

About the survey

750,000 responses received*

Results date back to 2007

Includes data on:

- 440,000 patients with a long term condition
- 137,000 carers
- 52,000 smokers
- and more...



750,000

Overall experience of GP practice:

The majority of patients have had a good overall experience of their GP practice

84%

Good experience



Healthcare professional:

96% say they have confidence and trust in the healthcare professional they saw †

95% say their needs were met at their last appointment ‡



Access:

On the whole patients find it easy to get through to their practice by phone[~]

70% find it easy



54%

have a GP they prefer to see



50%

of these always or almost always/ a lot of the time see their preferred GP when they would like to



Awareness and use of online services:

Awareness Use

Booking appointments online

41%

13%

Ordering repeat prescriptions online

38%

14%

Accessing my medical records online

13%

3%

78%

find using their GP practice's website easy[~]



Making an appointment:

62%

who accepted an appointment saw or spoke to someone at a time they wanted to or sooner

66%

who wanted a same day appointment (and accepted an appointment) got one

69%

say they had a good experience of making an appointment

If patients did not take the appointment they were offered (5.8%), they did the following:

Didn't see or speak to anyone

28%

Contacted my practice at another time

22%

Got an appointment for a different day

14%

Looked for information online

11%

Went to A&E

11%

Went to or contacted another NHS service

11%

Spoke to a friend or family member

11%

Spoke to a pharmacist

10%

Called an NHS helpline, such as NHS 111

7%

Choice and satisfaction with appointment offered:

Offered a choice of time or day⁺

54%

Offered a choice of place⁺

12%

Offered a choice of healthcare professional⁺

10%

74%

were satisfied with the type of appointment offered, and accepted it



Planning care

40%

with a long-term condition have spoken to a healthcare professional to discuss managing it.

79%

say that they have received enough support from local services / organisations[#]

Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



89%

listening to them^o



87%

giving them enough time^o



87%

treating them with care and concern^o

93%

were involved as much as they wanted to be in decisions about their care[†]

www.gp-patient.co.uk

See reports which show the national results broken down by **CCG** and **GP practice**

Analyse the survey data for a specific participant group [e.g. by age] or compare findings [e.g. men and women]