

GP PATIENT SURVEY 2026

20 YEARS OF MEASURING PATIENT EXPERIENCE IN PRIMARY CARE

Ipsos

15 July 2026



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Public



Welcome and introductions

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- This session is being recorded
- Please submit questions using the chat function
 - We will share answers by email after the session
- Or email us afterwards: gppatientsurvey@ipsos.com

Agenda

About GPPS

2026 results

How to find
and use results

Where to go
for more help
and feedback

ABOUT THE GP PATIENT SURVEY (GPPS)

GPPS survey methodology

Random probability survey

Gold standard in survey research

Means we only need to invite a small number from each practice

Eligible patients

16 or over

Registered with GP practice for at least 6 months

Must be invited to take part

Data is weighted

For analysis, we add weights to correct for unequal probability of selection and response and to the profile of the population

People can take part online or by paper

GP PATIENT SURVEY

Online (including desktop, tablet and mobile formats)

The screenshot shows the mobile version of the GP Patient Survey. At the top, it says 'GP PATIENT SURVEY' and '1% completed'. Below this is a progress bar with five colored segments (yellow, orange, green, blue, grey). The first question is 'Generally, how easy or difficult is it to contact your GP practice on the phone?'. The options are: I haven't tried, Very easy, Fairly easy, Neither easy nor difficult, Fairly difficult, and Very difficult. There are 'Back' and 'Next' buttons. At the bottom, there are links for 'About Ipsos', 'Privacy Notice', 'Contact Us', 'FAQs', and 'Accessibility'. The Ipsos logo is in the bottom right corner.

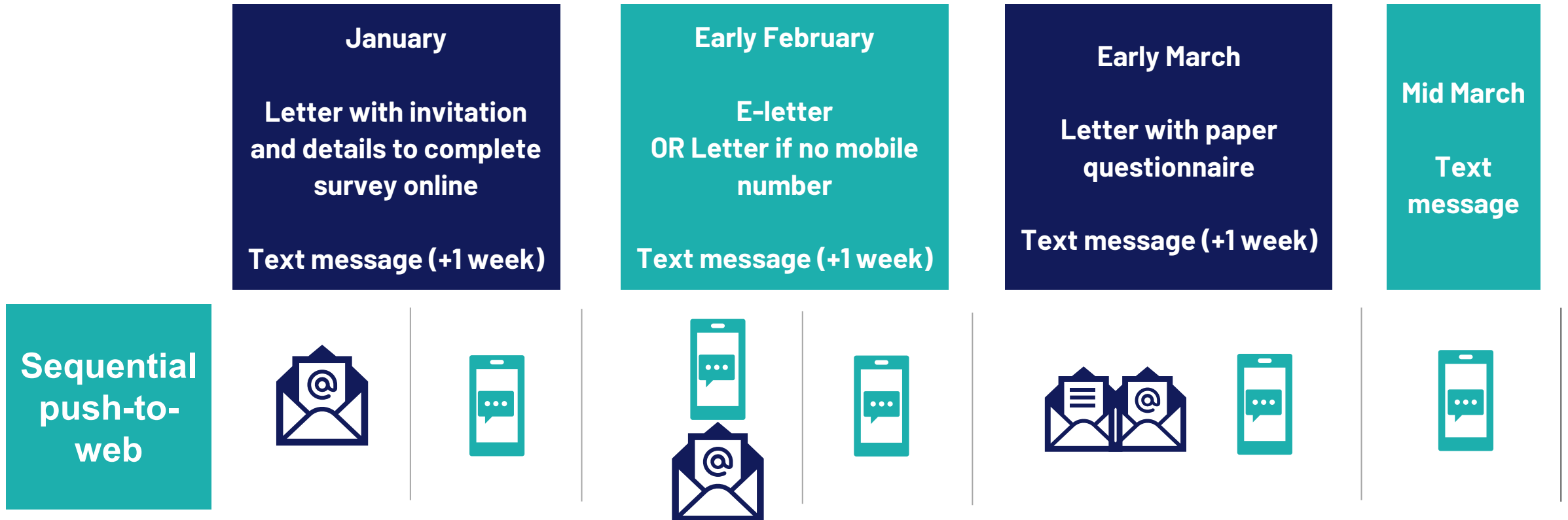
Paper questionnaire

The screenshot shows the paper version of the GP Patient Survey. It has the Ipsos and NHS logos at the top. The title is 'GP PATIENT SURVEY'. Below the title, it says 'Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.' There is a link to 'www.gp-patient.co.uk/survey' and an 'Access code' field. The first question is 'Generally, how easy or difficult is it to contact your GP practice on the phone?'. The options are: I haven't tried, Very easy, Fairly easy, Neither easy nor difficult, Fairly difficult, and Very difficult. The second question is 'Generally, how easy or difficult is it to contact your GP practice using their website?'. The options are: I haven't tried, Very easy, Fairly easy, Neither easy nor difficult, Fairly difficult, and Very difficult. The third question is 'Generally, how easy or difficult is it to contact your GP practice using the NHS App?'. The options are: I haven't tried, Very easy, Fairly easy, Neither easy nor difficult, Fairly difficult, and Very difficult. The fourth question is 'Overall, how helpful do you find the reception and administrative team at your GP practice?'. The options are: Very helpful, Fairly helpful, Not very helpful, Not at all helpful, and I don't know. The fifth question is 'Which of the following online GP services have you used in the last 12 months?'. The options are: Booking appointments, Filling in an online form to give information about a health issue (for example, to ask for an appointment or advice), Ordering repeat prescriptions, Accessing medical records, Registering with a practice, Finding out test results, Making an administrative request (for example, asking for a fit note or updating contact details), and None of these. The sixth question is 'Is there a particular healthcare professional at your GP practice you usually prefer to see or speak to?'. The options are: Yes and No. The seventh question is 'How often do you get to see or speak to your preferred healthcare professional when you ask to?'. The options are: Always or almost always, A lot of the time, Sometimes, Never or almost never, and I haven't tried. At the bottom, it says 'Page 1' and 'Please turn over'.

