

Patients' Experiences of Health Care in General Practices

What is the survey about?

Patients receive healthcare in general practices in England that is usually safe and of high quality. However, sometimes patients receive healthcare that can cause harm to their health or to their wellbeing. Some examples of these problems are:

- Patients not receiving an examination or test when needed
- Patients receiving the wrong diagnosis for their problems
- Patients receiving the wrong medication

Your current practice has sent you this questionnaire because they want to learn more about how to improve the quality and safety of their services. Your views are very important to improve healthcare and patient safety in your current GP surgery.

Please do complete this survey, **even if you have not experienced any safety problem at all**, in which case it will probably take you **less than five minutes to complete**.

Please read the following instructions carefully before starting the survey

Please turn over to read the instructions before completing the survey.

How to select your responses:

- Please put a cross clearly inside the selected box using a black or blue pen.
- Don't worry if you make a mistake or change your mind; simply fill in the box you had previously selected and put a cross in the new box.
- Please, note that for seven questions you will be able to select more than one option (questions number 6, 8, 9, 14, 15, 16 and 44).

What questions you should respond to:

- The survey includes a number of instructions to guide you through it. They have been designed to shorten as much as possible the time you need to complete the survey. Please, pay careful attention to them. You will find the instructions at the beginning of each section or when you select a particular response. For instance, if you have not seen a health care professional or member of staff in the last 12 months, you can start the survey in the section "Tell us more about how safe you feel at your practice" on page 9,
- As a general rule, you should respond to ALL questions unless you are invited to go to another section of the survey. If not sure about what to do, please do respond.
- In some questions you will be able to select the option "Other", when we felt that there were far too many options to include. Please use the text boxes provided for describing these "other" options. You will have plenty of opportunity to report in your own words about your experience in the section "Tell us more about how safe you feel at your practice".

What else you should have in mind when completing the survey

- Most of the questions are about your experiences during the last 12 months. You will be able to tell us about problems that you experienced before that at the end of the survey (questions 26 to 29).
- If you are reading this in your role as a carer on behalf of someone else, please complete the survey thinking about the medical care provided to the person you are caring for, rather than the care you yourself received from your GP surgery.
- Please **do not** write your name or address anywhere on the survey. This survey is anonymous: we cannot report any safety problems on your behalf. If you want advice on a safety problem, please contact your general practice, your local Health Watch or your local PALS office (Patient Advice and Liaison Service).
- After completing this survey, please put it into the FREEPOST reply envelope provided, seal it and post it by regular mail (no stamp is needed). Please complete and send the survey within 10 days of the day you received it.

After completing the survey, please return it in the reply paid envelope provided (no stamp is needed).

Thank you for your time and help