

# GP PATIENT SURVEY

National report

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**July 2017 Publication**



**Ipsos MORI**  
Social Research Institute

**NHS**

England

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- 2 ▶ Headline findings
- 3 ▶ Overall experience of GP surgery
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Visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk)  
for further information. Here  
you can...

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

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Analyse the survey data for a  
specific participant group (e.g.  
by age)

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Look at trends in responses,  
and more...

# 1

# About the survey

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- The GP Patient Survey (GPPS) is an England-wide survey, **providing practice-level data** about patients' experiences of their GP practices.
- Ipsos MORI administers the survey on behalf of NHS England.
- This report sets out the national headline and summary findings for the **July 2017 GPPS publication**.
- In contrast to previous years when the survey was carried out across two waves, the GPPS now consists of a single wave of fieldwork carried out annually, from January to March 2017. However, the sample size has remained similar, continuing to provide practice-level data.
- **2,157,769** questionnaires were sent out nationally, and **808,332** were returned completed between 3<sup>rd</sup> January and 31<sup>st</sup> March 2017. This represents a response rate of **37.5%**.
- The questionnaire can be found here: [www.gp-patient.co.uk/SurveysAndReports](http://www.gp-patient.co.uk/SurveysAndReports). Note the numbering may change each publication due to the addition or removal of questions.

**c.2.15m**



surveys to adults  
registered with an  
English GP practice

**808,332**

completed surveys  
in the July 2017  
publication

**37.5%**

national response  
rate

- Patient samples are obtained for each GP practice using registration records held on the NHS Digital database. A proportionately stratified, unclustered sample is drawn from each practice.
- The survey results include 49,661 questionnaires completed online. The questionnaire was also available for online completion in British Sign Language, or in 14 additional languages over the phone or online. An Easy Read questionnaire was also available.
- Data presented in this report have been weighted according to a weighting scheme replicating the approach taken in previous years. All bases in the report are unweighted.
- Within this report, an asterisk (\*) will indicate a percentage greater than 0% but less than 0.5%. All percentages are rounded to 1 decimal place; where combinations of answers do not appear to sum to the percentage reported, or totals do not sum to 100%, this will for the most part either be due to rounding or in cases where multiple responses are allowed.
- Data analysis has found evidence of a relatively small systematic fieldwork timing effect at the national level. As a result and due to the move of data collection periods from two fieldwork waves to a single wave per year, all national level trend data uses responses collected during the equivalent fieldwork period (January-March) only. Because of the smaller sample sizes this effect is not observed systematically at CCG and practice levels, and so trend data at these levels will continue to be based on the full survey year.
- **[For further details on this data analysis, as well as technical details of the survey methodology, please see the 'Technical Annex' for July 2017, which can be accessed here.](#)**

758,671

paper  
questionnaires  
completed

49,661

questionnaires  
completed online

1,767

questionnaires  
completed in a  
foreign language

# 2

## Headline findings



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84.8%

of patients describe their overall experience of their GP surgery as good



91.9%

have confidence and trust in their GP



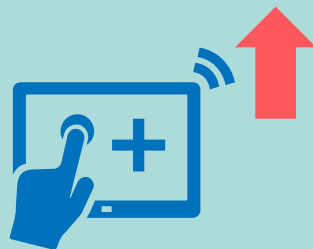
84.5%

have confidence and trust in their nurse



68.0%

say that they find it easy to get through to their practice by phone (although this has fallen from 77.9% in June 2012)



Use of online services from GP surgeries is up – 8.9% have booked an appointment online in the last 6 months



84.3%

say that they were able to get an appointment to see or speak to someone the last time they tried



70.8%

of patients were able to get an appointment at a time they wanted or sooner



81.1%

were able to get an appointment that was convenient, which includes 40.9% who say it was 'very convenient'



More than **three in four** patients are satisfied with their GP surgery's opening hours (76.2%)



**Two in three** patients (66.2%) say their overall experience of out of hours NHS services was good

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## Overall experience of GP surgery



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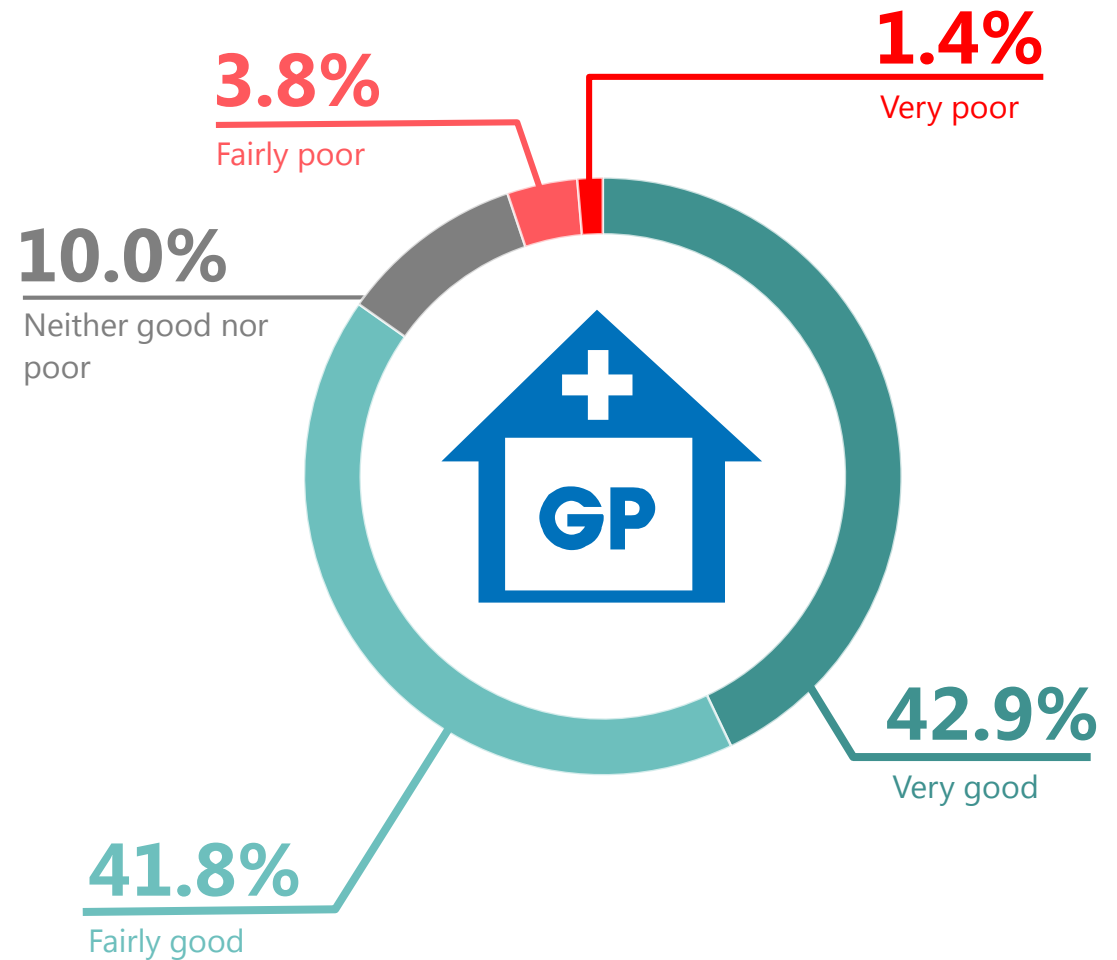
## How do patients describe their overall experience of their GP surgery?

Most patients (84.8%) have had a good overall experience of their GP surgery, with more than two in five (42.9%) describing their experience as 'very' good.

One in ten (10.0%) say that their experience was neither good nor poor. Fewer say that their experience was 'fairly' poor (3.8%) or 'very' poor (1.4%).

### Overall experience of GP surgery

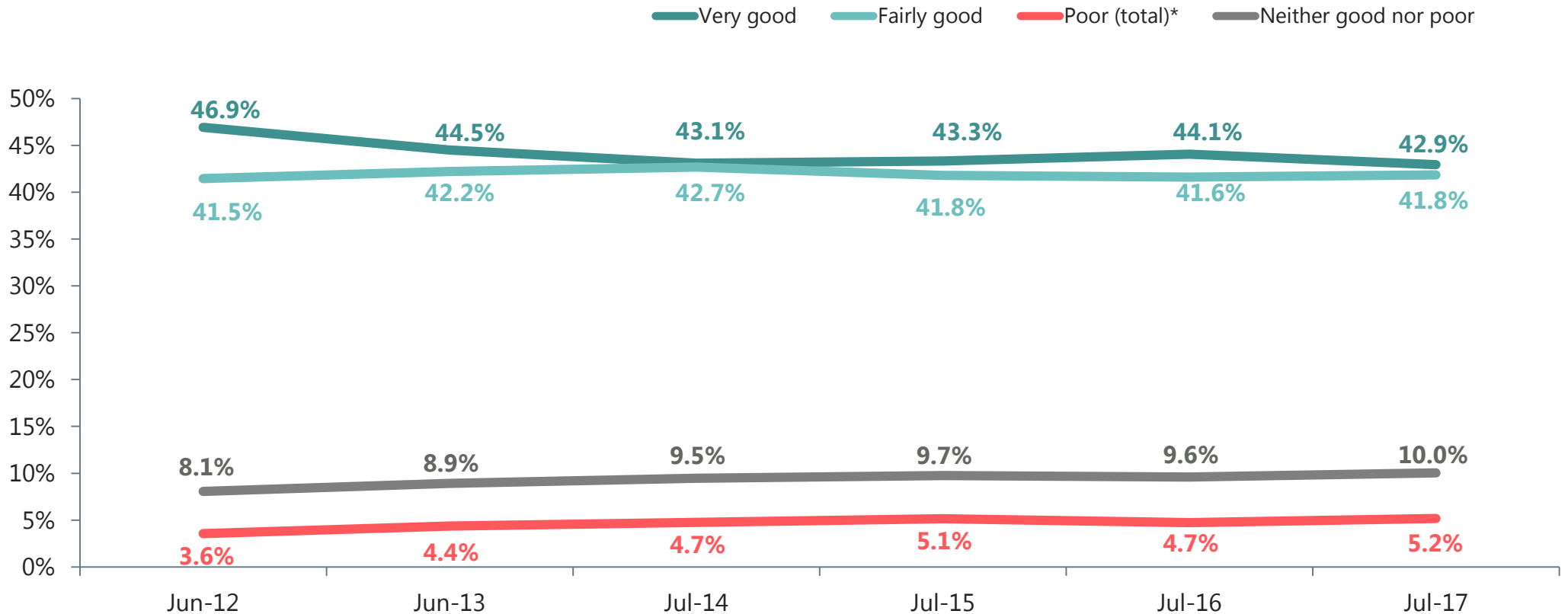
*Overall, how would you describe your experience of your GP surgery?*



Base: all patients who answered question (794,704)

# How do patients describe their overall experience of their GP surgery?

**Overall, how would you describe your experience of your GP surgery?**



The proportion rating their experience as 'very' good has remained relatively stable since July 2014, when it stood at 43.1%; this follows a decline in results from June 2012 (when 46.9% felt their experience was 'very' good). The proportion describing their experience as 'fairly' good similarly remained fairly consistent over this time period.

One in twenty (5.2%) of patients described their overall experience as poor; in recent years this figure has fluctuated slightly (4.7% in July 2014 and 5.1% in July 2015).

