

About the survey

770,000 responses received ^A

Results date back to 2007

Includes data on:

- ➔ 450,000 patients with a long term condition
- ➔ 140,000 carers
- ➔ 52,000 smokers
- ➔ and more...

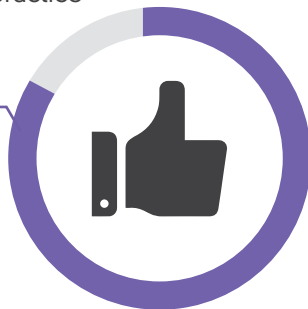
770,000

Overall experience of GP practice:

The majority of patients have had a good overall experience of their GP practice [84% in 2018]

83%

good experience



Healthcare professional:

95%

say they have confidence and trust in the healthcare professional they saw [96% in 2018] ^{*}

94%

say their needs were met at their last appointment [95% in 2018] ^{*}



Access:

On the whole patients find it easy to get through to their practice by phone [70% in 2018] ^{*}

68%

find it easy



52%

have a GP they prefer to see [54% in 2018] ^{*}



48%

of these always or almost always/ a lot of the time see their preferred GP when they would like to [50% in 2018] ^{*}

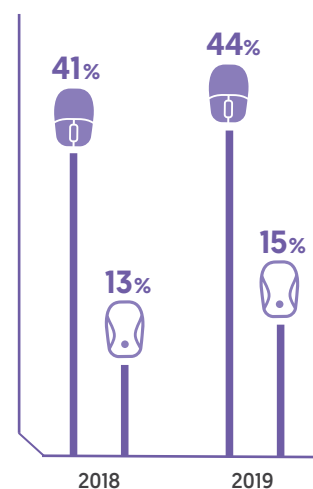


Awareness and use of online services:

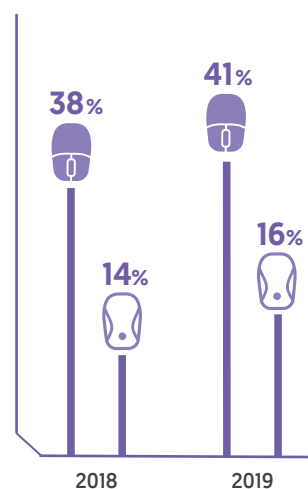
Awareness and use of online service is increasing

Awareness
 Use

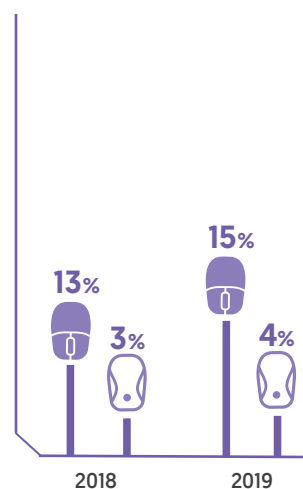
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



Choice and satisfaction with appointment offered:

Offered a choice of time or day ^{*}

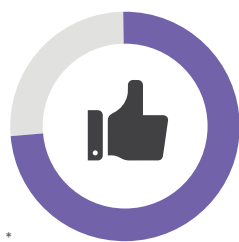
53%

Offered a choice of place ^{*}

13%

Offered a choice of healthcare professional ^{*}

10%



74%

were satisfied with the type of appointment offered, and accepted it [74% in 2018]

Rating of care at last appointment:

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



89%

listening to them ^{*}
[89% in 2018]



87%

giving them enough time ^{*}
[87% in 2018]



87%

treating them with ^{*}
care and concern
[87% in 2018]

Making an appointment:

57%

saw or spoke to someone at a time they wanted to or sooner [58% in 2018] ⁺

62%

who wanted a same day appointment got one [62% in 2018] ⁺

67%

say they had a good experience of making an appointment [69% in 2018]

If patients did not take the appointment they were offered [6.2%], they did the following:

Didn't see or speak to anyone

29%

Contacted my practice at another time

21%

Got an appointment for a different day

14%

Looked for information online

12%

Went to A&E

12%

Spoke to a friend or family member

11%

Went to or contacted another NHS service

10%

Spoke to a pharmacist

10%

Called an NHS helpline, such as NHS 111

8%

Planning care

39%



with a long-term condition have spoken to a healthcare professional to discuss managing it [40% in 2018]

78%



say that they have received enough support from local services / organisations [79% in 2018] ^{*}

www.gp-patient.co.uk

See reports which show the national results broken down by **CCG** and **GP practice**

Analyse the survey data for a specific participant group [e.g. by age] or compare findings [e.g. men and women]



93%

were involved as much as they wanted to be in decisions about their care and treatment [93% in 2018] ^{*}