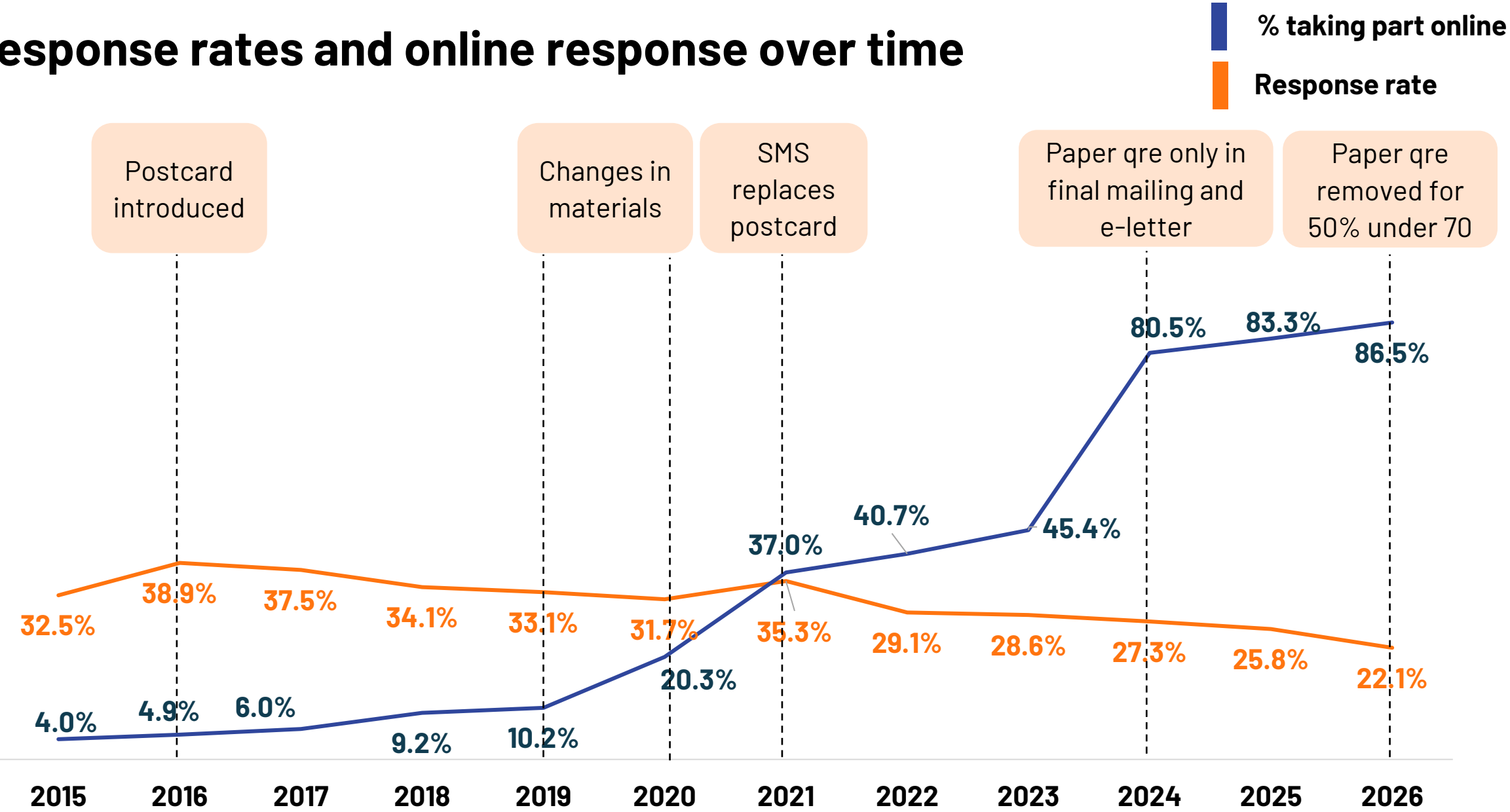
GP PATIENT SURVEY

Ipsos

GPPS contact strategy: online first



Response rates and online response over time



Interventions tested since 2017

- Tested successfully and rolled out
- Tested successfully, but not rolled out
- Tested unsuccessfully and not rolled out
- Testing in 2026 - TBC

Easy read qre	QR code	Data linkage consent
Letter wording and appearance	E-letter	Consent to recontact
Gaps between mailing	Removing paper qre from early mailings	Email contact
SMS reminders	Timing of SMS reminder by age	Targeted paper questionnaires
Brown vs white envelope	Personalisation with local area in letters	RCS vs SMS/e-letter
NHS logo on envelope	Online only questions	
NHS App	WhatsApp	Removing initial paper mailing

