully

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