

About the survey

720,000 responses received¹

293,000 took part online

Includes data on:

➔ 427,000 patients with a long term condition, disability, or illness

➔ 143,000 carers

➔ 83,000 smokers



720,000

Overall experience of GP practice:

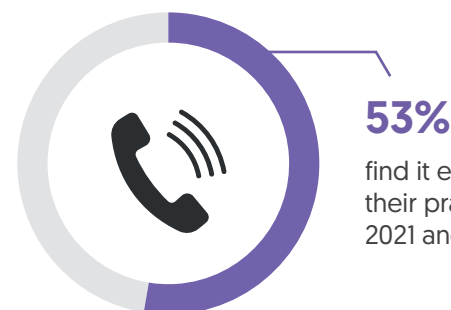
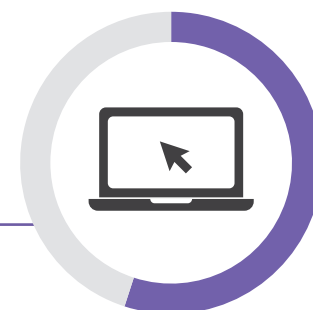
The majority of patients had a good overall experience of their GP practice (83% in 2021 and 82% in 2020)



This year's survey was conducted from 10 Jan to 11 Apr 2022. This was after a rise in Covid-19 cases in Dec 2021 but as restrictions were being eased. The 2021 survey took place during the third Covid-19 lockdown. This wider context should be taken into account when looking at results over time.

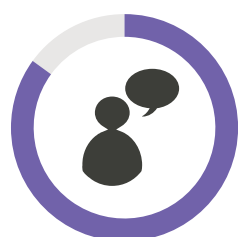
Access:

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 have an online consultation or appointment (44% in 2021)



Rating of care at last appointment:

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



listening to them
[89% in 2021 and 88% in 2020]²



giving them enough time
[89% in 2021 and 86% in 2020]²



treating them with care and concern [88% in 2021 and 87% in 2020]²

90% were involved as much as they wanted to be in decisions about their care and treatment [93% in 2021 and 93% in 2020]²

93% say they have confidence and trust in the healthcare professional they saw [96% in 2021 and 95% in 2020]²

91% say their needs were met at their last appointment [94% in 2021 and 94% in 2020]²



Type of appointment:

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

	2020	2021	2022
Phone appointment	10%	47%	49%
At their GP practice	85%	48%	46%
Another general practice location	4%	3%	3%
Online appointment	Less than 0.5%	3%	2%
Home visit	1%	Less than 0.5%	Less than 0.5%

Choice and satisfaction with appointment offered:



Offered a choice of time or day^{2,4} **31%**



Offered a choice of type of appointment^{2,4} **22%**



Offered a choice of place^{2,4} **13%**



Offered a choice of healthcare professional^{2,4} **7%**



Making an appointment:

51%

saw or spoke to someone at a time they wanted to or sooner [59% in 2021 and 56% in 2020]³

53%

who wanted a same day appointment got one [60% in 2021 and 62% in 2020]³

56%

say they had a good experience of making an appointment [71% in 2021 and 65% in 2020]

84% of patients needed a general practice appointment in the last 12 months. Of these patients:

**55%**

Avoided making an appointment^{2,4}

Avoided because they found it too difficult^{2,4}

26%

Avoided because they were worried about the burden on the NHS^{2,4}

20%

Avoided because of the risk of catching COVID-19^{2,4}

12%

Avoided for another reason^{2,4}

9%

Avoided because they didn't have time^{2,4}

8%

Isolation

12%

said they felt isolated from others in the last year [15% in 2021 and 7% in 2020]



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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)