GPPS through the years



GPPS 2026 in numbers

xx million patients selected

6,215 practices

702,837 took part

25.8% response rate

585,338 took part online

17,166 helpline calls

3,263 email queries

889 letter responses

**9,899 took part using a
language other than English**

**296 took part via the
telephone helpline**

**378 used the BSL version
89 large print requests
Braille available on request**

GPPS 2026 RESULTS

2026 Questionnaire content



**Your GP practice
services**

Your last contact

Your last appointment

Overall experience

**When your GP practice
is closed**

Your health

Pharmacy

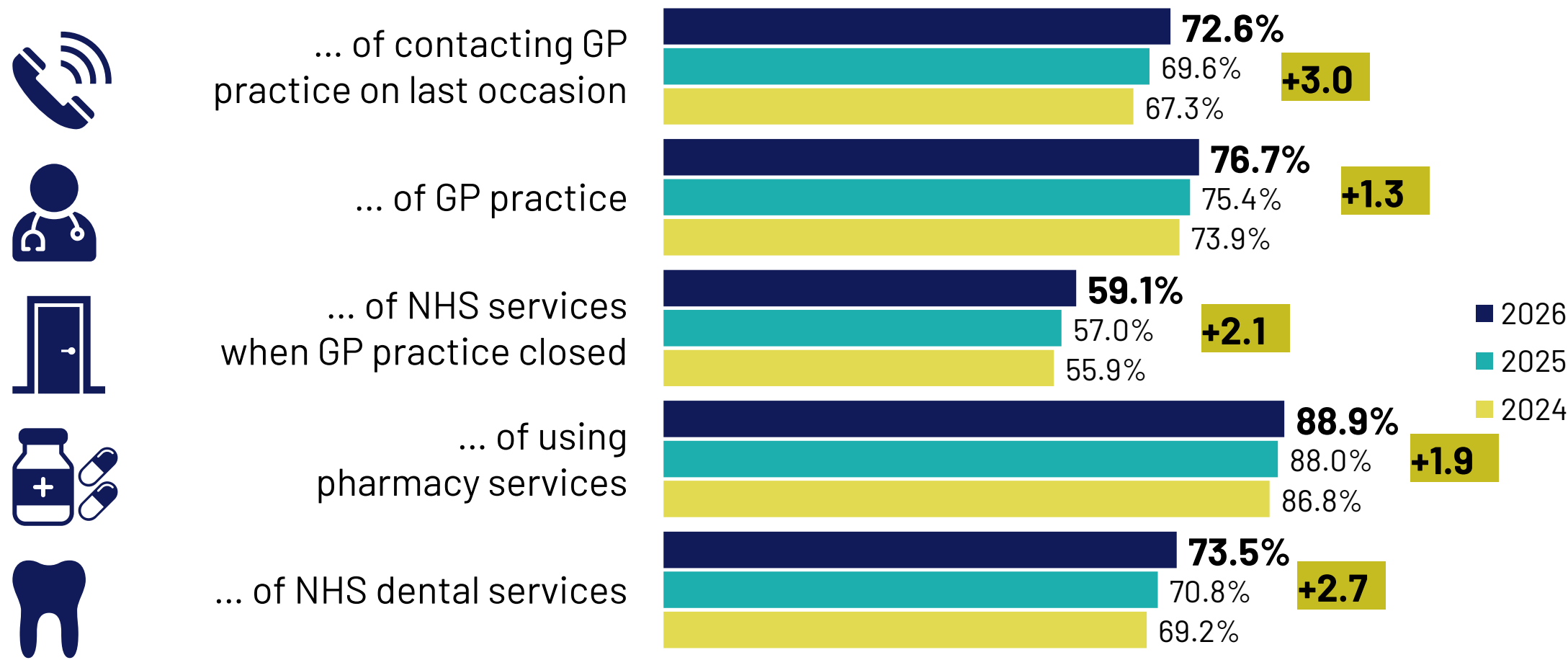
Dentistry

**Some questions about
you (Demographics)**

**Accessible Information
Standard (AIS)**

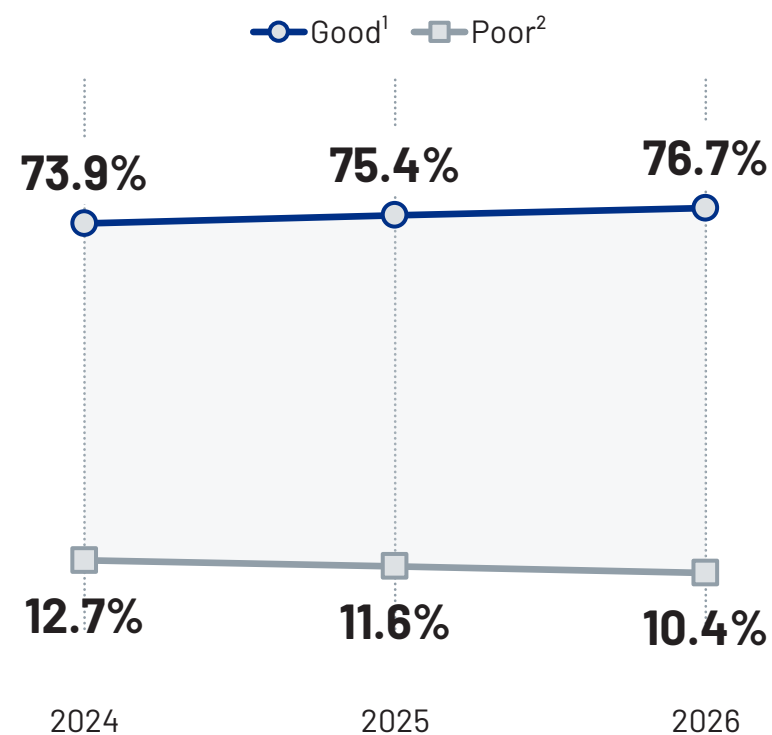
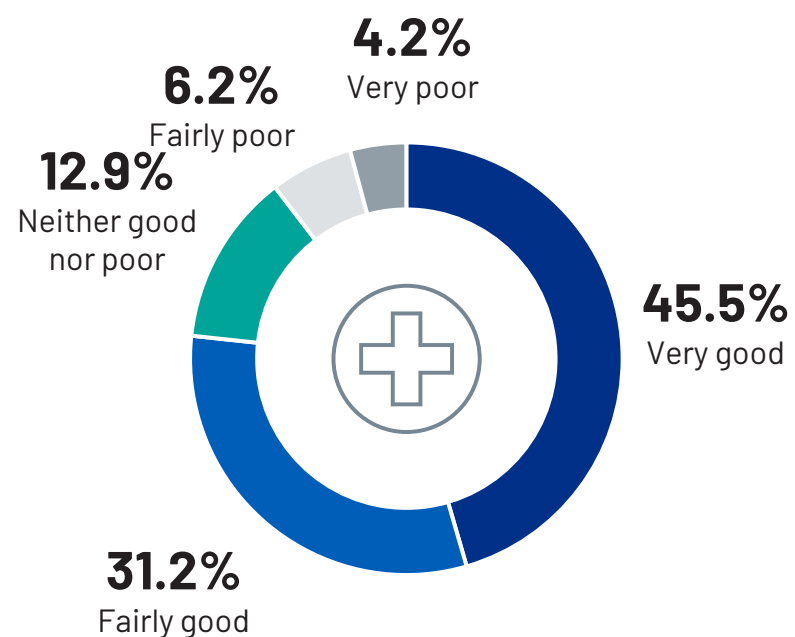
**Referral for specialist
care**

Had a good overall experience...



Overall experience of GP practice

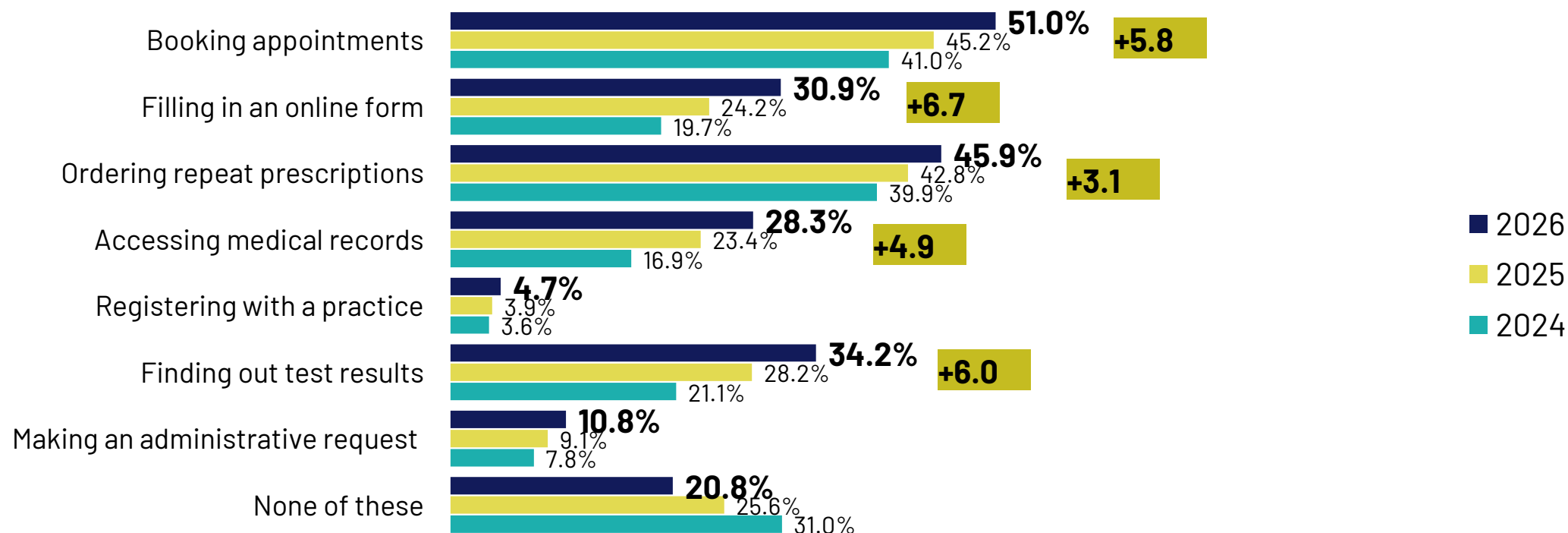
Q32. Overall, how would you describe your experience of your GP practice?



¹Good = 'very good' and 'fairly good'. ²Poor = 'very poor' and 'fairly poor'. Base: asked of all patients: 2026 (651,774), 2025 (699,562), 2024 (693,982).

Using online services

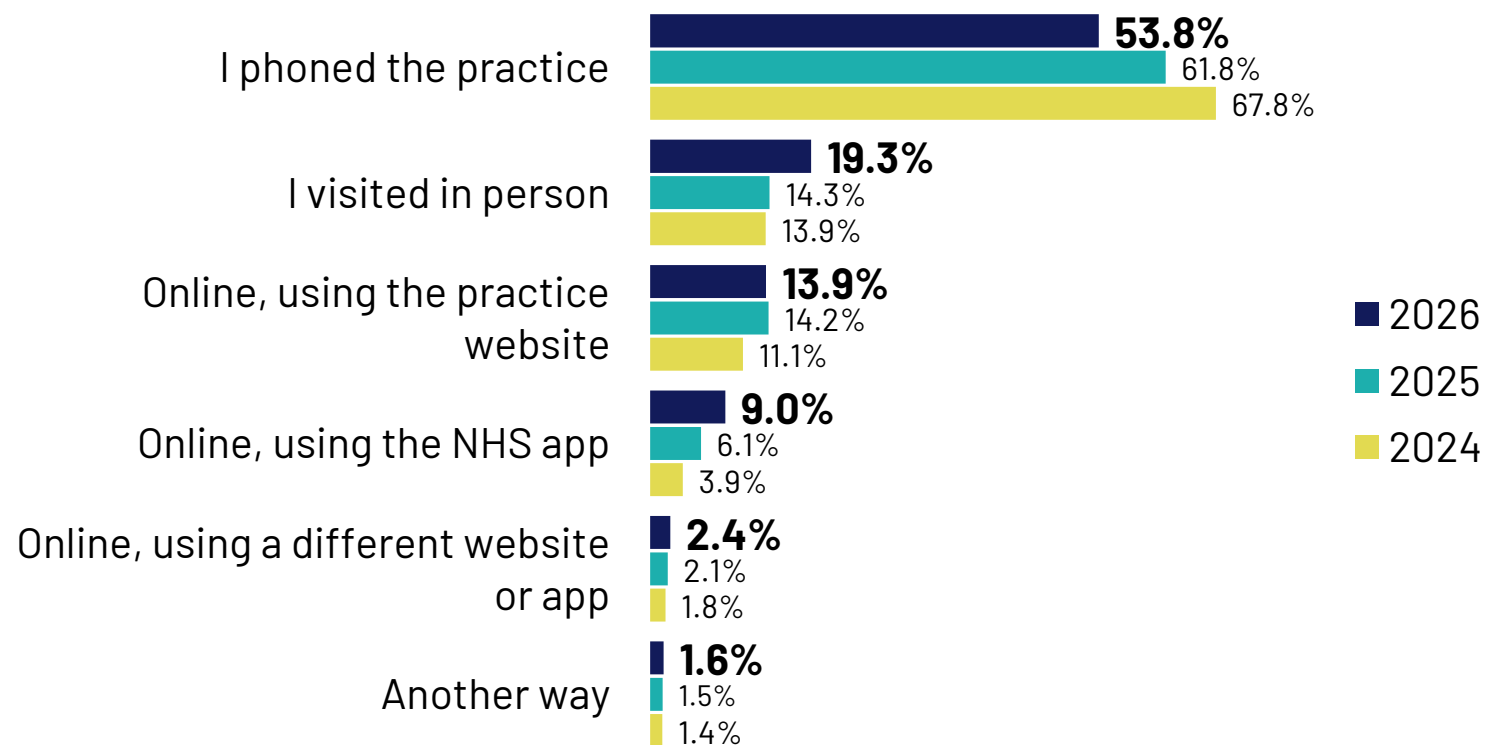
Q5. Which of the following online GP services have you used in the last 12 months?