\* Poor (total) = Fairly poor + Very poor

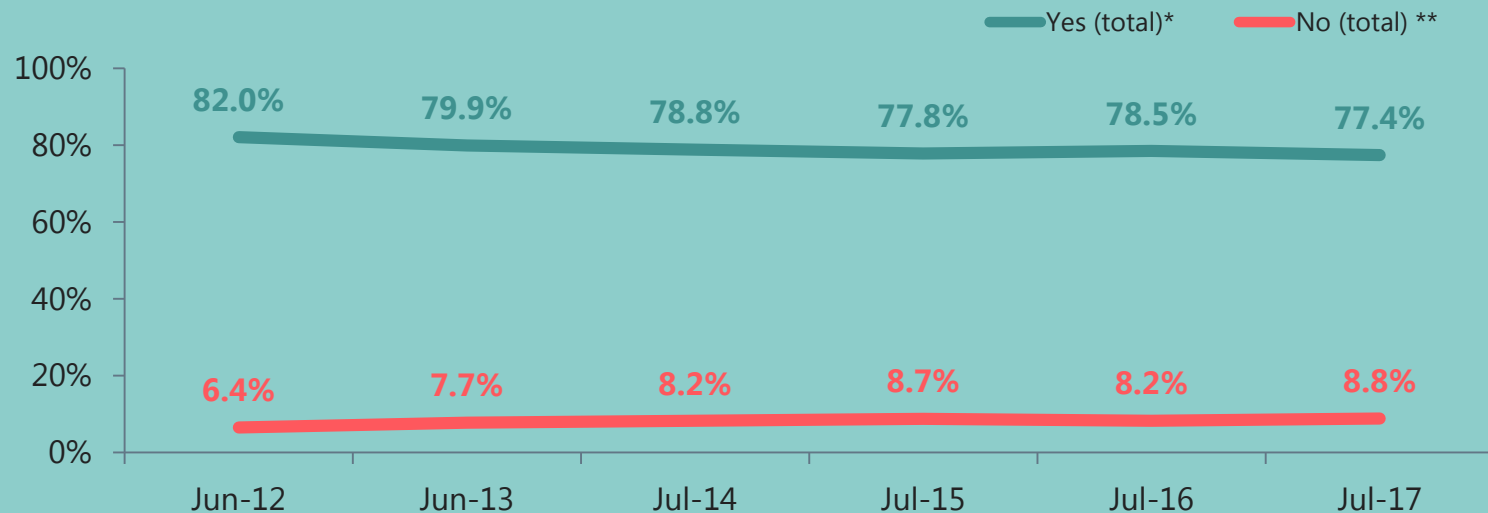
Base: all patients who answered question: July 2017 (794,704) July 2016 (407,497) July 2015 (425,324) July 2014 (445,762) June 2013 (483,226) June 2012 (491,027)

## Would patients recommend their GP surgery to someone new to the area?

Approximately three quarters (77.4%) of people would recommend their GP surgery to someone who has just moved to the area, which includes 46.9% who say they would 'definitely' recommend their surgery.

This is lower than in previous years, with 82.0% of patients saying they would recommend their surgery in June 2012, and 78.5% saying the same in July 2016. Close to one in ten (8.8%) indicated that they would not recommend their GP surgery, a slight increase from 8.2% who said the same in July 2016.

### Would you recommend your GP surgery to someone who has just moved to your local area?



- \* Yes (total) = Yes, would definitely recommend + Yes, would probably recommend
- \*\* No (total) = No, would probably not recommend + No, would definitely not recommend

Base: all patients who answered question: July 2017 (795,587) July 2016 (408,059) July 2015 (425,731) July 2014 (446,170) June 2013 (483,633) June 2012 (491,223)

# 46.9%

would '**definitely**' recommend their surgery to someone who has just moved into the area



# 3.1%

would '**definitely not**' recommend their surgery to someone who has just moved into the area



# 4

## Access to GP services



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## When did patients last see or speak to someone from their GP surgery, and how did they contact the surgery?

Around seven in ten patients (68.3%) have seen or spoken to a GP from their surgery in the past 6 months, while over half (53.8%) have seen or spoken to a nurse.

When it comes to booking appointments, most patients (85.6%) choose to do this over the phone while a quarter (27.4%) visit the surgery in person.

### How do you normally book appointments to see a GP or nurse at your GP surgery? (multiple responses allowed)

**85.6%**  By phone

**27.4%**  In person

**8.7%**  Online

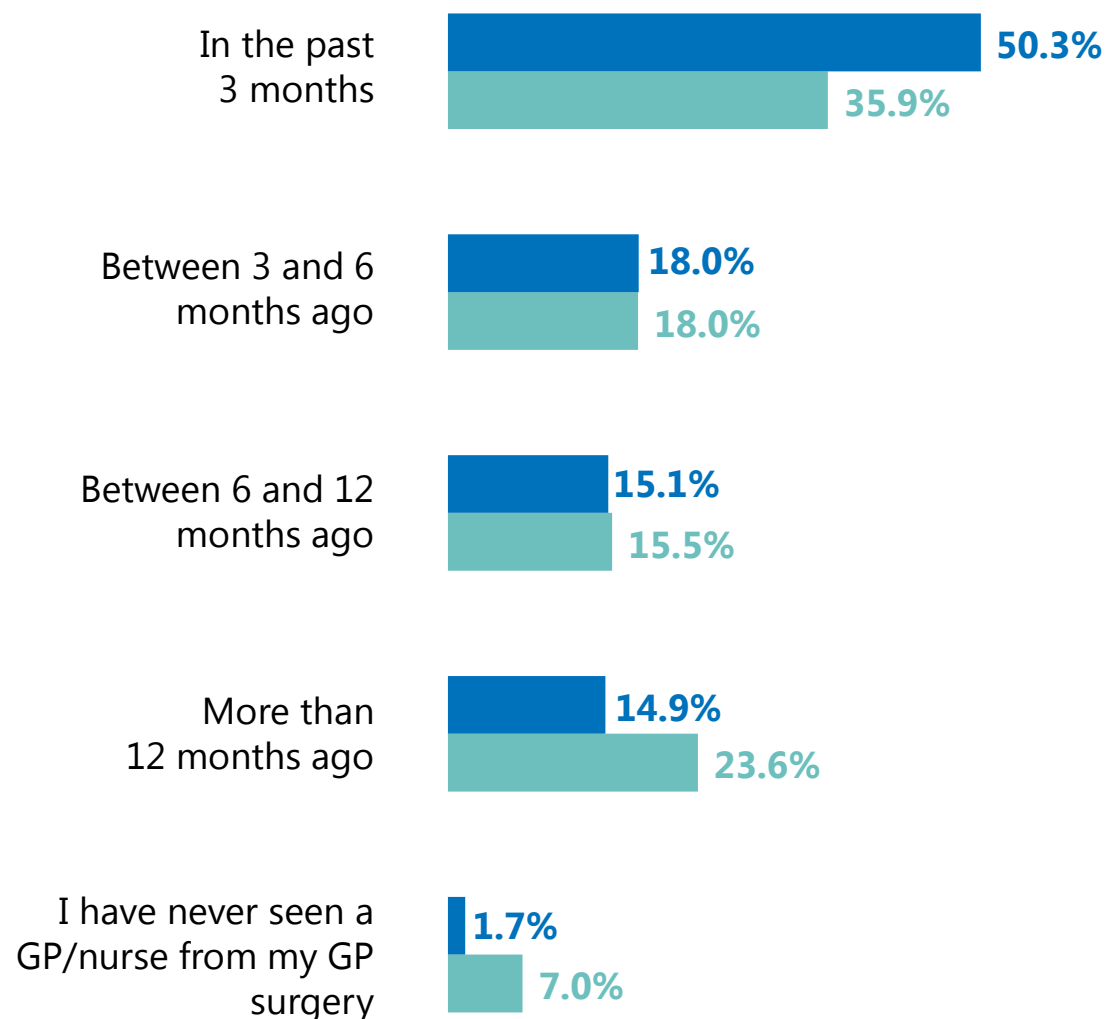
Base: all patients who answered question (805,384)

## When did patients last see or speak to a GP or nurse at their

### GP surgery?

When did you last see or speak to a GP from your GP surgery?

When did you last see or speak to a nurse from your GP surgery?

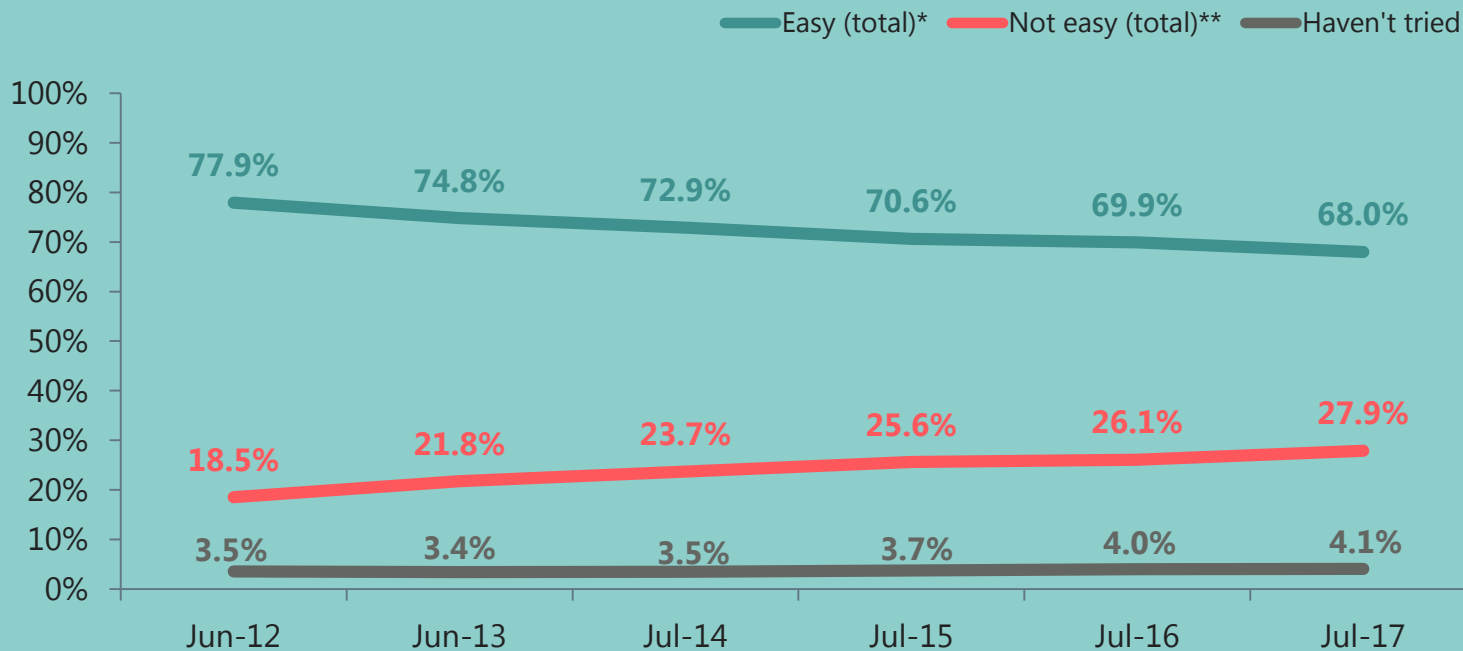


Base 1: all patients who answered question (when last spoke to a GP) (802,939)  
Base 2: all patients who answered question (when last spoke to nurse) (799,877)

# How easy do patients find it to get through to their surgery on the phone?

Around seven in ten patients (68.0%) say that it is easy to get through to someone at their GP surgery on the phone. This is lower than in 2016 (69.9%), and continues a downward trend seen since 2012 when around eight in ten patients (77.9%) said that they found it easy. Around three in ten (27.9%) say that it is not easy to get through to someone at their GP surgery on the phone.

