

## TEMPLATE LETTER FOR PRACTICES LAUNCHING DISPUTES FOLLOWING PATIENT SURVEY RESULTS

Address of PCT/PCO

Dear CEO/Director of Primary Care

We are writing in accordance with **either** regulation 10(4) of the NHS (General Medical Services Contracts) Regulations 2004 as amended **or** regulation 9(4) of the NHS (Personal Medical Services Agreements) Regulations 2004 as amended **(delete as appropriate)**. I/we wish to raise a formal dispute with you about the accuracy of the information supplied through the GP Patient Survey on which payments to this practice under the access indicators in the Quality and Outcomes Framework are based. When we signed off our QOF figures we did indicate to you that we reserved the right to raise a dispute about any area we considered to be inaccurate. We believe that the following details illustrate that the results for this practice on questions PE7 **and/or (delete as appropriate)** PE8 of the GP patient survey are open to question.

**The practice then needs to give details of why the practice believes the outcomes of the patient survey are not an accurate representation of the access offered by the practice. This should include:**

- **The arrangements the practice has for offering 48 hour and advance access**
- **The results for the practice on questions PE7 and PE8 of the GP patient survey and why the practice believes this does not reflect the reality**
- **Any evidence (for example, from Patient Participation Groups or practice-based patient surveys) that the outcome of the national survey is at odds with what is happening on the ground**

We appreciate that it may be possible to resolve this matter without recourse to the formal dispute procedure, and remain willing to discuss this with you in the first instance to see if a less formal resolution may be possible. However, this letter is to give notice that should such resolution not be possible, we will pursue a formal dispute on the basis outlined above.

We look forward to hearing from you.