

## About the survey

850,000 responses received<sup>1</sup>

314,500 took part online

Survey running since 2007

### Includes data on:

➔ 472,000 patients with a long term condition, disability or illness

➔ 162,000 carers

➔ 58,000 smokers



**850,000**

## Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice [82% in 2020]

**83%**  
good experience



## Healthcare professional:

**96%** say they have confidence and trust in the healthcare professional they saw [95% in 2020]<sup>2</sup>



**94%** say their needs were met at their last appointment [94% in 2020]<sup>2</sup>

This year's survey was conducted during the COVID-19 pandemic, the effect of which should be taken into account when looking at results over time.

## Access:

The majority of patients find it easy to get through to their practice by phone [65% in 2020]<sup>2</sup>

**68%**  
find it easy



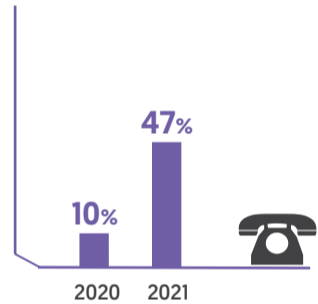
**70%**  
had an appointment in the last 12 months [85% in 2020]<sup>2</sup>



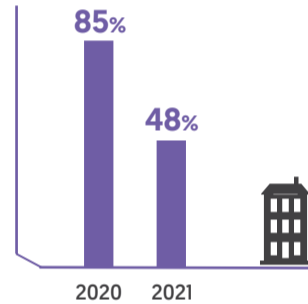
## Type of appointment:

The type of appointment patients received when they last tried to make a general practice appointment.

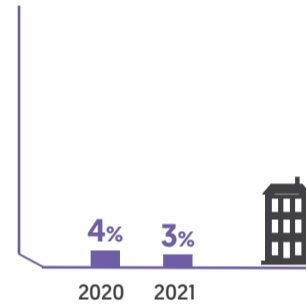
### Phone appointment



### At their GP practice



### At another general practice location



### Online appointment

2020 **Less than 0.5%**  
2021 **3%**



### Home visit

2020 **1%**  
2021 **Less than 0.5%**



## Making an appointment:

**59%**

saw or spoke to someone at a time they wanted to or sooner [56% in 2020]

**60%**

who wanted a same day appointment got one [62% in 2020]<sup>2</sup>

**71%**

say they had a good experience of making an appointment [65% in 2020]

80% of patients needed a general practice appointment in the last 12 months. Of these patients:



**42%**

Avoided making an appointment<sup>2</sup>

Avoided because they were worried about the burden on the NHS<sup>2</sup>

**20%**

Avoided because of the risk of catching COVID-19<sup>2</sup>

**17%**

Avoided because they found it too difficult<sup>2</sup>

**11%**

Avoided for another reason<sup>2</sup>

**6%**

Avoided because they didn't have time<sup>2</sup>

**4%**

## Choice and satisfaction with appointment offered:



**40%**

Offered a choice of time or day<sup>2</sup>



**24%**

Offered a choice of type of appointment<sup>2</sup>



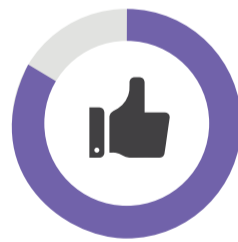
**14%**

Offered a choice of place<sup>2</sup>



**8%**

Offered a choice of healthcare professional<sup>2</sup>



**82%**

were satisfied with the appointment offered, and accepted it

## Isolation

**15%**

said they felt isolated from others in the last year [7% in 2020]



[www.gp-patient.co.uk](http://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)

## Rating of care at last appointment:

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



**89%**

listening to them [88% in 2020]<sup>2</sup>



**89%**

giving them enough time [86% in 2020]<sup>2</sup>



**88%**

treating them with care and concern [87% in 2020]<sup>2</sup>



**93%**

were involved as much as they wanted to be in decisions about their care and treatment [93% in 2020]<sup>2</sup>