Base: asked of all patients: 2026 (649,467), 2025 (696,351), 2024 (694,274).

Last contact

Q10. Still thinking about the last time you contacted your GP practice, how did you try to contact them?



Base: asked of patients who have tried to contact their GP practice since being registered: 2026 (637,475), 2025 (683,277), 2024 (675,534).

Access: Ease of contacting GP practice



56.9%
easy on the phone
(52.9% in 2025)



57.6%
easy using practice website
(51.2% in 2025)



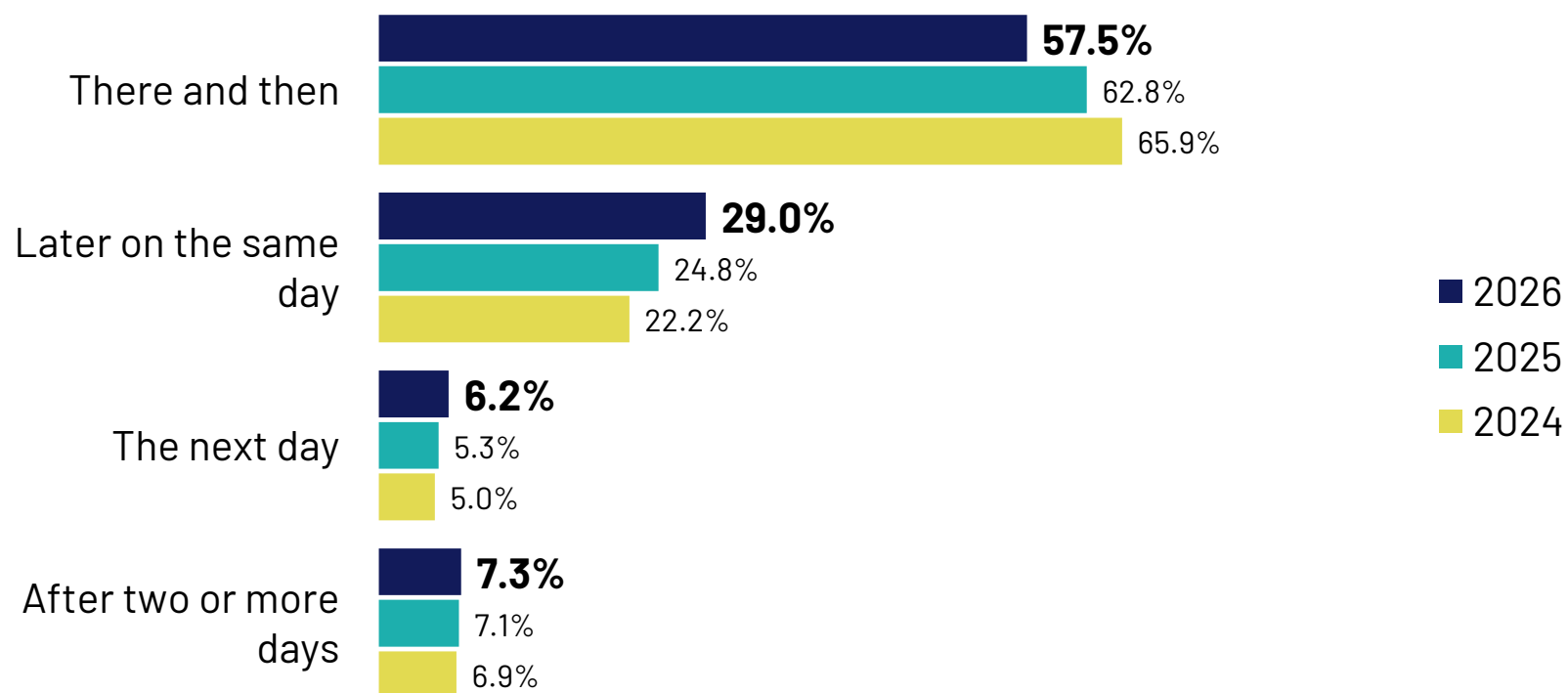
54.3%
easy using the NHS App
(49.0% in 2025)

¹Tried to contact GP practice on the phone/website/NHS App = 'very easy' and 'fairly easy' and 'neither easy nor difficult' and 'fairly difficult' and 'very difficult'. ²Easy = 'very easy' and 'fairly easy'.

³Difficult = 'very difficult' and 'fairly difficult'. Base: asked of all patients, excluding those who said 'I haven't tried': Phone (613,457), Website (353,358), NHS App (295,768)

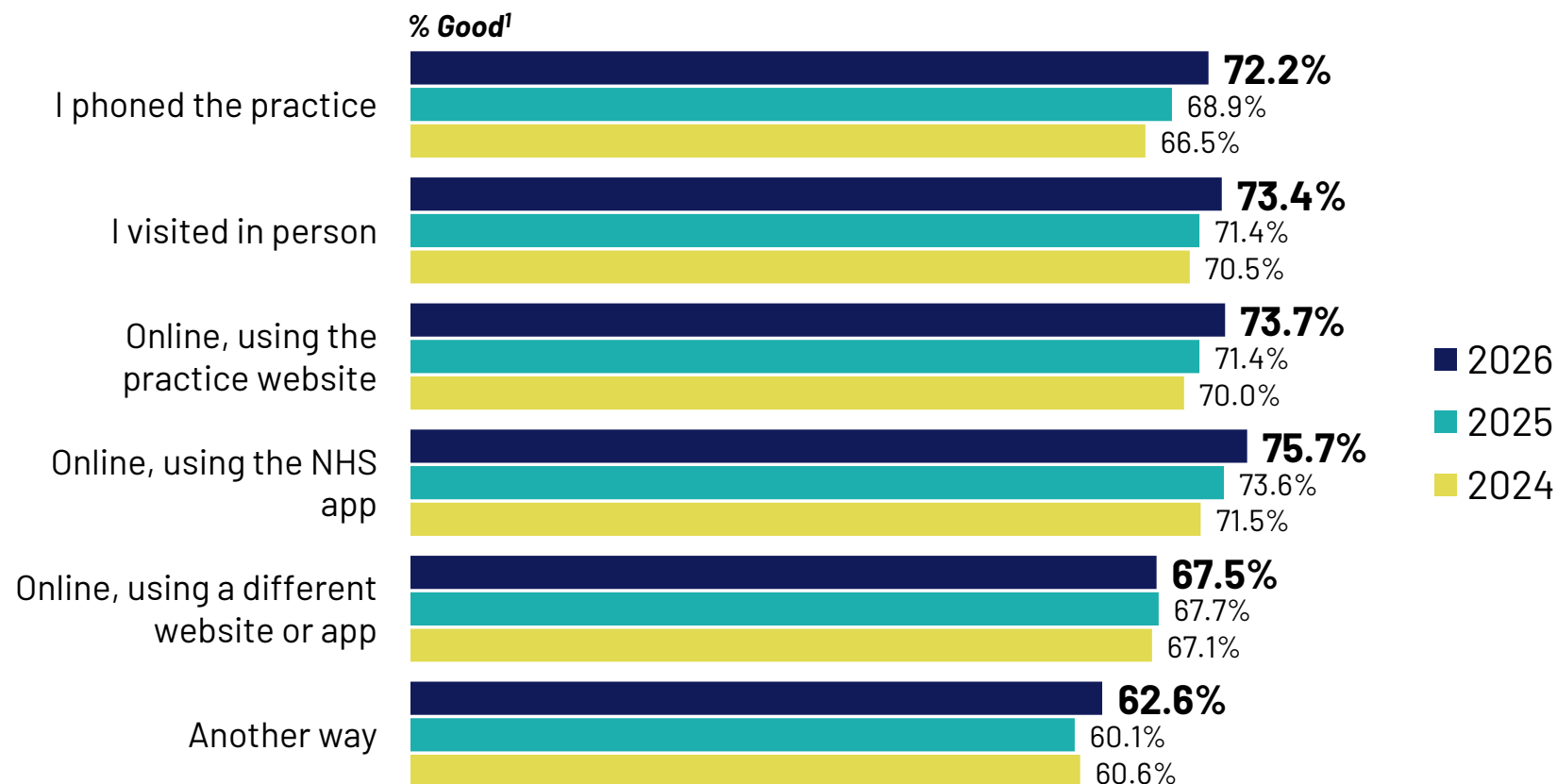
Last contact: Timing of next step

Q13. How soon after you contacted your GP practice did you know what the next step would be?



