



# **Flash Bulletin-important** **October 2006**

## **Patient Experience Survey**

We have been advised by the General Practitioner Committee (GPC) that details of the (PES), now named "***The GP patient survey - your doctor, your experience, your say***" will be sent to practices and PCTs by the Department of Health on Monday 16th October.

The patient survey is designed to assess achievement by practices in the improved access Directed Enhanced Service by asking random samples of patients about their recent access experiences in each participating practice.

Participating practices that use Apollo Medical Systems software to send data to their PCT for QOF purposes will be required to download software from the Apollo website enabling extraction of some patient demographic details.

However the questionnaire has not yet been finalised and is still the subject of some controversy. The GPC will send a '***Focus On PES***' to LMC's at the end of next week. Until then practices are advised ***not to download the software***. If the software is downloaded do not agree or disagree to the patient consent prompt that will appear.

Once the survey is finalised the GPC guidance will clarify any outstanding issues and problems.

For the moment ***do not press "Yes" or "No"*** when Apollo software invites anyone in the practice to do so.