**Generally, how easy or difficult is it to get through to someone at your GP surgery on the phone?**



- \* Easy (total) = Very easy + Fairly easy
- \*\* Not easy (total) = Not very easy + Not at all easy

Base: all patients who answered question: July 2017 (804,177) July 2016 (413,626) July 2015 (431,204) July 2014 (453,896) June 2013 (493,388) June 2012 (502,207)

## How helpful are the receptionists?

# 86.7%

find the receptionists at their surgery helpful (including 43.5% who find the receptionists 'very' helpful)



# 10.8%

do not find the receptionists at their surgery helpful

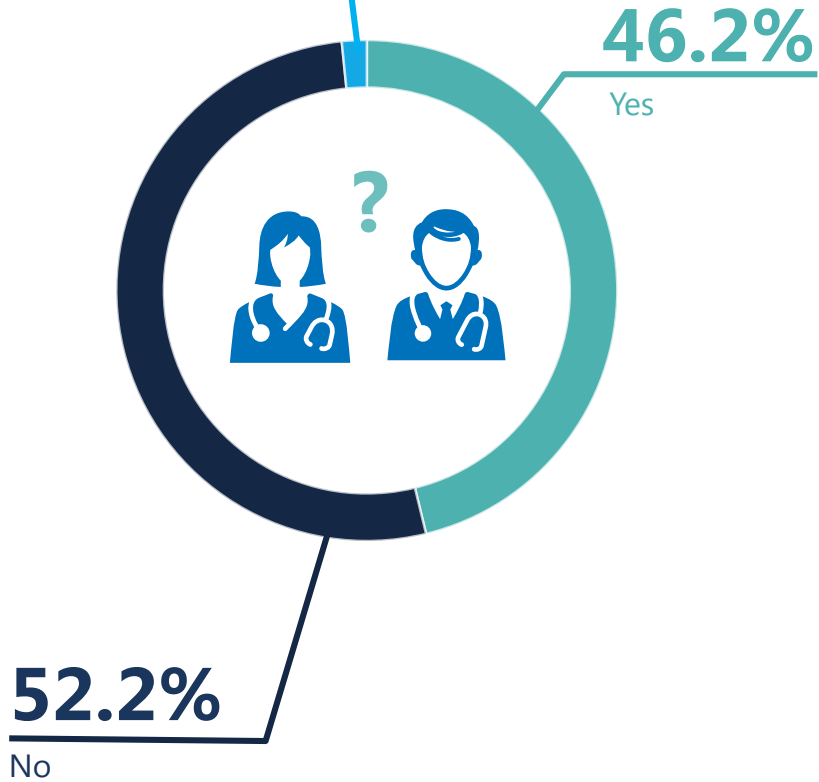
Base: all patients who answered question (803,718)

## How many patients have a preferred GP?

**Is there a particular GP you usually prefer to see or speak to?**

**1.6%**

There is usually only one GP at my GP surgery

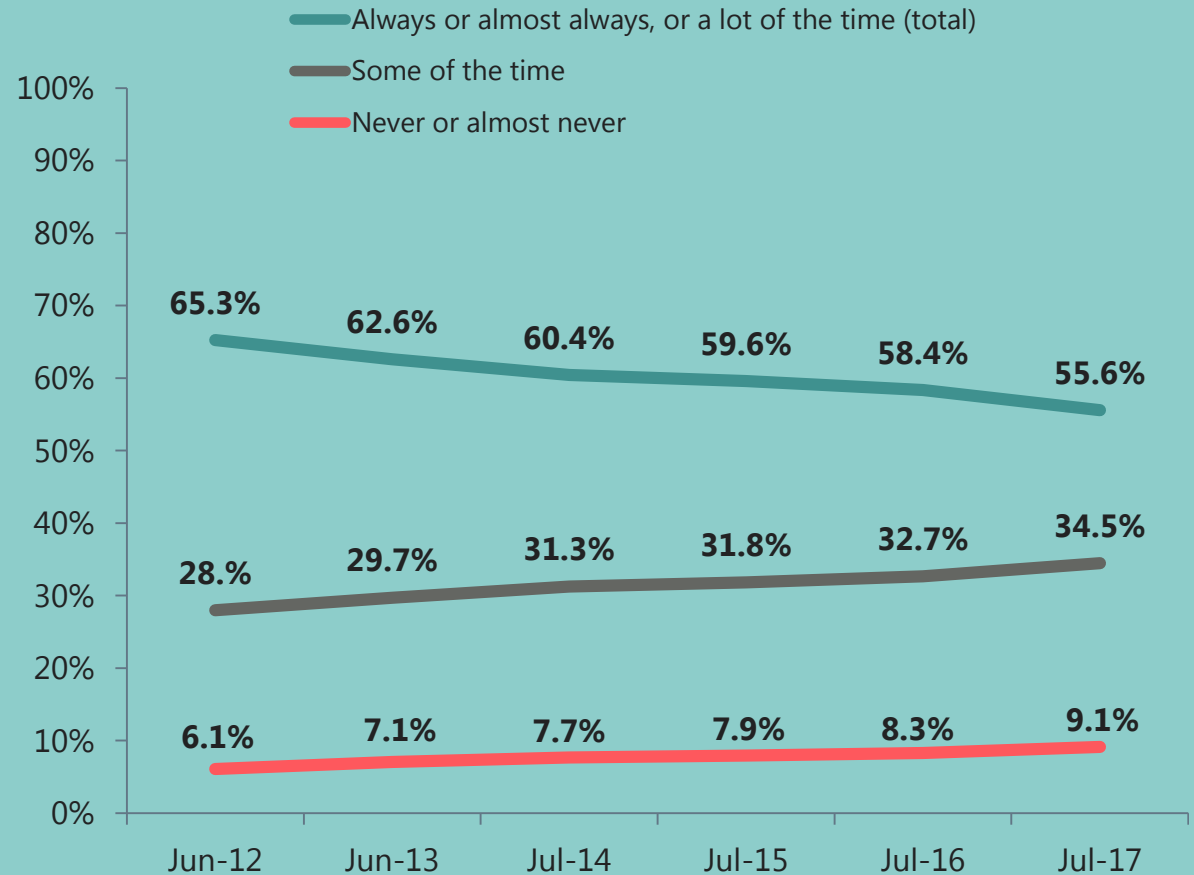


Base: all patients who answered question (791,352)

## And how often do they see that GP?

Of those with a preferred GP, 55.6% say that they see or speak to their preferred GP always or almost always, or a lot of the time. This continues a downward trend seen since June 2012, when 65.3% said the same.

**How often do you see or speak to the GP you prefer?\***



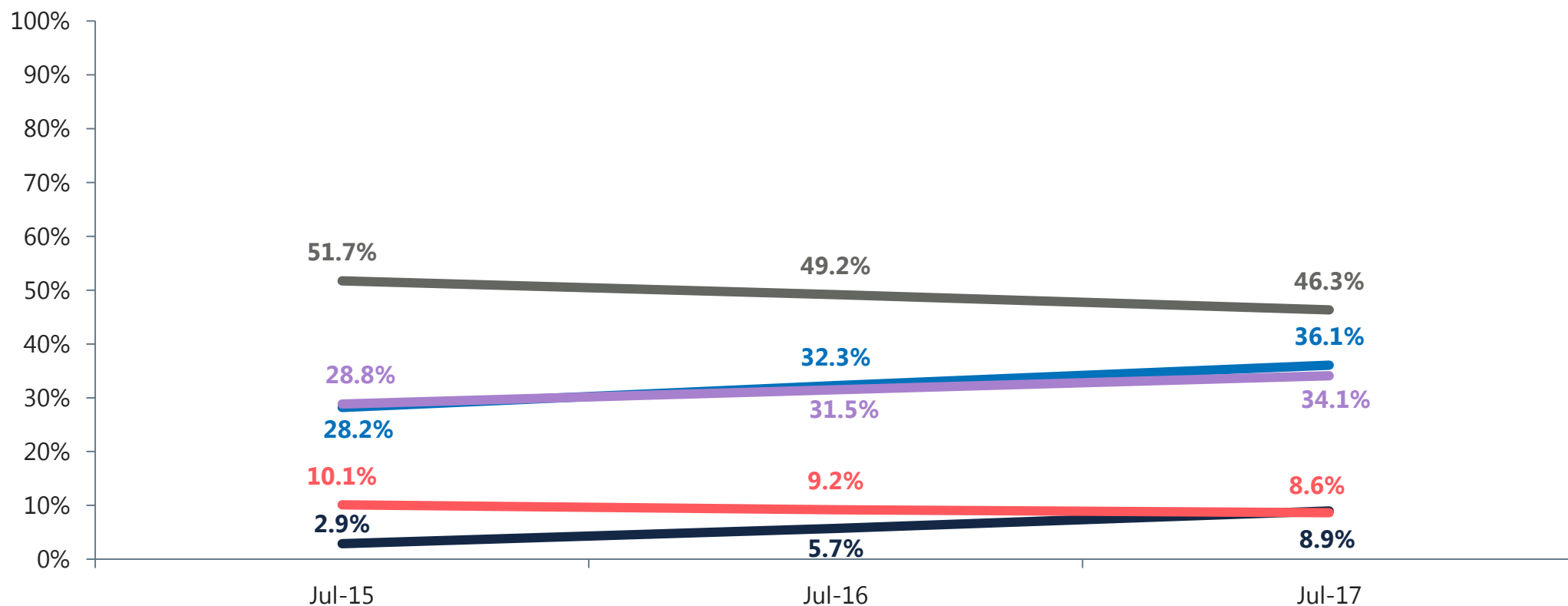
\*Answer codes not shown: Not tried at this surgery

Base: all patients who have a doctor they prefer to see at their surgery and answered question: July 2017 (383,770)  
 July 2016 (205,096) July 2015 (224,863) July 2014 (250,342) June 2013 (273,951) June 2012 (282,028)

# What online services are available to patients from their GP surgery?

As far as you know, which of the following online services does your GP surgery offer? (multiple responses allowed)

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these
- Don't know



Patient awareness of online services available through their surgery has increased. For example, just over a third (36.1%) of patients say that their GP surgery offers online appointment booking, compared with 28.2% of patients in July 2015. Almost half of patients (46.3%) are still unsure of which services their surgery offers, although this has decreased from 51.7% in July 2015.