Base: asked of patients who knew what the next step in dealing with their request would be, excluding those who said 'I can't remember': 2026 (501,049), 2025 (523,686), 2024 (508,714).

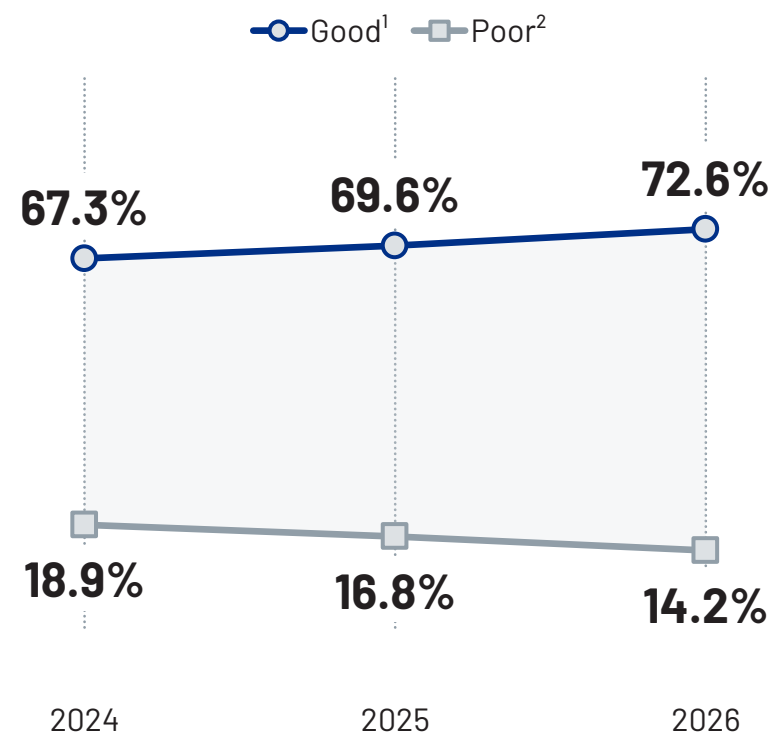
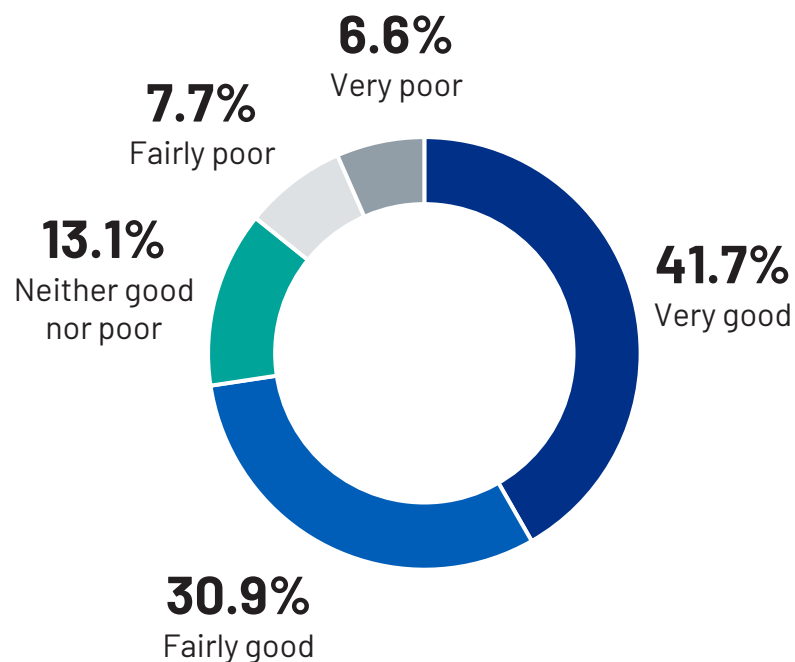
Last contact: Overall experience of last contact by contact mode



¹Good = 'very good' and 'fairly good'. Base: asked of patients who have tried to contact their GP practice since being registered: 2026 (639,474), 2025 (672,941) 2024 (681,183). Base range: Type of contact – 2026 (8,943 to 375,089), 2025 (9,591 to 449,403), 2024 (8,384 to 478,079).

Overall experience of their last contact with their GP practice

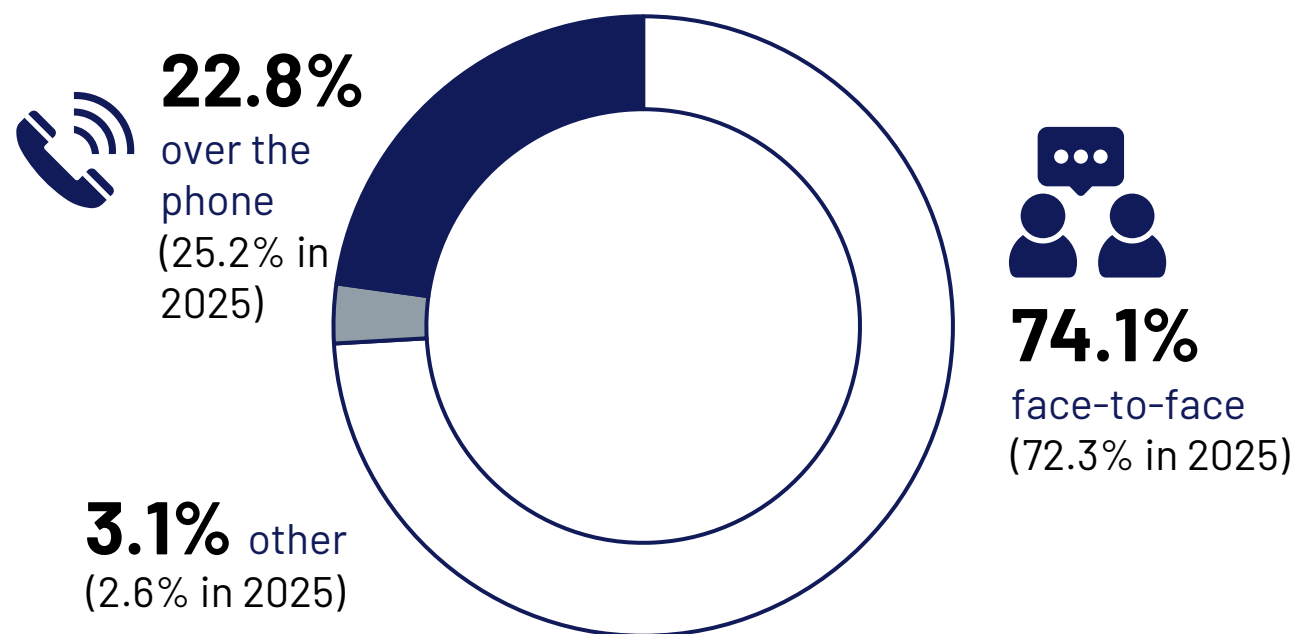
Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?



¹Good = 'very good' and 'fairly good'. ²Poor = 'very poor' and 'fairly poor'. Base: asked of patients who have tried to contact their GP practice since being registered: 2026 (639,474), 2025 (686,100), 2024 (680,060).

Last appointment

Q22. How did the appointment take place?



Base: asked of patients who had an appointment since being registered with current GP practice: 2026 (633,023), 2025 (677,815), 2024 (666,169).

