

About the survey¹

760,000 responses received

345,000 took part online

Includes data on:

- 460,000 patients with a long term condition, disability or illness
- 157,000 carers
- 87,000 smokers



760,000

Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice (72% in 2022)



71%
good
experience

Access:

More than half of patients have used a general practice online service in the past 12 months, to book appointments, order repeat prescriptions, access medical records, or fill in a form



53%
have used an
online service



50%
find it easy to get through
to their practice by phone
(53% in 2022)²

Rating of care at last appointment:

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



85%

listening to them
(85% in 2022)²



84%

giving them enough time
(83% in 2022)²



84%

treating them with care
and concern (83% in 2022)²

90% were involved as much as they wanted to be in decisions about their care and treatment (90% in 2022)²

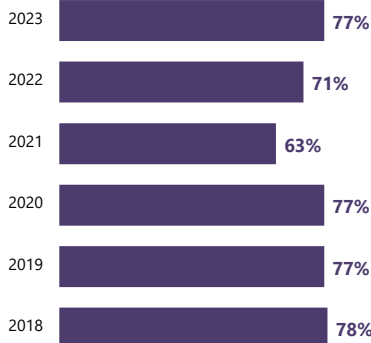
93% said they have confidence and trust in the healthcare professional they saw (93% in 2022)²

91% said their needs were met at their last appointment (91% in 2022)²



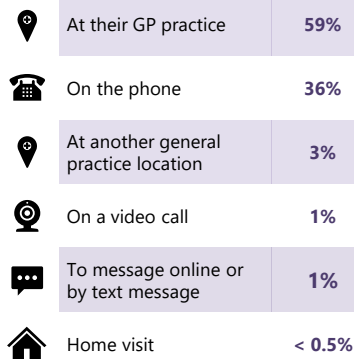
Last tried to make an appointment:

77% of patients last tried to make an appointment in the past 6 months



Type of appointment:

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



Making an appointment:

86% of patients needed a general practice appointment in the last 12 months. Of these patients:



51%

avoided making an appointment (55% in 2022)^{2,4}

50%

saw or spoke to someone at a time they wanted to or sooner (51% in 2022)³

Avoided because they found it too difficult

28% (26% in 2022)

Avoided because they were worried about the burden on the NHS

15% (20% in 2022)

52%

who wanted a same day appointment got one (53% in 2022)³

Avoided because they didn't have time

10% (8% in 2022)

Avoided because of the risk of catching COVID-19

5% (12% in 2022)

54%

say they had a good experience of making an appointment (56% in 2022)

Avoided for another reason

10% (9% in 2022)

Choice and satisfaction with appointment offered:^{2,4}



Offered a choice of time or day

33% (31% in 2022)



Offered a choice of type of appointment

20% (22% in 2022)



Offered a choice of place

17% (13% in 2022)



Offered a choice of healthcare professional

7% (7% in 2022)



72%

were satisfied with the
appointment offered, and
accepted it (72% in 2022)²

www.gp-patient.co.uk

See reports which show the results broken down by ICS, PCN, 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).

¹ Approximate figures only

² Exclusions apply, please see the 'Presentation of Statistics' document for more detail – <https://www.gp-patient.co.uk/surveysandreports>

³ These figures take into account those who did not accept an appointment or who were not offered one

⁴ This is a multiple choice question, so the answers may add up to more than 100%