About the survey
740,000 responses received*
Survey running since 2007
Includes data on:
- 435,000 patients with a long-term condition, disability or illness
- 135,000 carers
- 47,000 smokers
- and more...
740,000

Overall experience of GP practice:
The majority of patients had a good overall experience of their GP practice (83% in 2019)
82%

Healthcare professional:
say they have confidence and trust in the healthcare professional they saw (95% in 2019)
say their needs were met at their last appointment (94% in 2019)
95%
94%

Access:
The majority of patients find it easy to get through to their practice by phone (68% in 2019)
65%
have a GP they prefer to see (52% in 2019)
50%
of these always or almost always/a lot of the time see their preferred GP when they would like to (48% in 2019)
45%

Making an appointment:
If patients did not take the appointment they were offered (7%), they did the following:

- Didn’t see or speak to anyone
- Contacted their practice at another time
- Got an appointment for a different day
- Went to A&E
- Looked for information online
- Spoke to a friend or family member
- Spoke to a pharmacist
- Called an NHS helpline, such as NHS 111

Planning care
40%
with a long-term condition have spoken to a healthcare professional to discuss managing it (59% in 2019)
77%
with a long-term condition say that they have received enough support from local services/organisations (78% in 2019)

Rating of care at last appointment:
The majority of patients say the healthcare professional they saw was good at...

- listening to them (89% in 2019)
- giving them enough time (87% in 2019)
- treating them with care and concern (87% in 2019)
- were involved as much as they wanted to in decisions about their care and treatment (93% in 2019)

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www.gp-patient.co.uk
See reports which show the national results broken down by CCG and GP practice
Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity and more)