Dear [GP/Practice Name]

I am writing to you [as someone who stammers] to alert you to the fact that people who stammer often find contacting GP surgeries to book appointments very stressful. And ask you to spare 7 minutes to watch this video [**here,**](https://stamma.org/stammering-healthcare) created by the charity STAMMA.

You’ll also find there a patient contact guide, as well as other materials for staff working in GP practices.

STAMMA found that 41% of people who stammer reported that they found it ‘very difficult’ using the phone to book an appointment, compared with 23% of people who don’t. This leads to distress, delayed appointments and even misdiagnosis. The survey results can be found [**here**](https://stamma.org/about-us/campaigns/making-gp-bookings-accessible/recommendations) and you can read some of the stories [**here**](https://stamma.org/about-us/campaigns/making-gp-bookings-accessible/patient-experiences).

Yours,

[Your Name]