Base: all patients who answered question: July 2017 (782,347) July 2016 (402,160) July 2015 (417,028)



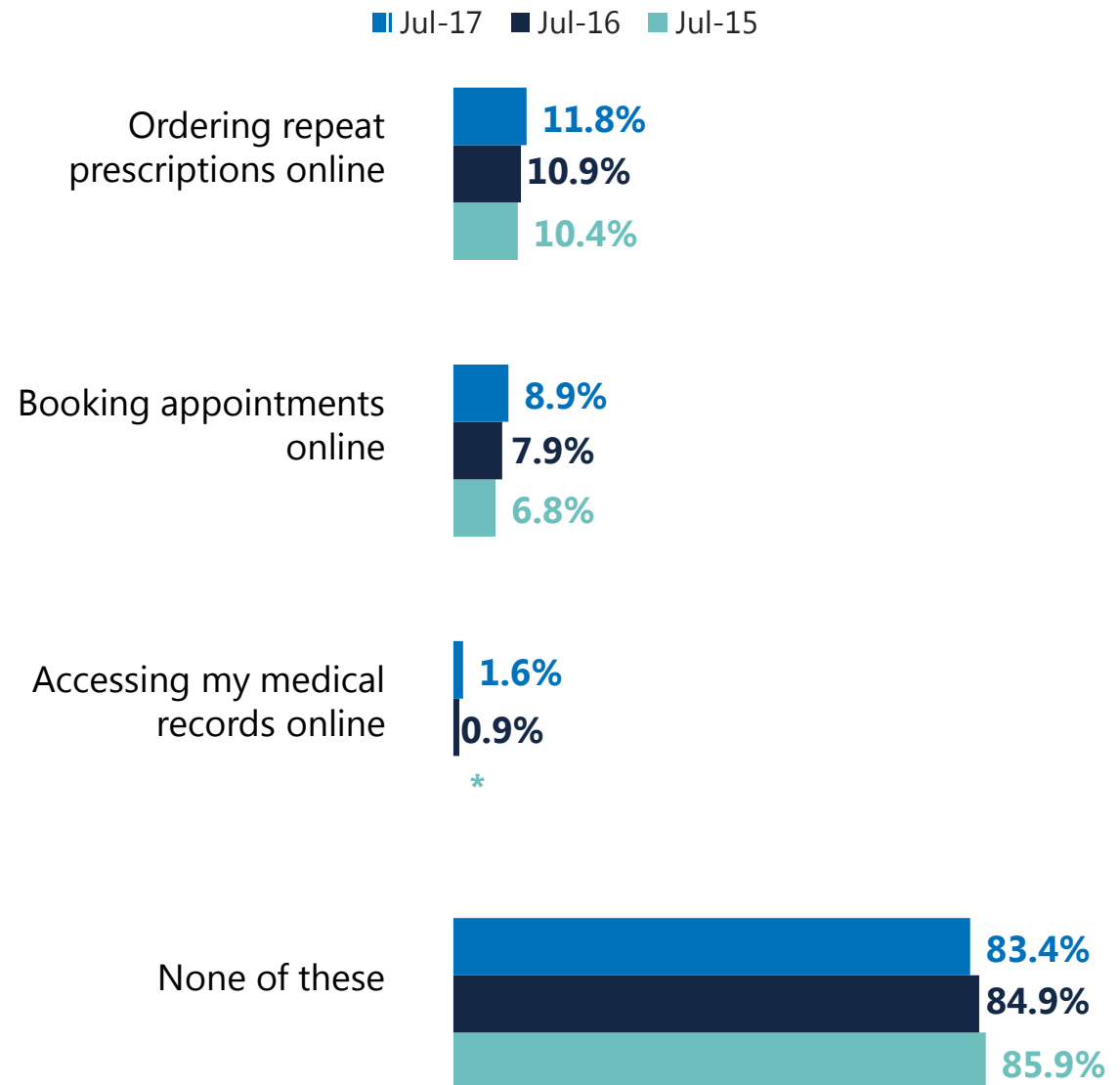
## Are patients using the online services available to them?

More than one in ten patients (11.8%) have ordered repeat prescriptions online through their GP surgery in the past 6 months, continuing an upward trend seen since July 2015 (when 10.4% said the same).

Around one in ten (8.9%) have used an online appointment booking service – which is also an increase since July 2015 (when 6.8% said the same) – while 1.6% have accessed their medical records online (which compares with less than 0.5% in July 2015).

### Use of online services

*And in the past 6 months, which of the following online services have you used at your GP surgery? (multiple responses allowed)*



Base: all patients who answered question: July 2017 (786,183) July 2016 (403,363) July 2015 (417,006)

# 5

## Making an appointment

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## What appointments do patients want, and when do they want them?

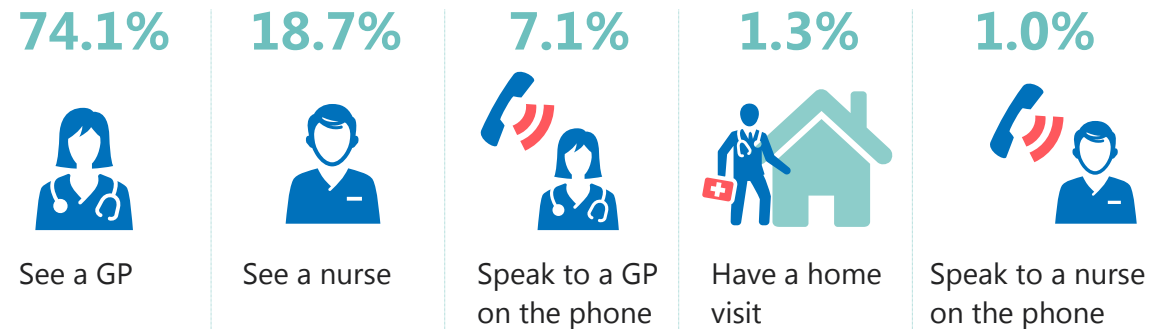
The last time patients contacted a GP surgery, three in four (74.1%) wanted to see a GP, while almost one in five (18.7%) wanted to see a nurse.

A minority wanted to speak to their GP on the phone (7.1%), while very few wanted to organise a home visit (1.3%) and even fewer wanted to speak to a nurse on the phone (1.0%).

Two in five patients (40.0%) wanted to see or speak to someone on the same day as contacting their surgery, virtually unchanged since July 2016 (39.9%). Fewer wanted to see or speak to someone the next working day (8.9%), or in the next few days (22.3%). Just 7.8% wanted an appointment the following week or later, while 17.0% didn't have a specific day in mind.

### Reason for appointment

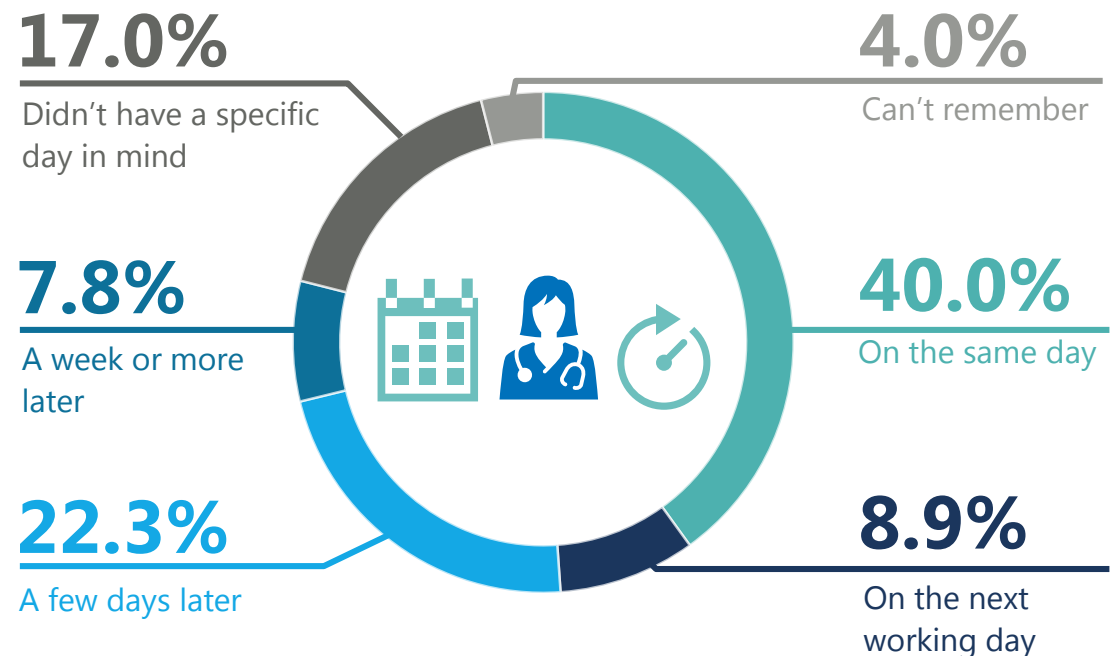
**Last time you wanted to see or speak to a GP or nurse from your GP surgery, what did you want to do? (multiple responses allowed)**



Base: all patients who answered question (778,228)

### Timing of appointment

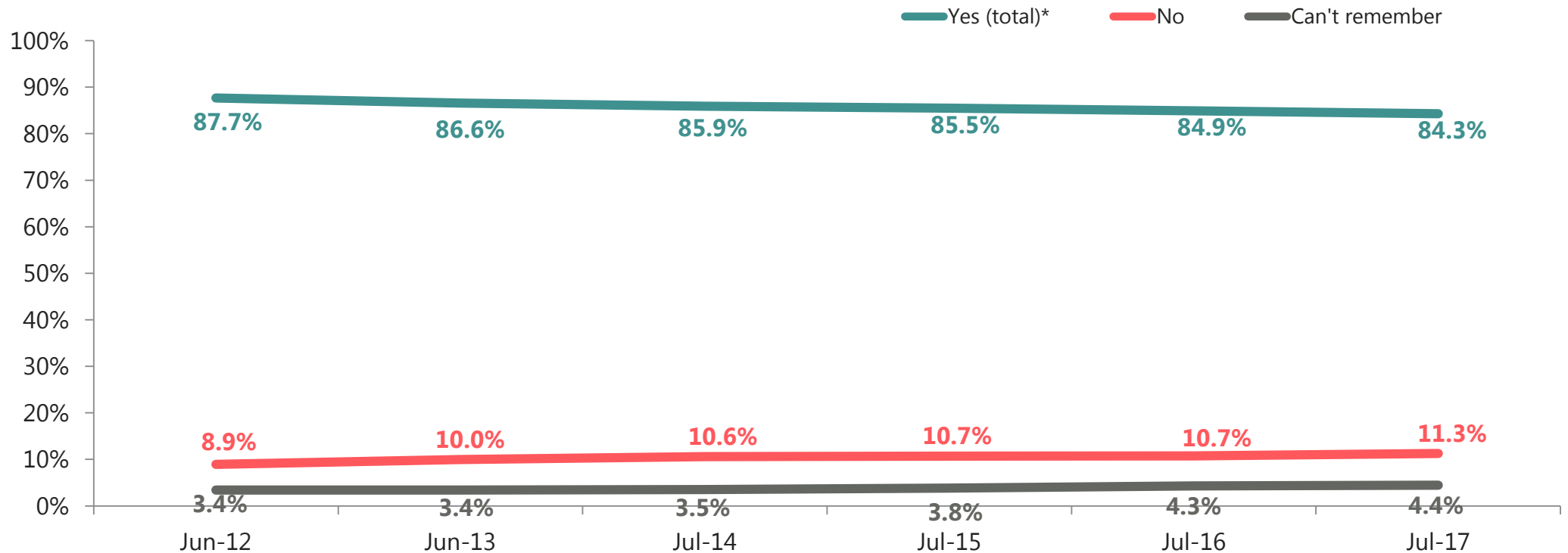
**And when did you want to see or speak to them?**



Base: all patients who answered question (762,391)

# Are patients able to get an appointment?

**Were you able to get an appointment to see or speak to someone?**



The majority of patients (84.3%) say that they were able to get an appointment to see or speak to someone the last time they tried, which includes 12.2% who had to call back closer to or on the day they wanted an appointment. This continues a downward trend seen since June 2012, when 87.7% of patients were able to get an appointment.

