



We can only  
**help you** if  
you **help us**

The GP Patient Survey is part of the Government's commitment to make the NHS more responsive to patients' needs.

The survey asks patients their feelings about a variety of issues, such as how easy or difficult it is for them to make an appointment at their surgery. Are they satisfied with the opening hours, and the quality of care they receive from their GP and practice?

The Department of Health has set standards for how easy it should be for people to book an appointment with their GP. The survey measures how well GP surgeries are meeting these standards. It also helps them understand where improvements are needed.

**This survey is an opportunity for you to have your say about how well your practice is meeting these standards.**

Because your healthcare is very important to us at NHS Brent, we want you to be involved in decisions that affect you. So please make sure you complete the next GP Patient Survey you receive.

A freephone helpline is available to answer any queries about the survey and to provide

help with its completion if necessary. Please call 0808 238 5385 between 9am and 9pm weekdays, or Saturdays 10am to 5pm.

The helpline can provide help in Polish, Punjabi, Urdu, Bengali, Arabic, Mandarin, Turkish, Slovak, Portuguese, Czech, French, Somali and Gujarati. The survey can be completed over the phone in one of these languages if required.

Translations of the most Frequently Asked Questions in these languages are available at [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

**Who says  
we don't  
act on  
what you  
tell us?**

**THE GP PATIENT SURVEY**

Coming through your letterbox soon.  
[www.gp-patient.co.uk](http://www.gp-patient.co.uk)

**THE GP PATIENT SURVEY**

**Brent NHS**  
TAKING CARE OF YOU

- ✓ More appointments
- ✓ More opening hours
- ✓ More telephone lines
- ✓ Advanced booking
- ✓ More websites
- ✓ Online booking
- ✓ Online prescription service
- ✓ Online cancellation service
- ✓ Text reminder service
- ✓ Automated check-in
- ✓ In-practice information screen

## Just what the doctor ordered

In a recent GP Patient Survey, you told us what things you needed that would improve your GP service. We've started to roll some of them out in Brent already, so you will begin to notice you're getting much better access to your GP practice.

### Here's what we're doing:

#### More appointments, more opening hours

Some people would like an appointment early in the morning or later in the evening, after work. Saturday openings would also be helpful. So, in Brent, we're aiming to be a lot more flexible with appointments. This way, you get to see your doctor of choice, at a time that suits you.

#### More telephone lines and advanced booking

Now it should be easier to get through to your practice and book an appointment. And, if it's not urgent, many of our practices now allow you to book up to 4 weeks in advance, which means you really can see the doctor you prefer.

#### Online booking and cancellation

From work or from home, you can now book an appointment online at many of our practices. Just go to your practice's website and follow the instructions. It couldn't be easier. If you have to cancel an appointment, you can also do it

online. Let us know because we can give it to another patient, which will create faster access for everybody.

#### Online repeat prescription service

If you don't need to see a doctor for your prescription, just order it online and collect it from your practice or pharmacy.

#### Text reminder service

There's no reason to forget your appointment anymore. A lot of Brent practices are now texting patients as a reminder.

#### Information screens in surgeries

These show all sorts of patient information films and we're busy installing them around the borough.

#### Staff training

All Brent practice staff have received customer service training to help them provide a positive patient experience and to help patients access and use the new systems available.