Q23. Who did you have the appointment with?

63.1% A GP
(63.5% in 2025)

21.8% A nurse
(22.2% in 2025)

7.0% Another healthcare professional
(6.9% in 2025)

5.6% I don't know
(5.1% in 2025)

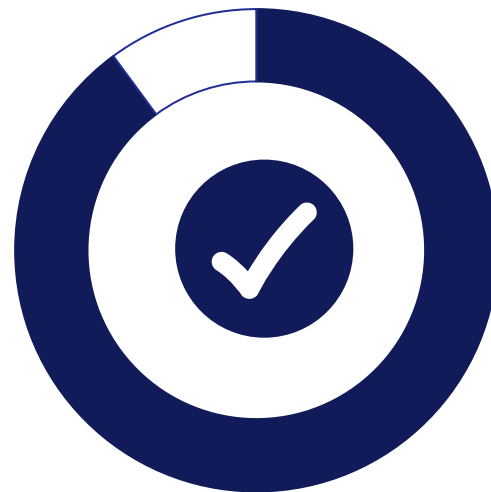
Base: asked of patients who had an appointment since being registered with current GP practice: 2026 (631,958), 2025 (676,652), 2024 (666,147).

Last appointment: Healthcare professional



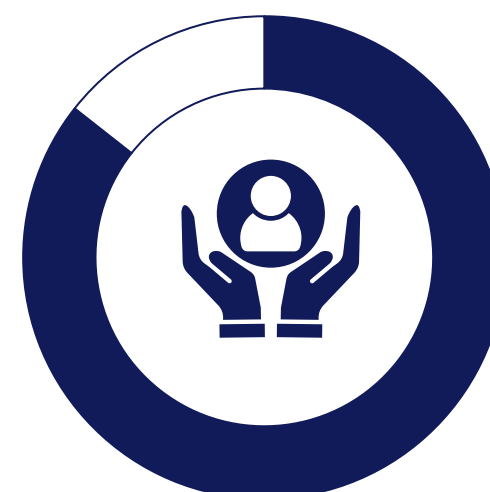
92.7%

said they had **confidence** and **trust** in the **healthcare professional**
(92.5% in 2025)



90.2%

said their **needs were met**
(89.9% in 2025)



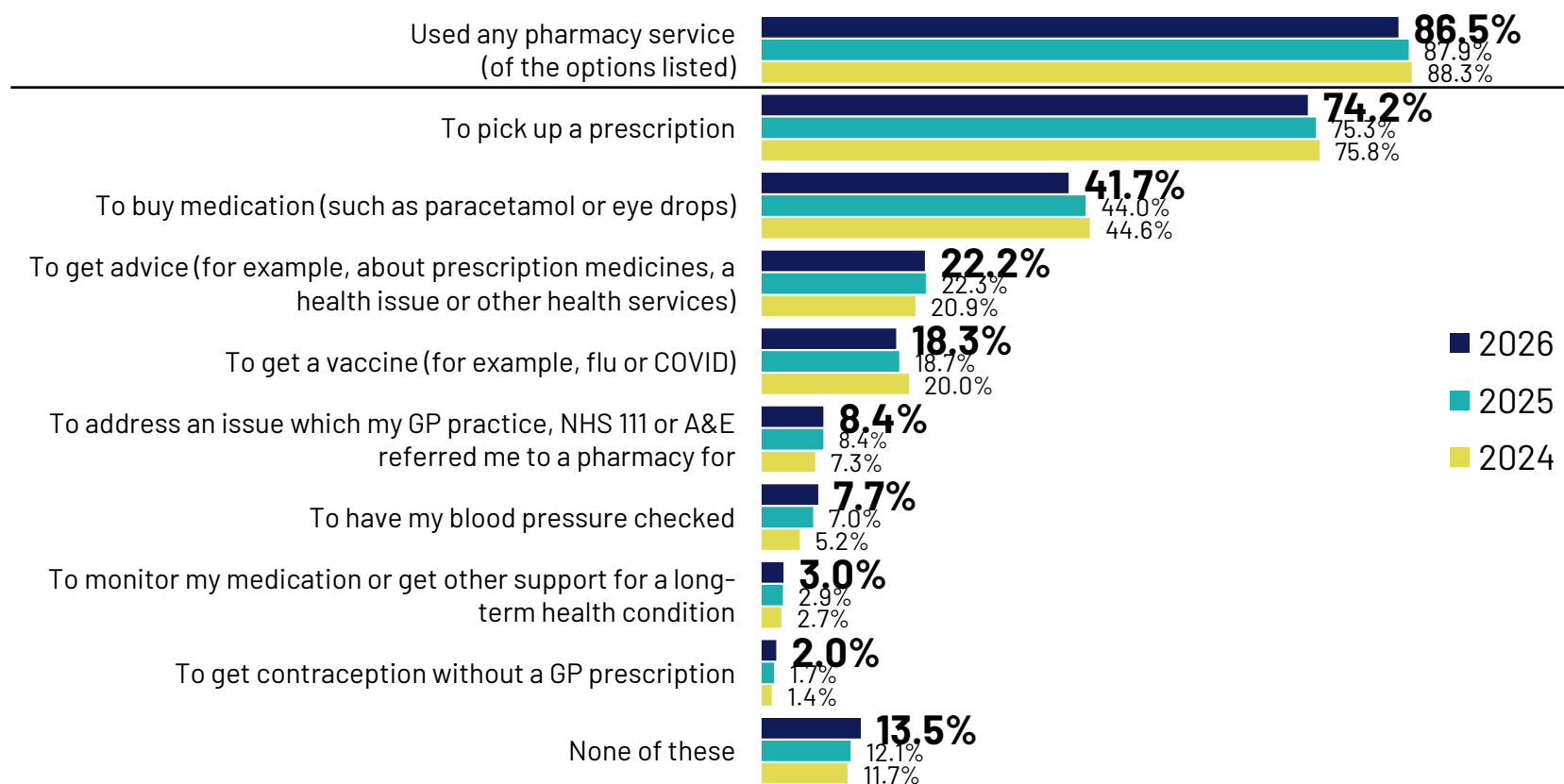
86.0%

said the **healthcare professional** was **good** at treating them with **care** and **concern**
(85.6% in 2025)

Base: asked of patients who had an appointment since being registered with current GP practice, excluding those who said 'I don't know or it didn't apply': Confidence and trust – 2026 (621,366), 2025 (665,885), 2024 (656,379); Needs met – 2026 (622,837), 2025 (666,889), 2024 (657,398); Care and concern – 2026 (625,915), 2025 (670,865), 2024 (661,177).