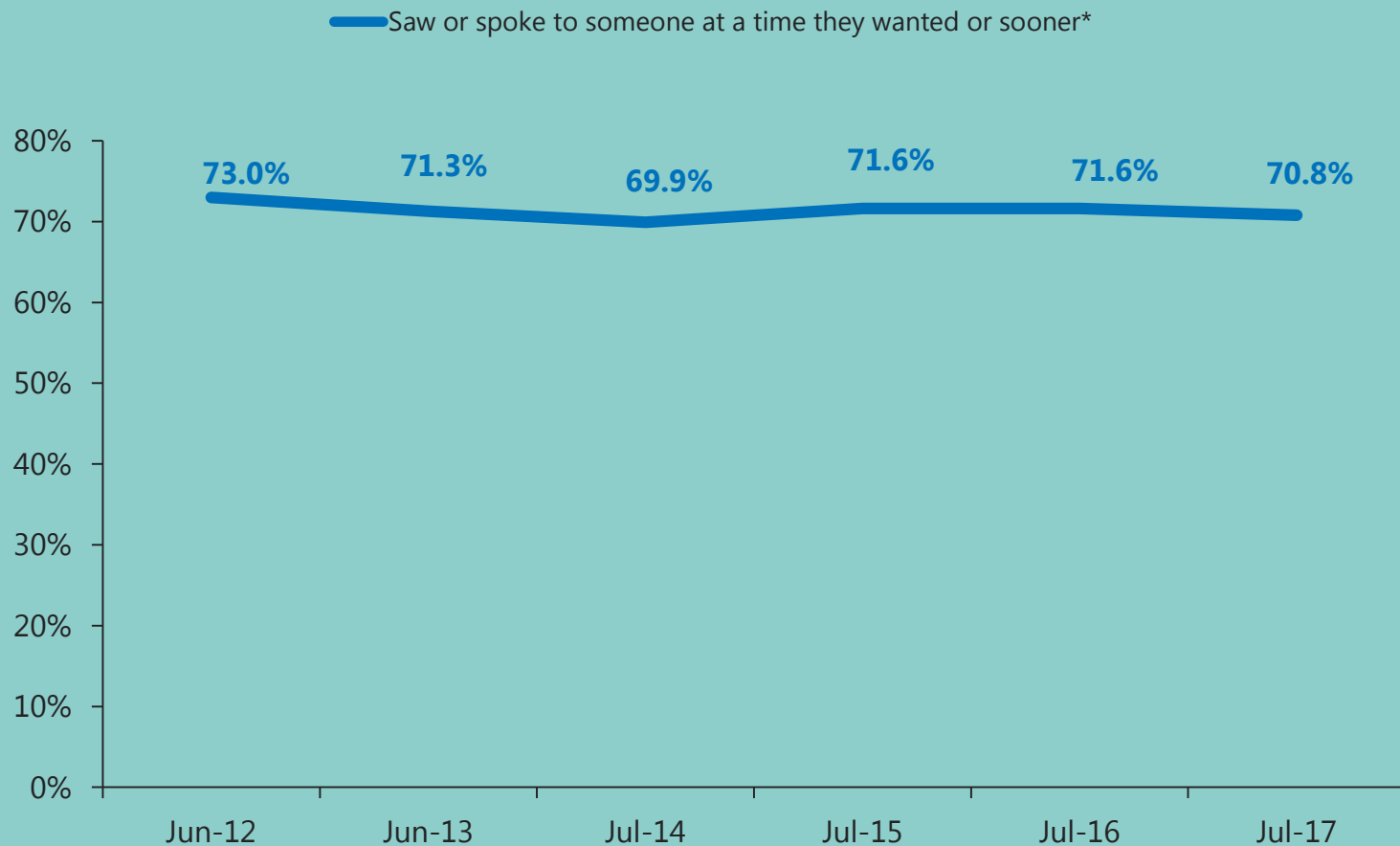
Approximately one in ten (11.3%) say that they were unable to get an appointment to see or speak to someone the last time they tried.

\*Yes (total) = Yes + Yes, but I had to call back closer to or on the day I wanted the appointment

Base: all patients who answered question: July 2017 (772,293) July 2016 (399,028) July 2015 (415,587) July 2014 (437,913) June 2013 (476,862) June 2012 (485,631)

## Are patients seen when they want to be?

Among patients who can remember whether or not they were able to get an appointment, and who could remember *when* they wanted the appointment, further analysis shows that four in five (70.8%) saw or spoke to someone at a time they wanted or sooner, which is lower than July 2016 (71.6%) and June 2012 (73.0%).



*\*Please note, these figures are based on additional analysis looking at questions in combination; as such, percentages will not sum to 100%*  
*Base: all patients who answered questions (when wanted to see/speak to them; able to get appointment; how long after contacting surgery see/speak to them), excluding those who can't remember: July 2017 (567,093) July 2016 (295,320) July 2015 (312,297) July 2014 (339,352) June 2013 (369,461) June 2012 (371,739)*

# 70.8%

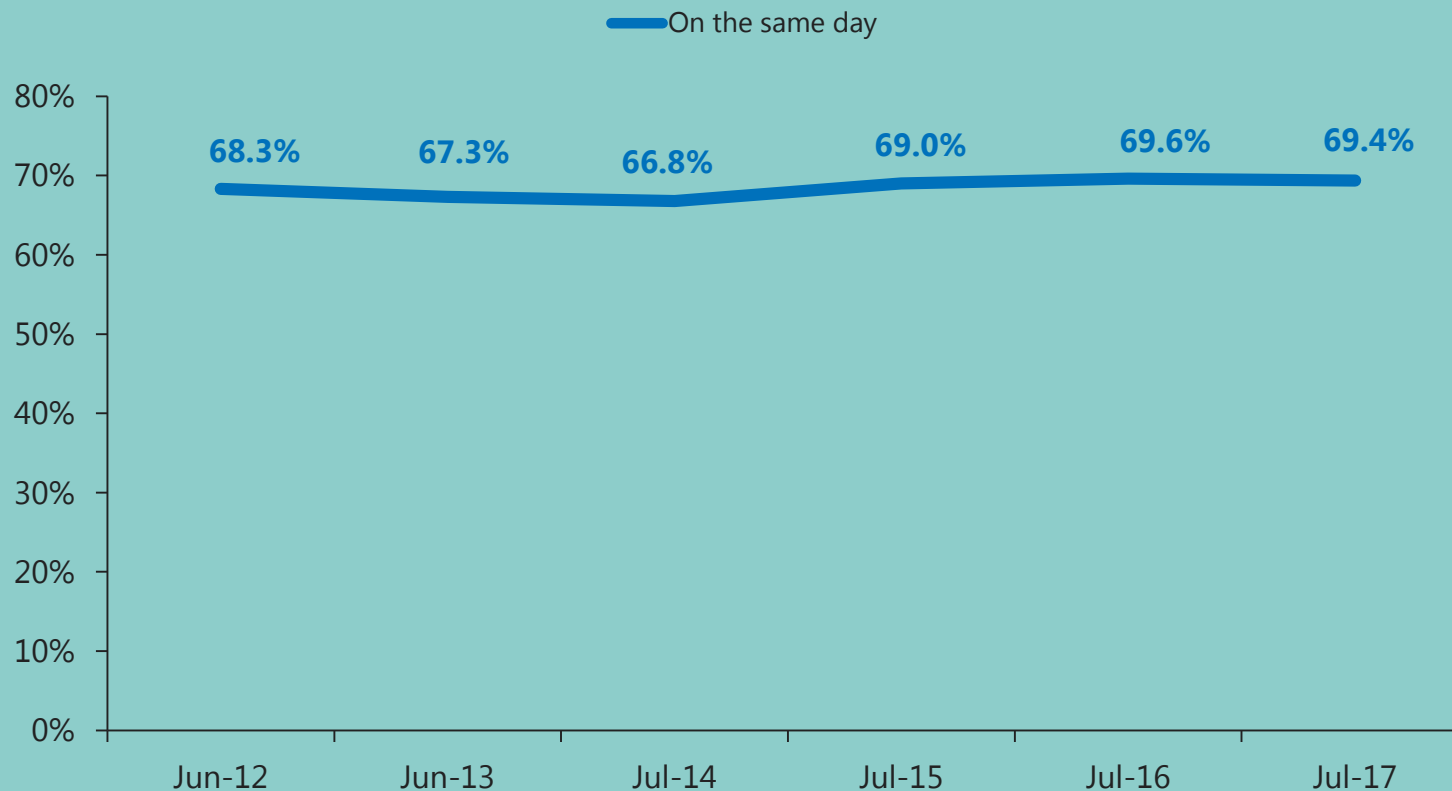
saw or spoke to someone at a time they wanted or sooner



## Are patients who want a same day appointment able to get one?

Among patients who wanted a same day appointment, and who can remember whether or not they were able to get an appointment, the majority were able to get an appointment on the same day (69.4%). This is similar to previous years, standing at 68.3% in June 2012 and 69.6% in July 2016.

**How long after initially contacting the surgery did you actually see or speak to them?\***



\*Rebased to only include those who wanted a same day appointment and remember whether or not they were able to get an appointment  
Base: all patients who wanted a same day appointment, remember whether or not they were able to get an appointment, and answered question: July 2017 (274,338) July 2016 (140,666) July 2015 (148,854) July 2014 (161,570) June 2013 (175,797) June 2012 (174,956)

# 69.4%

who wanted a same day appointment got one



## What type of appointments do patients get, and when do they get them?

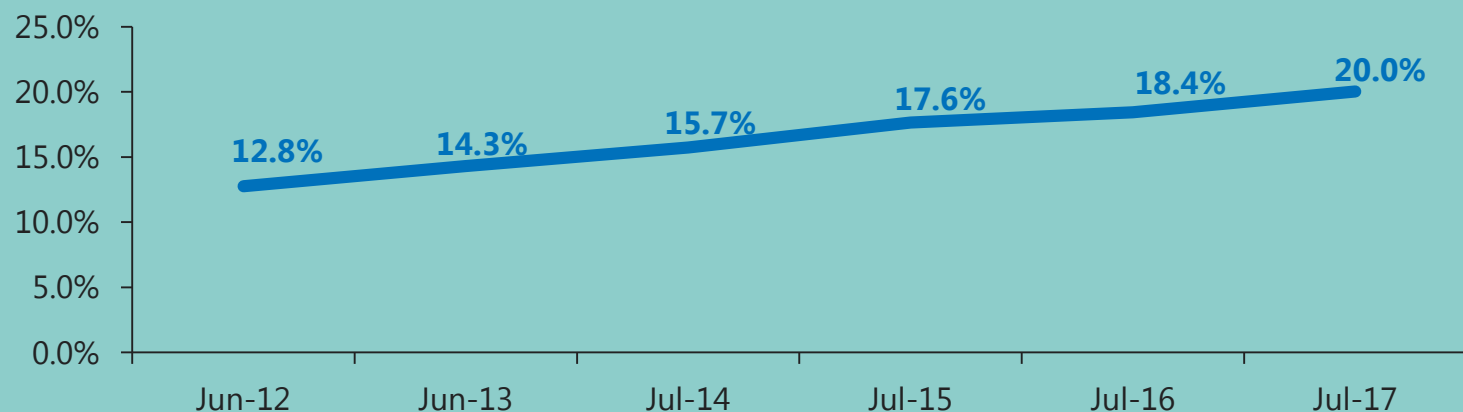
Of those patients who managed to get an appointment, just under three in four (72.5%) got an appointment to see a GP at the surgery, and one in five (22.4%) got an appointment to see a nurse.

Around two in five patients (38.1%) say they were able to see or speak to someone on the same day as originally contacting the surgery, while one in ten (9.9%) saw someone on the next working day. Roughly three in ten patients (27.9%) saw or spoke to someone a few days later, while one in five (20.0%) waited a week or more.

The proportion of patients waiting longer for appointments has increased; in June 2012, 12.8% of patients got an appointment a week or more later, and in July 2016 this had risen to 18.4%. It should be noted that these figures include patients who wanted to be seen a week or more later, or didn't mind when they were seen (see following slide for more detail).

