

About the survey

740,000 responses received [^]

Survey running since 2007

Includes data on:

➔ 435,000 patients with a long-term condition, disability or illness

➔ 135,000 carers

➔ 47,000 smokers

➔ and more...

740,000

Before the widespread changes to primary care as a result of COVID-19...

10.0%

said the last appointment they made was a remote appointment [by phone or online]



9.8%
BY PHONE



0.2%
ONLINE (E.G. VIDEO CALL)

Experiences of remote appointments were more positive than appointments at general practice locations other than their main practice

% describing their GP practice as good by the type of location of the last appointment they made for themselves*



Another general practice location

76%



Phone

79%



Online

83%



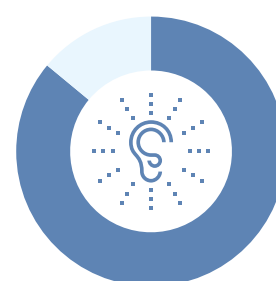
Their GP practice

86%

Patients still felt listened to and treated with care and concern when seen remotely

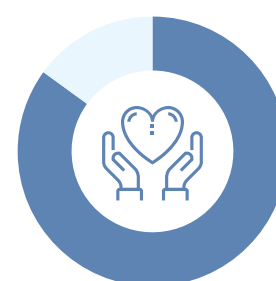
However, remote experiences of healthcare professionals were slightly more negative than those seen face-to-face at their practice

% describing the healthcare professional as good of those who made their last appointment for themselves



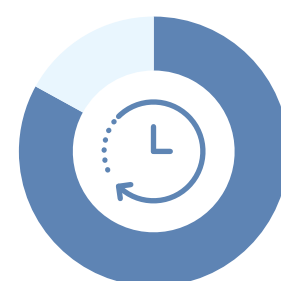
86%

Listening to you
[89% face to face at their practice]*



85%

Treating them with care and concern
[88% face to face at their practice]*

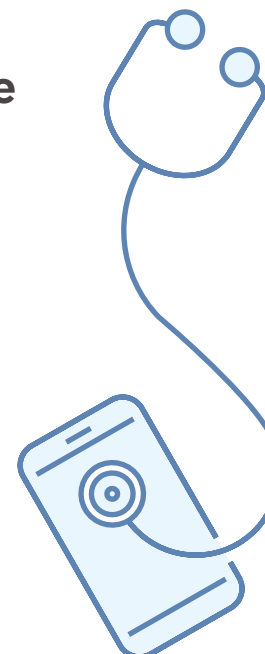
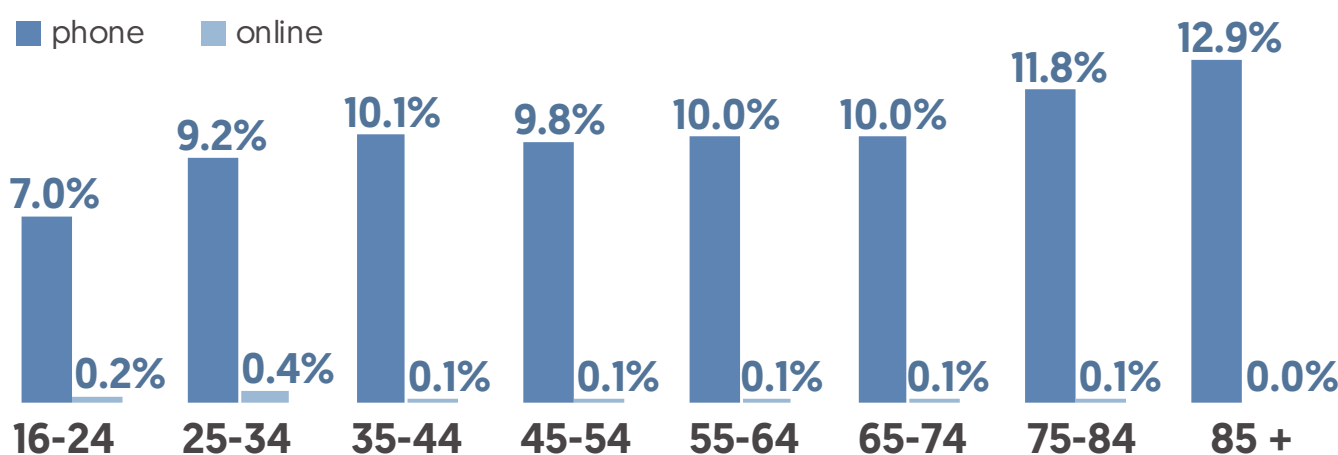


83%

Enough time
[87% face to face at their practice]*

For their last appointment, older patients were more likely to have made a phone appointment, while 25 to 34s were most likely to have made an online appointment

■ phone ■ online



For more results from this survey, please go to:
www.gp-patient.co.uk

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

Use the analysis tool to look at the overall survey results across years, and to analyse and compare results for specific groups of patients (e.g by age, ethnicity and more).