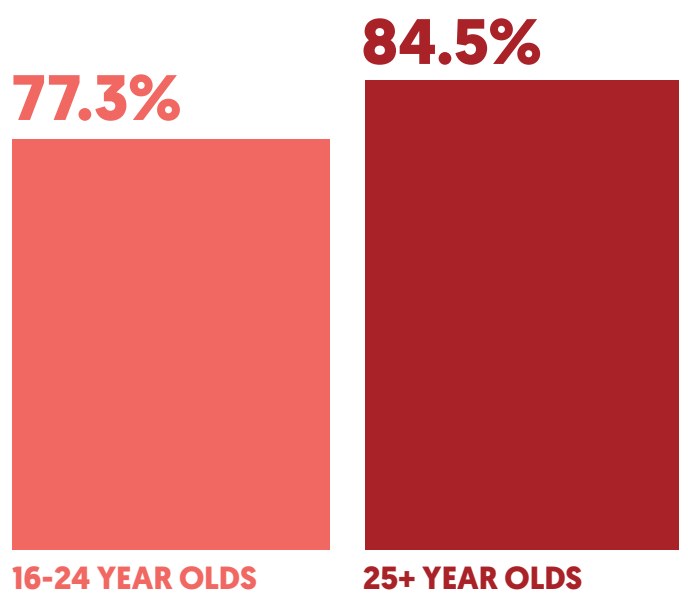


Overall experience of GP practice

Young patients were positive about their overall experience of their GP practice, but less so than older age groups.

Good (%)



Mental health needs

Young patients were more likely to say they had a mental health need at their last appointment than older patients.

Had mental health needs at their last appointment (%)



However, young patients were less likely to feel that the healthcare professional they last saw recognised and/or understood any mental health needs they may have had, compared with older patients.

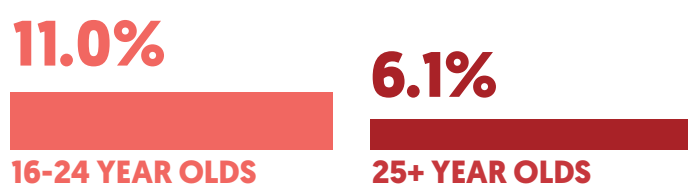
Yes, their mental health needs were recognised and understood (%) ²



Health and support with long-term conditions

Young patients were almost twice as likely to feel isolated from others, compared with older patients.

Feel isolated from others (%)



Young patients with a long-term health condition were:

More likely to say they do not feel confident to manage any issues arising from this condition, compared with older patients.

Not confident to manage their condition (%) ³



³ Excluding 'don't know' ⁴ Excluding 'don't know/can't say'

Making an appointment

Young patients were less likely to have a good overall experience of making an appointment, compared with older patients.

Good (%)



Young patients were less likely to be aware of online services offered by their GP practice, compared with older patients.

Awareness of online services (%)

Booking appointments online



Ordering repeat prescriptions online



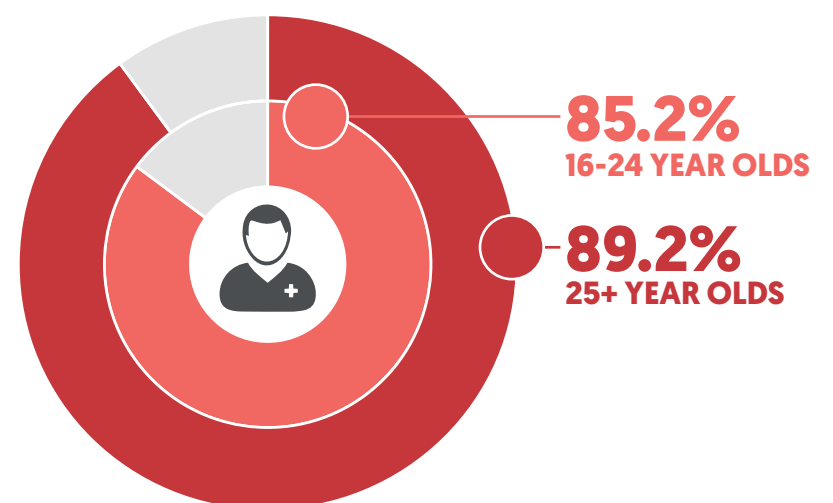
Accessing medical records online



Communication with healthcare professionals

Young patients were less likely to feel that the healthcare professional they last saw was good at listening to them, compared with older patients.

Good (%) ¹



¹ Excluding 'doesn't apply'

² Excluding 'I did not have any mental health needs' and 'did not apply to my last appointment'

Young patients with a long-term health condition were:

More likely to say they need support from local services or organisations to help them manage their condition(s), than older patients.

Need support (%)



More likely to feel they don't have enough support from local services, than older patients.

Feel they don't have enough support from local services (%) ⁴

