

About the survey

740,000 responses received ^A

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%
good experience



Healthcare professional:

95% say they have confidence and trust in the healthcare professional they saw [95% in 2019]*

94% say their needs were met at their last appointment [94% in 2019]*



Access:

The majority of patients find it easy to get through to their practice by phone [68% in 2019]*

65%
find it easy



50%

have a GP they prefer to see [52% in 2019]*



45%

of these always or almost always/ a lot of the time see their preferred GP when they would like to [48% in 2019]*

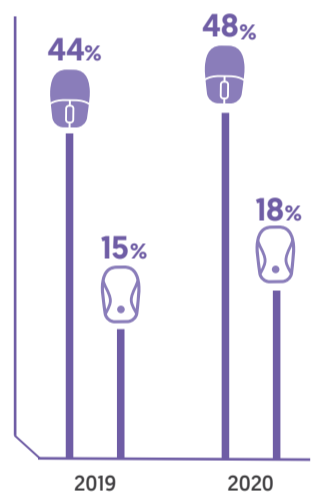


Awareness and use of online services:

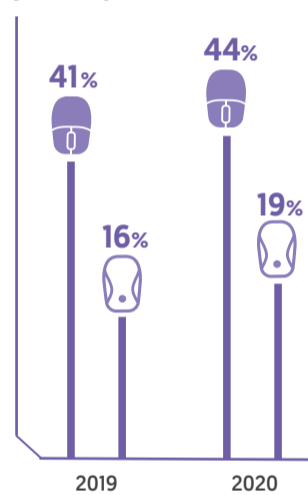
Awareness and use of online service is increasing

Awareness Use

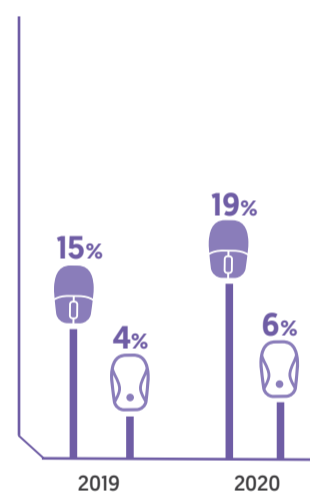
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



Choice and satisfaction with appointment offered:

Offered a choice of time or day*



Offered a choice of place*



Offered a choice of healthcare professional*



were satisfied with the type of appointment offered, and accepted it [74% 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 be in decisions about their care and treatment [93% in 2019]*

Making an appointment:

56%

saw or spoke to someone at a time they wanted to or sooner [57% in 2019] +

62%

who wanted a same day appointment got one [62% in 2019] +

65%

say they had a good experience of making an appointment [67% in 2019]

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

- Didn't see or speak to anyone 29%
- Contacted their practice at another time 21%
- Got an appointment for a different day 13%
- Went to A&E 13%
- Looked for information online 12%
- Spoke to a friend or family member 10%
- Went to or contacted another NHS service 10%
- Spoke to a pharmacist 10%
- Called an NHS helpline, such as NHS 111 8%

Planning care

40%

with a long-term condition have spoken to a healthcare professional to discuss managing it [39% in 2019]

77%

with a long-term condition say that they have received enough support from local services / organisations [78% in 2019]*

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)