

# Your feedback matters

As you may be aware your practice has recently implemented a new telephone system with the aim of improving your experience in contacting the practice. We are inviting patients who have accessed their practice by telephone in the last month to share their experience with us. The responses you provide will be used to inform future improvements for GP practice telephony systems.

For information, this survey is being conducted by the NHS North of England Commissioning Support Unit on behalf of NHS England and participation is entirely voluntary.

**NOTE: Please do not include any personal details or details of health conditions. Information gathered from this survey will be shared to your practice, your local Integrated Care Board and NHS England to support the assessment of the benefits of the new telephone systems.**

If you have a smartphone, scan the QR code to access the survey.



Alternatively, you can access the survey using the following web address:  
<https://tinyurl.com/ynvx8z2e>

Thank you for your participation

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