



# Londonwide LMCs

The professional voice of London general practice

## GP patient survey 2021

Patients will be receiving their invitations to take part in the annual national survey about their experiences of local NHS services. The survey is sent to over a million people across the UK with the aim of giving patients the opportunity to feedback about their experiences with local NHS services and for individual GP practices to see how they stack up against similar practices.

It has always been really important that you encourage your patients to complete the survey if they are invited to do so, but even more so with the additional challenges that Covid-19 has brought to practices.

The survey asks questions about patients's experiences in such areas as:

healthcare services provided by the practice

accessing the practice

making appointments

the quality of care received from the practice team and

satisfaction with the availability of appointments

Tips and resources for promoting the patient survey are available [here](#).

Information on the 2020 survey is available [here](#).