Headline findings: July 2020

About the survey **740,000** responses received ^f Survey running since 2007 Includes data on: **→** 435,000 patients with a long-term condition, disability or ilness → 135,000 carers → 47,000 smokers and more... 740,000

Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice (83% in 2019)



Healthcare professional:

95% say they have confidence and trust in the healthcare professional they saw (95% in 2019)*

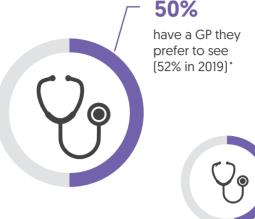
94% say their needs were met at their last appointment (94% in 2019)*



Access:

The majority of patients find it easy to get through to their practice by phone (68% in 2019)*





45%

If patients did not take the

they did the following:

13%

12%

10%

10%

8%

Spoke to a pharmacist

13%

Looked for information online

Spoke to a friend or family member

Went to or contacted another NHS service

Called an NHS helpline, such as NHS 111

Went to A&E

appointment they were offered (7%),

Contacted their practice at another time

21%

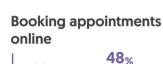
Got an appointment for a different day

Didn't see or speak to anyone

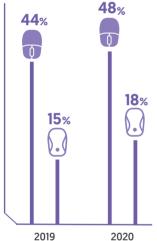
of these always or almost always/ a lot of the time see their preferred GP when they would like to (48% in 2019)*

Awareness and use of online services:

Awareness and use of online service is increasing



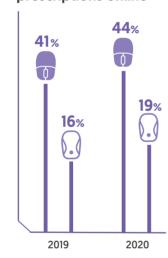
Awareness Use



Offered a choice of time or day*

Offered a choice of place

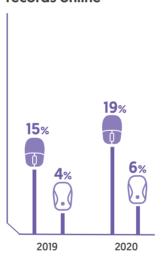
Ordering repeat prescriptions online



Choice and satisfaction with appointment offered:

- 52%

Accessing my medical records online



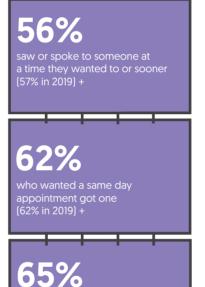
were satisfied with the type

of appointment offered,

and accepted it

(74% in 2019)

Making an appointment:



experience of making an appointment (67% in 2019)

Planning care



with a long-term condition have spoken to a healthcare professional



to discuss managing it (39% in 2019)

with a long-term condition say that they have recieved enough support from local services / organisations (78% in 2019)*

Offered a choice of healthcare professional



Rating of care at last appointment:

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



listening to them [89% in 2019]*



86%

giving them enough time (87% in 2019)*



87%

treating them with care and concern [87% in 2019]*



were involved as much as they wanted to be in decisions about their care and treatment (93% in 2019)

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)



A Approximate figures only *Exclusions apply, please see the 'Presentation of Statistics' document for more detail - https://www.gp-patient.co.uk/surveysandreports

⁺ These figures take into account those who did not accept an appointment