Pharmacy services

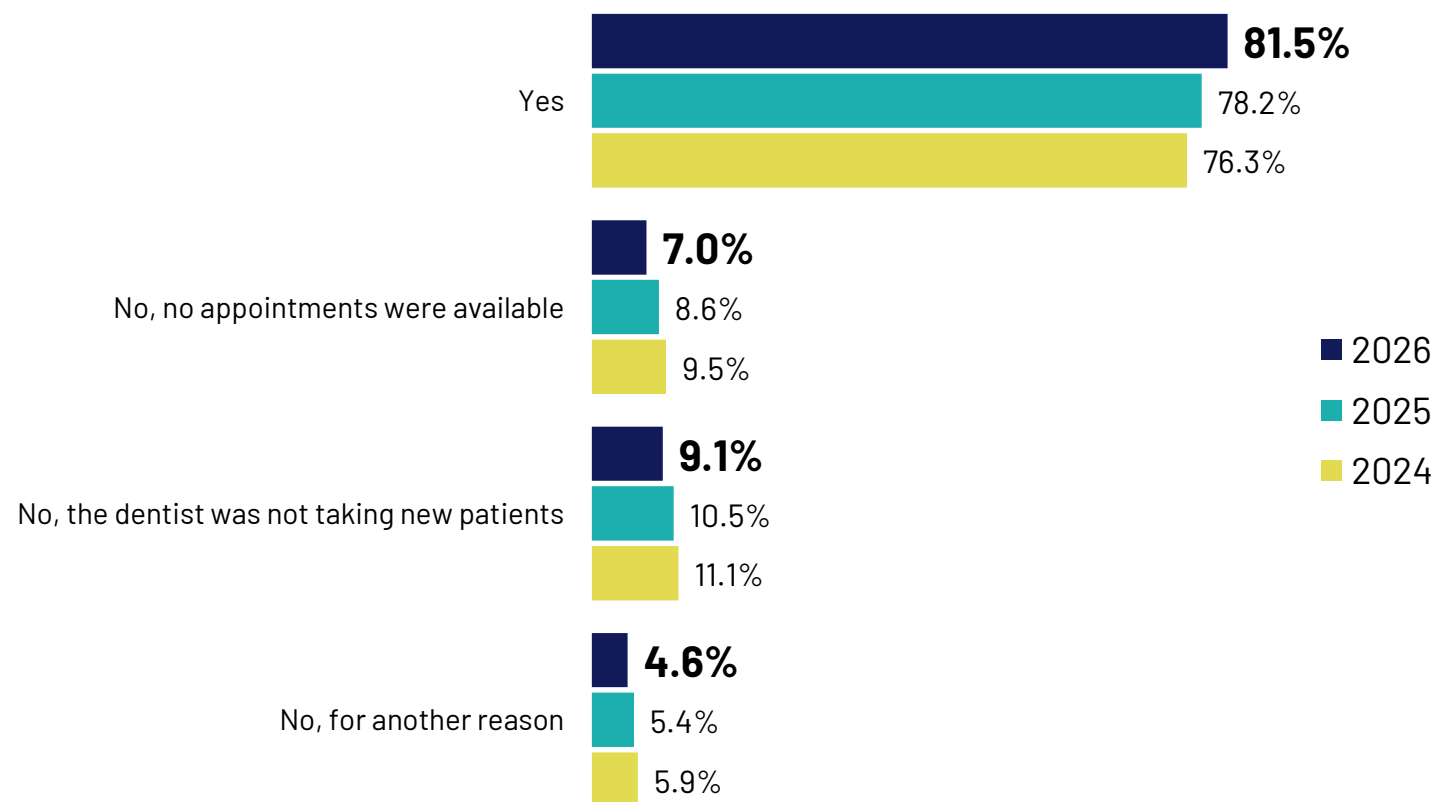
Q47. Thinking about the last 12 months, which of the following services have you used a pharmacy for? (multiple responses allowed)



¹Used any pharmacy service = all except 'None of these'. Base: asked of all patients: 2026 (651,345), 2025 (689,984), 2024 (694,064).

Dentistry services

Q51. Were you able to get an NHS dental appointment? (multiple responses allowed)



Base: asked of patients who have tried to get an NHS dental appointment in the last two years, excluding those who said 'I can't remember': 2026 (326,119), 2025 (358,869), 2024 (362,092).

REPORTING

How can you use GPPS?

Compare organisations:

Results available at practice, PCN and ICS level

Fieldwork is always Jan-March

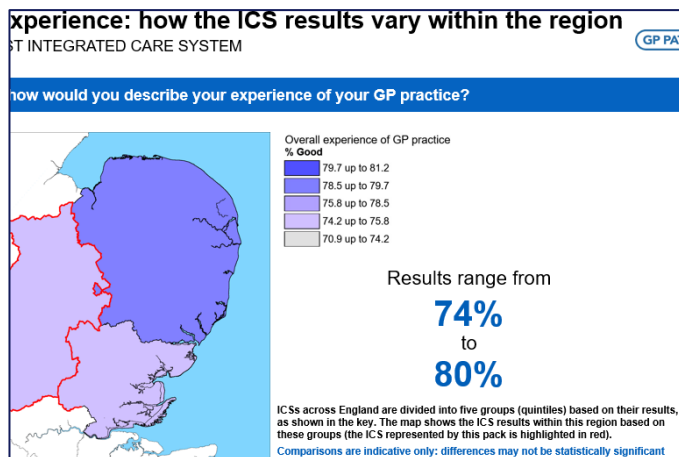
Understand the needs and experiences of specific groups:

Extensive demographic information from participants and large sample sizes allow for detailed analysis

Analyse trends from 2024:

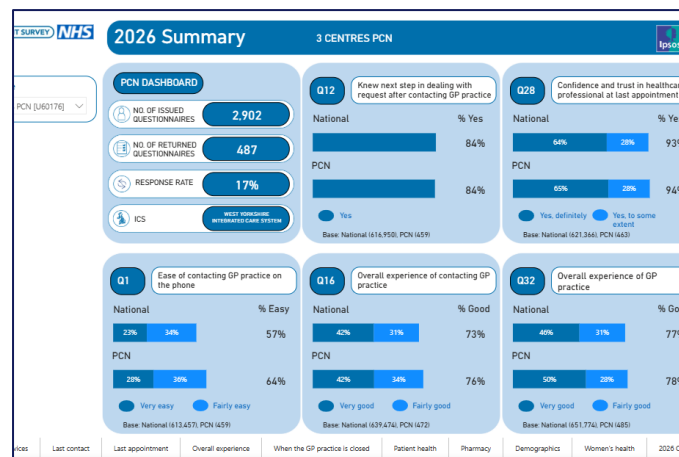
Identify areas for improvement and see where things are getting better

How can you ... compare organisations?



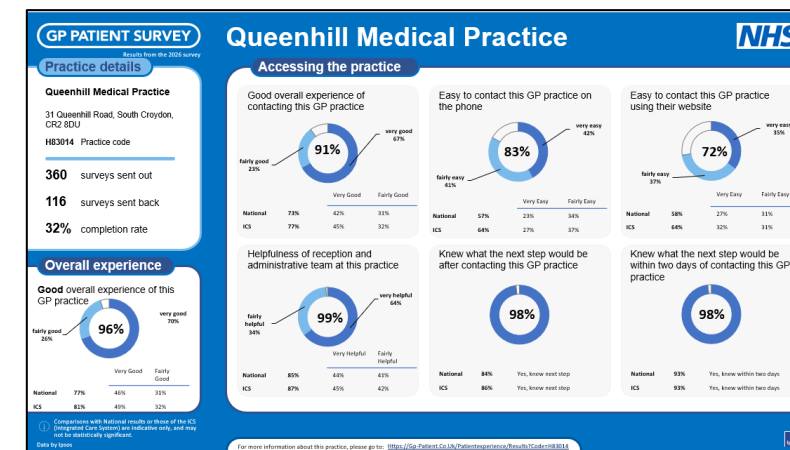
ICS slidepacks

gp-patient.co.uk/slide-packs/ics-slide-packs/2026



PCN tool

gp-patient.co.uk/pcn-dashboard



Practice pages and summary

gp-patient.co.uk/

How can you... find the information you need on the website

The screenshot shows the GP Patient Survey website interface. At the top, there's a navigation bar with links: "GP PATIENT SURVEY", "About", "Contact us", "Received a survey?", and the NHS logo. Below this, a large blue banner contains the text "See how your GP practice is doing or compare practices". Underneath the banner is a search section with three buttons: "Search by practice", "Search by postcode", and "Search by practice code". A text input field labeled "Enter a practice name" is followed by a green "GO >" button. A message below the search section states: "The survey is now closed and results will be published in the summer".