### How long after initially contacting the surgery did you actually see or speak to them?

— Got an appointment for a week or more later



Base: all patients who were able to get an appointment to see or speak to someone and answered question: July 2017 (654,588) July 2016 (340,267) July 2015 (358,058) July 2014 (378,385) June 2013 (413,876) June 2012 (424,367)

# 72.5%

of those who were able to get an appointment got one to see a GP at their surgery



# 38.1%

were able to see or speak to someone on the same day as initially contacting the surgery



## When did patients who had to wait a week actually want to be seen?

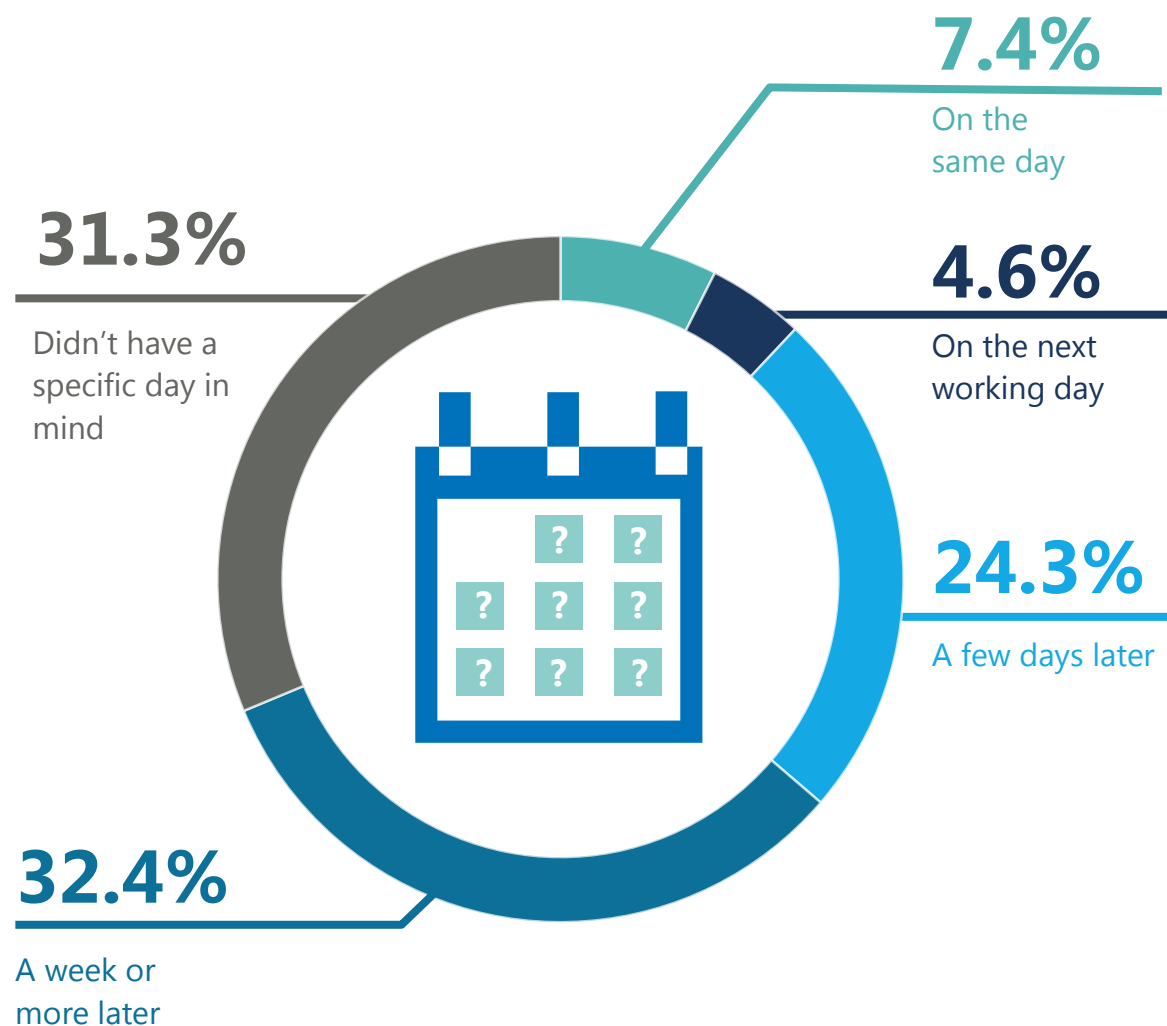
Among patients who were able to get an appointment, two in five (20.0%) saw or spoke to someone a week or more after first contacting the surgery. However, it is worth noting that of these:

- A third (32.4%) wanted to see or speak to someone a week or more after contacting the surgery, while slightly fewer (31.3%) did not have a specific day in mind; and
- The remaining patients (36.3%) wanted to be seen sooner, either on the same day (7.4%) as they contacted the surgery, on the next working day (4.6%), or a few days later (24.3%).

### When did patients who had to wait a week actually

### want to be seen?

*And when did you want to see or speak to them?*



*Base: all patients who got an appointment to see or speak to someone a week or more after initially contacting the surgery, who remember when they got an appointment, and who remember when they wanted an appointment (117,963)*



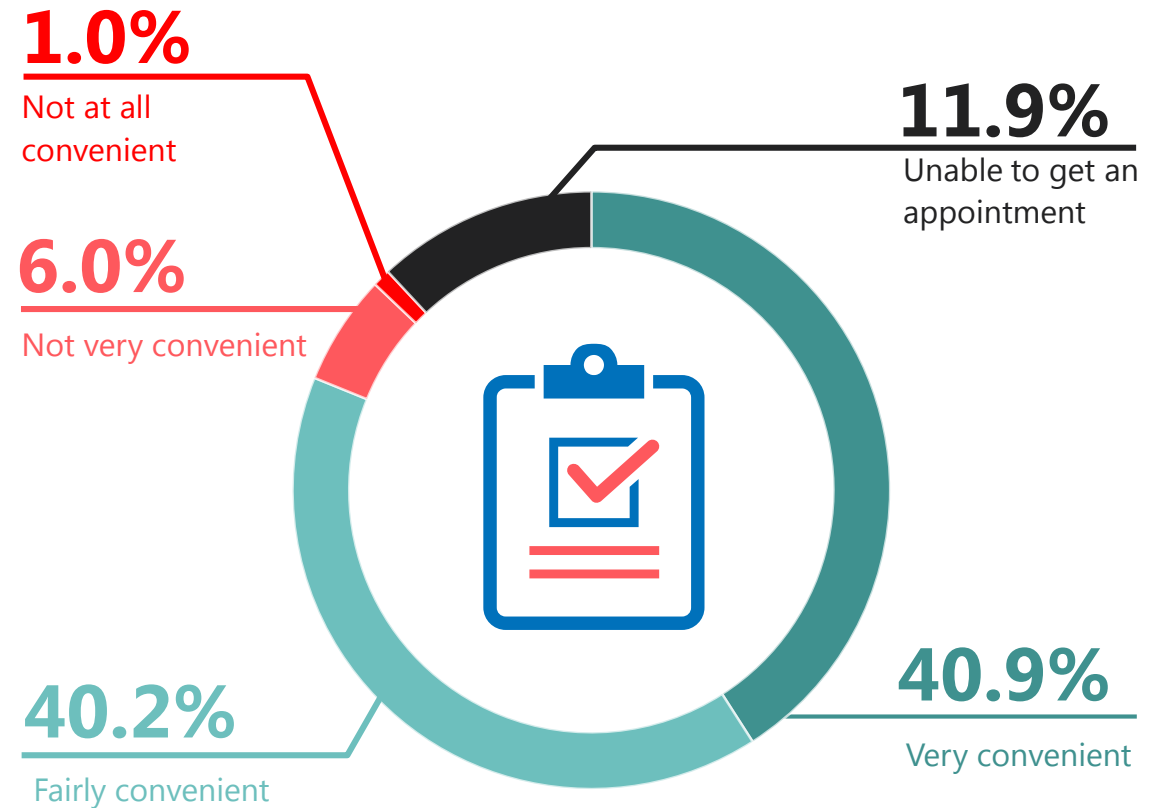
## Do patients find the appointment they are offered convenient?

The majority of patients who tried to get an appointment say that they were able to get an appointment that was 'very' or 'fairly' convenient (81.1%), with four in ten (40.9%) saying it was 'very' convenient.

Fewer than one in ten (6.9%) felt that the appointment they got was not convenient

### Convenience of appointment

*How convenient was the appointment you were able to get?\**



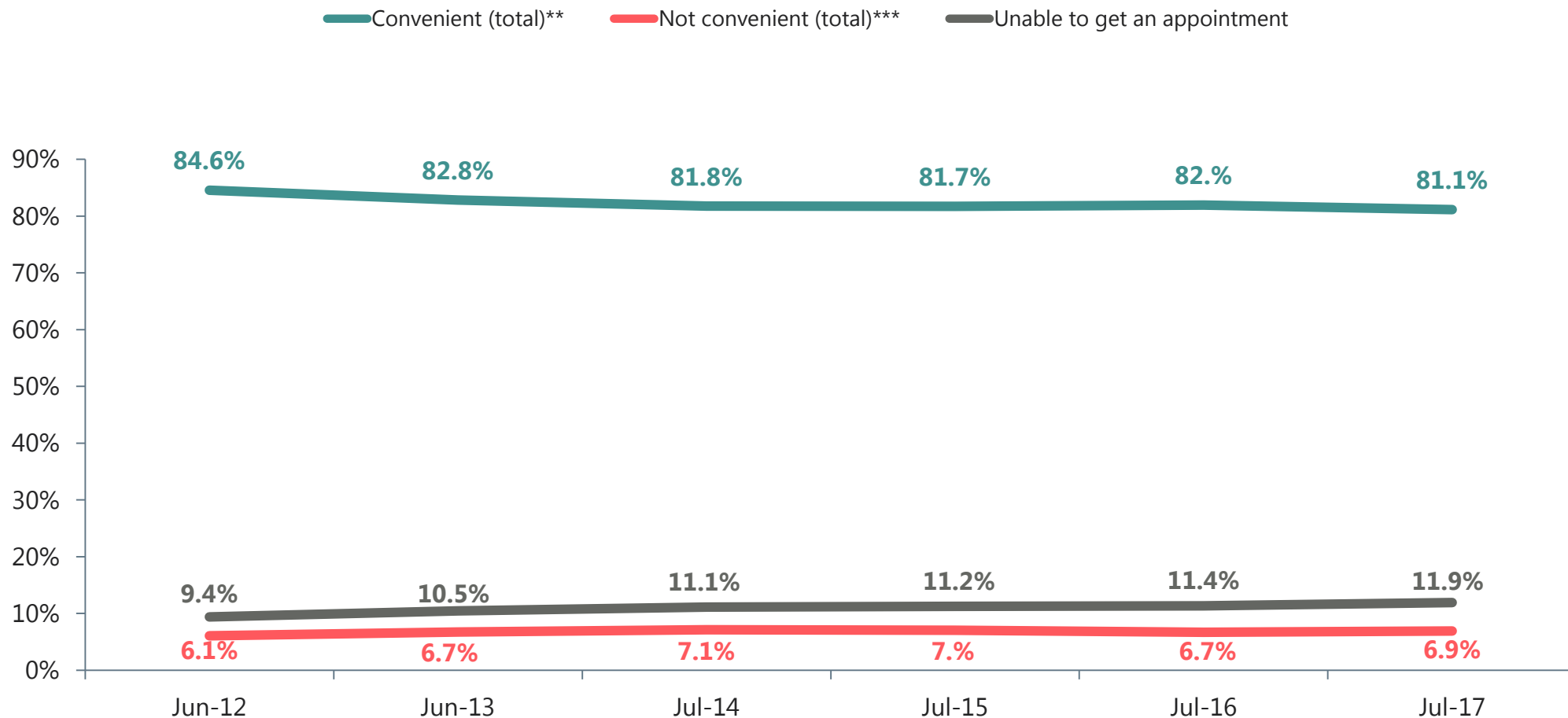
\*Rebased to also include all those who were not able to get an appointment

Base: all patients who remember whether or not they were able to get an appointment to see or speak to someone (734,746)

# Convenience of appointment: results over time

## How convenient was the appointment you were able to get?\*

Results have seen an overall decline since June 2012, when 84.6% of patients said their appointment was convenient.