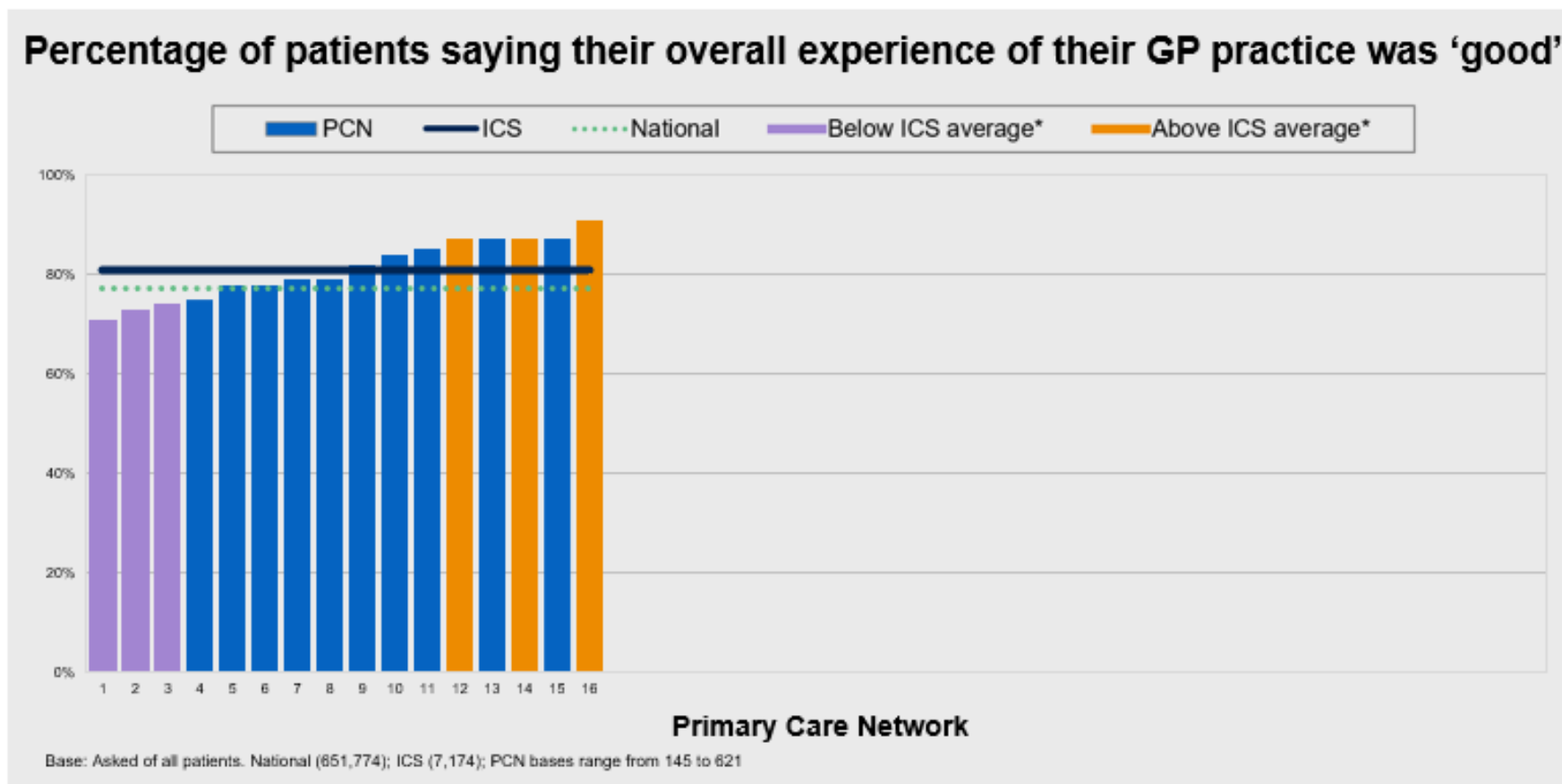
Below the message are three columns of content:

- Find survey data and materials:** Includes an icon of a bar chart with a green arrow pointing down. Text: "Get past and present survey data spreadsheets, reports and survey materials." A green button labeled "Latest results" is at the bottom.
- Analyse the results:** Includes an icon of a magnifying glass over a line graph. Text: "Use the analysis tool to look at the survey results in more detail." A green button labeled "Analysis tool" is at the bottom.
- Received a survey?:** Includes an icon of an envelope with a checkmark. Text: "Have you received a GP Patient Survey in the post? [Complete the survey online \(when open\)](#)". A green button labeled "Received a survey?" is at the bottom.

At the bottom, there's a "GPSS Blogs" section with two columns:

- The Survey:** Includes links for "About" and "Received a survey?".
- The Results:** Includes links for "Search for a practice" and "Compare a practice".

How can you ... read confidence intervals on the ICS slidepacks?



i *Comparisons are indicative only: differences may not be statistically significant. This is measured using confidence intervals and the purple and orange bars denote whether the PCN confidence interval range falls outside of the ICS confidence interval range, which indicates a statistically significant difference. You can find more information [here](#).

Purple bars represent PCNs within the ICS that are **below ICS average**.

Orange bars represent PCNs within the ICS that are **above ICS average**.

The **blue bars** represent all PCNs that are **not statistically significantly above or below the ICS average**.

How can you ... look at health inequalities?

Using the ...

The GP Patient Survey is an England-wide annual survey that provides rich data for a wide range of audiences. Data is currently available nationally, for NHS Regions, and at Integrated Care System (ICS), Primary Care Network (PCN) and practice level.

The website allows patients to look up their practice and compare it with up to three other practices. It also includes a powerful and user-friendly analysis tool to help people explore the data in greater depth.

The survey is used as a key source of insight across organisations. It provides significant information on patients' experience of general practice. The results:

- Can be used by GP practices, Primary Care Networks (PCNs), and Integrated Care Systems (ICSs) to better understand and support their patients and local services.

Are shared with organisations looking to ...

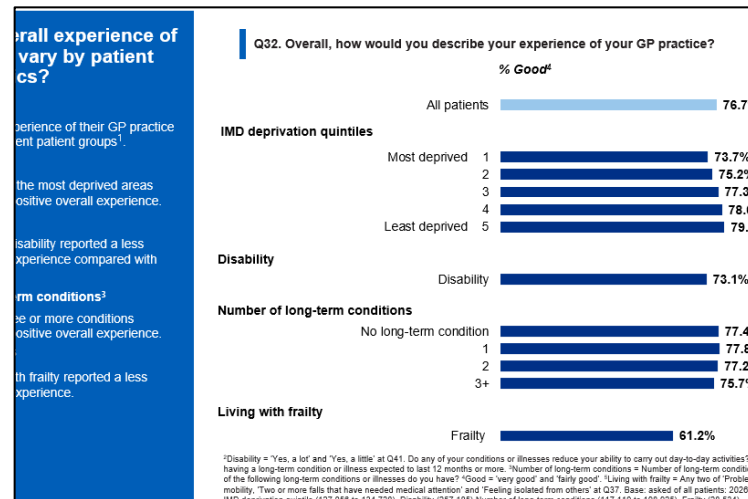
Feed into decisions about investment in ...

Organisational uses



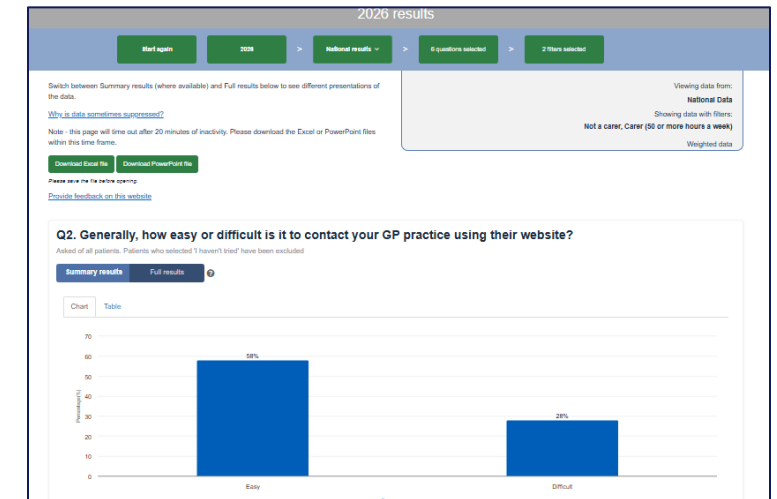
GPPS case studies

<https://www.gp-patient.co.uk/uses-of-gpps>



National report

[gp-patient.co.uk/surveysandreports](https://www.gp-patient.co.uk/surveysandreports)



Analysis tool

[gp-patient.co.uk/analysistool](https://www.gp-patient.co.uk/analysistool)

Keep in touch!

Let us know how you are using the data – so we can understand the uses of the data, and share good practice with others

Get in touch with any feedback – so we can continue to improve the survey and its outputs, to better meet your needs

Let us know if you want any more information – if you would like more information about the survey, please get in touch

Email us at gpppatientsurvey@ipsos.com

THANK YOU

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