\*Rebased to also include all those who were not able to get an appointment

\*\*Convenient (total) = Very convenient + Fairly convenient

\*\*\*Not convenient (total) = Not very convenient + Not at all convenient

Base: all patients who remember whether or not they were able to get an appointment to see or speak to someone:  
July 2017 (734,746) July 2016 (380,036) July 2015 (397,671) July 2014 (420,714) June 2013 (457,791) June 2012 (464,063)

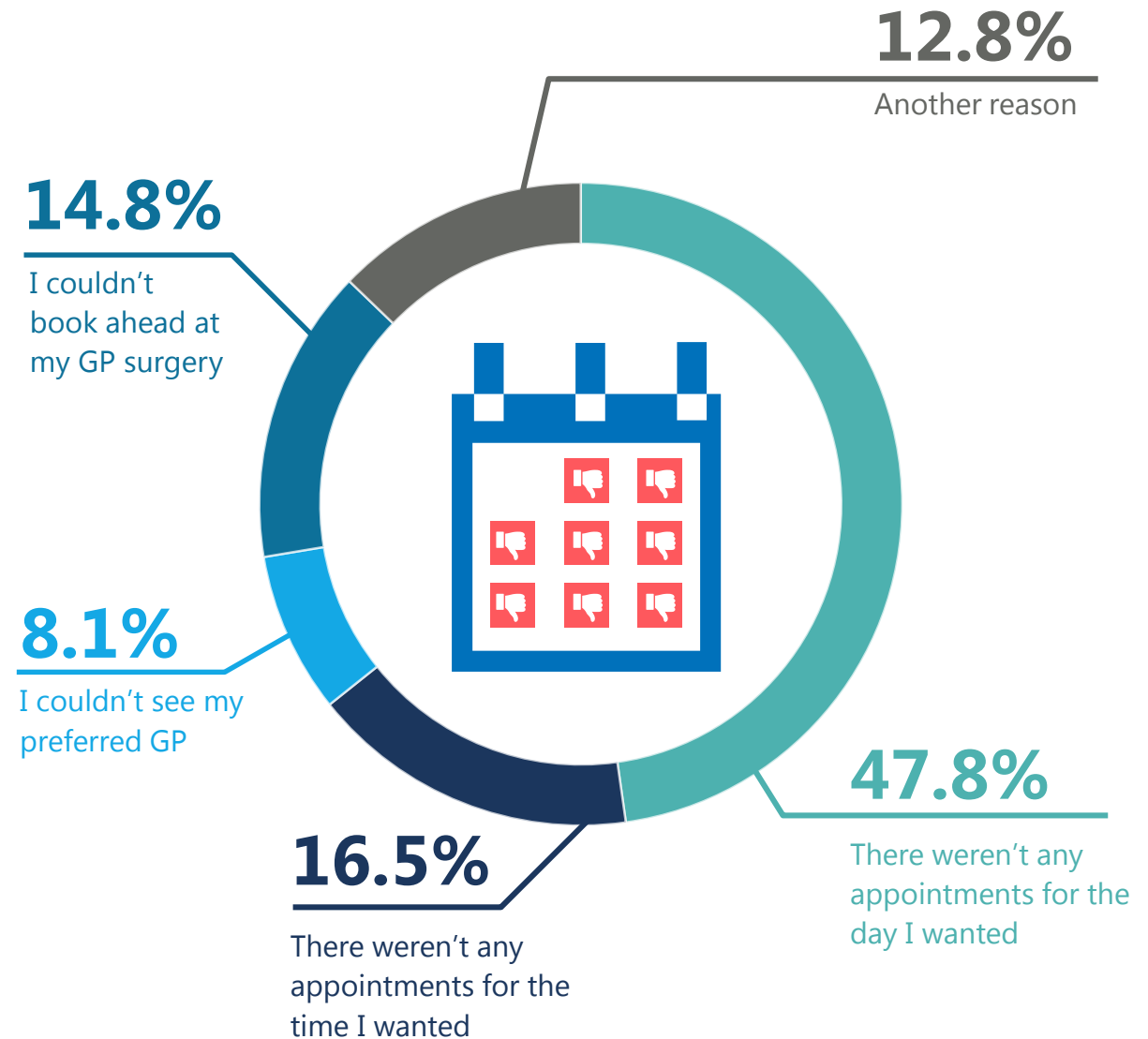
## Why are some patients either unable to get an appointment, or find the appointment inconvenient?

Of those patients who were unable to get an appointment or who were offered an appointment that wasn't convenient, just under half (47.8%) say that there weren't any appointments for the day they wanted.

A smaller proportion say that there weren't any appointments for the time they wanted (16.5%), that they couldn't book ahead at their surgery (14.8%), or that they couldn't see their preferred GP (8.1%).

## Why were patients unable to get an appointment/a convenient appointment?

*If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?*



*Base: all patients who were offered an appointment that was not convenient or were not offered an appointment at all (98,836)*

## What about when these figures are considered in the context of the total population?

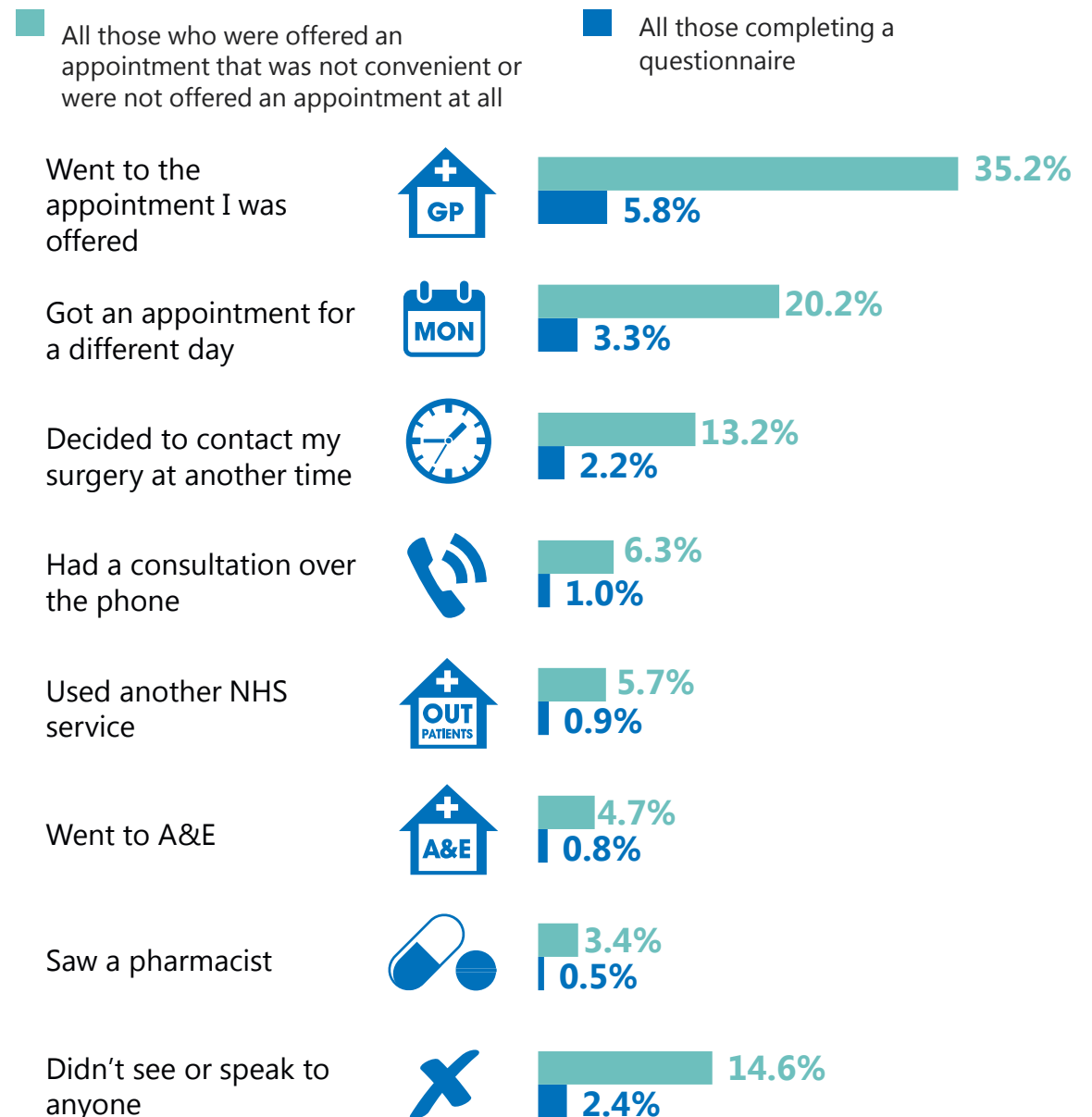
Among all patients responding to the survey, 18.9% said that they were either not able to get an appointment or that the appointment they were offered was inconvenient.

- Of this group, one third (35.2%) still went to the appointment that was offered. Around one in five (20.2%) made an appointment for another day, while 13.2% decided to contact the surgery another time and 6.3% had a consultation over the phone.

When analysing these results based on *all patients* responding to the survey, this shows that 5.8% went to the inconvenient appointment offered, while 3.3% got an appointment for a different day and 1.0% had a consultation over the phone. A similar proportion (0.8%) went to A&E, and 0.9% used another NHS service.

## What did patients do next?

### What did you do on that occasion?



Base 1: all patients who either were not able to get an appointment to see or speak to someone or who were able to get an appointment that wasn't very or fairly convenient and answered question (110,834)

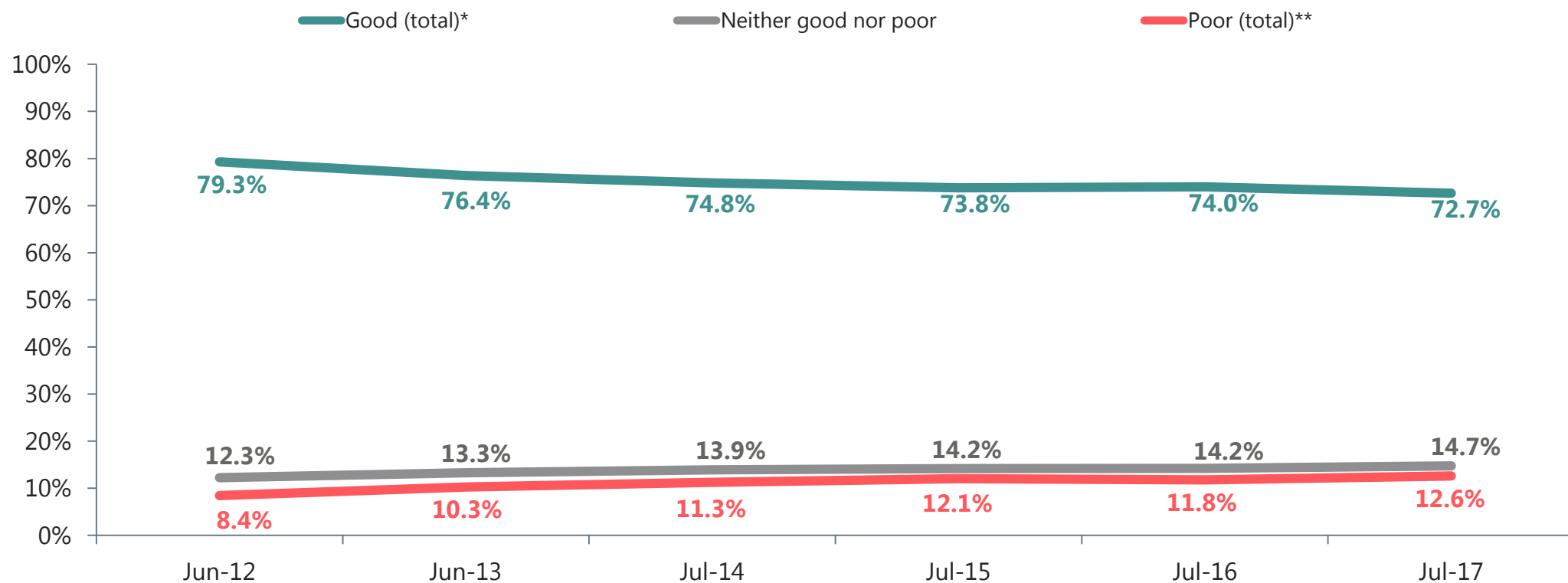
Base 2: all completing a questionnaire (808,332)

# What do patients think about the overall experience of making an appointment?

## Overall, how would you describe your experience of making an appointment?

Almost three quarters of patients (72.7%) say that their overall experience of making an appointment was good, including 33.0% who say that their overall experience was 'very' good. Few patients describe their experience as 'fairly' poor (7.8%) or 'very' poor (4.8%).

While this is positive, ratings for overall experience have fallen since 2012 (although the rate of decline did slow down more recently). In June 2012, nearly four in five (79.3%) described their experience as good, declining to 74.0% in July 2016.



\*Good (total) = very good + fairly good

\*\* Poor (total) = very poor + fairly poor

Base: all patients who answered question: July 2017 (768,706) July 2016 (397,214) July 2015 (413,292) July 2014 (435,313) June 2013 (474,199) June 2012 (482,632)

# 6

## Waiting times at GP surgery



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### MENU:

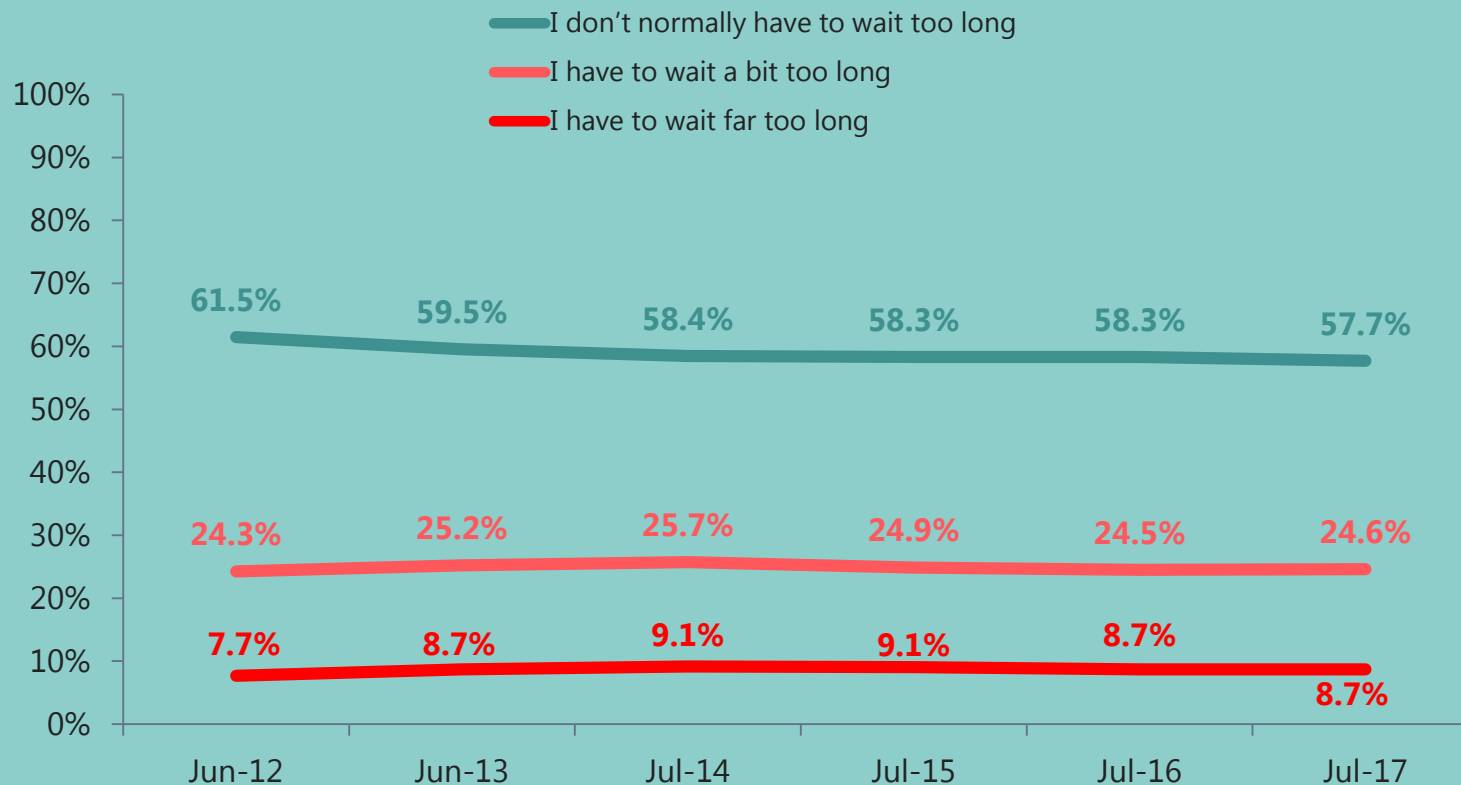
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# How do patients feel about how long they have to wait to be seen at appointments?

Three in five patients (57.7%) report they do not normally have to wait too long to be seen. This reflects a downward trend seen since June 2012 (61.5%), and is slightly lower than for July 2016 (58.3%).

*How do you feel about how long you normally have to wait to be seen?\**



\*Answer codes not shown: No opinion/doesn't apply  
 Base: all patients who answered question: July 2017 (772,842) July 2016 (399,284) July 2015 (415,677)  
 July 2014 (437,391) June 2013 (476,665) June 2012 (485,081)

**57.7%**

say that they normally **do not have to wait too long** to be seen



**24.6%**

say that they normally have to wait **a bit too long** to be seen



**8.7%**

say that they normally have to wait **far too long** to be seen



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## Care at last GP appointment



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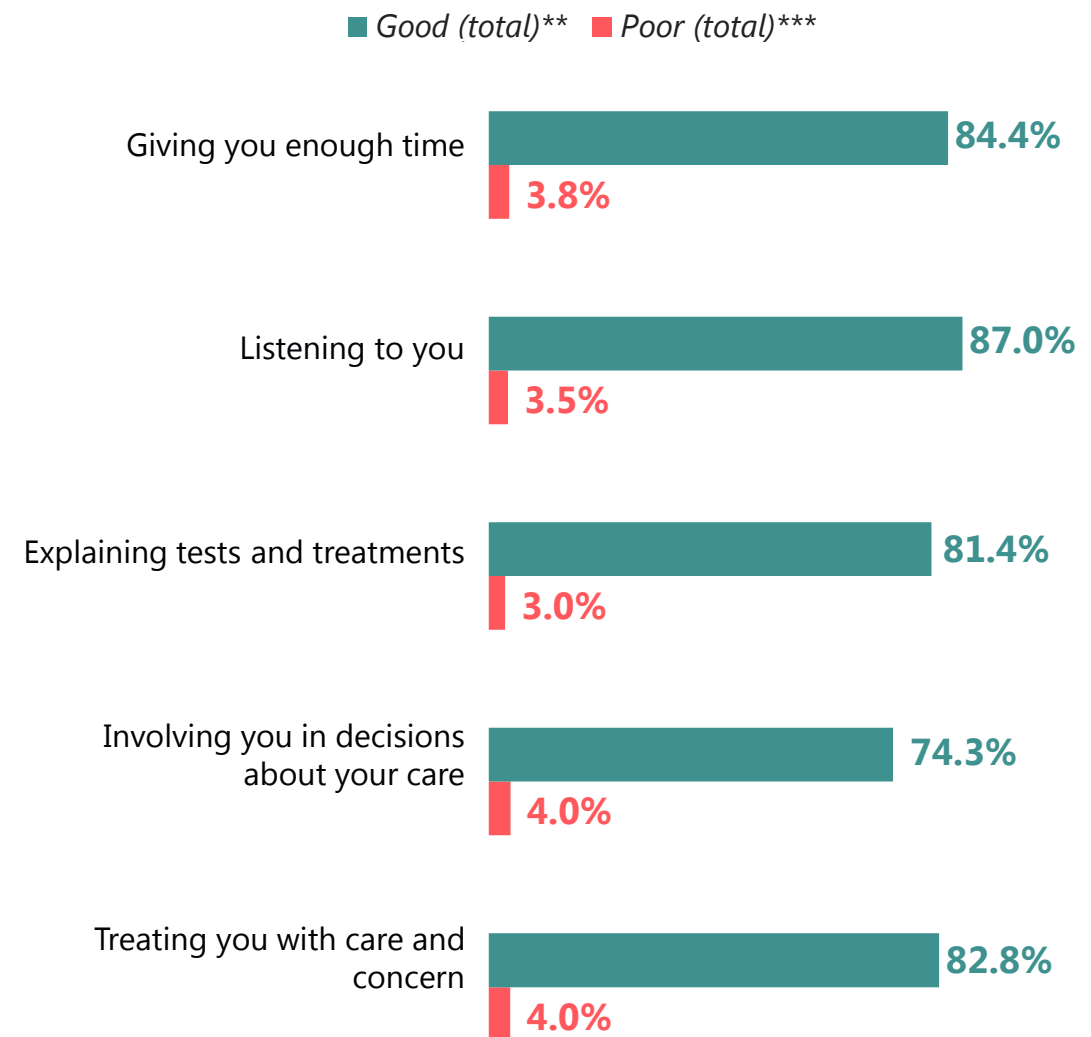
# How do patients rate the care they received the last time they saw a GP at their surgery?

Patients were asked to rate their GP on a range of different factors in relation to the last time they saw or spoke to a GP from their surgery. The majority of patients are positive about their experiences with their doctor. Patient's perceptions of how good their GP was at each of these aspects of care have shown a general pattern of decline since June 2012, however.

In particular, fewer patients say their GP was good at explaining tests and treatments (from 83.2% in June 2012 to 81.4% in July 2017), and involving patients in decisions about their care (from 76.2% in June 2012 to 74.3% in July 2017). However, the rate of decline appears to have largely stabilised, with findings for most measures remaining more or less static over the past 2 years.

## Care at last GP appointment

**Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?\***



\*Answer codes not shown: Neither good nor poor; Doesn't apply

\*\*Good (total) = very good + fairly good

\*\*\* Poor (total) = very poor + fairly poor

Base 1: all patients who answered question (780,242), Base 2: all patients who answered question (777,494), Base 3: all patients who answered question (773,027), Base 4: all patients who answered question (776,000), Base 5: all patients who answered question (776,150)

## Do patients have confidence and trust in the GP they last saw?

The vast majority of patients (91.9%) have confidence and trust in the GP they saw – almost unchanged from July 2016 (92.2%) – with 4.3% saying they do not have confidence.

Confidence and trust in GPs has remained relatively stable since June 2012, when 93.0% said that they did have confidence and trust in their GP, and 4.0% said that they did not have confidence and trust in their GP.

### Confidence and trust in GP

*Did you have confidence and trust in the GP you saw or spoke to?*

**4.3%**

No, not at all

**3.7%**

Don't know/can't say

**28.0%**

Yes, to some extent

**63.9%**

Yes, definitely



Base: all patients who answered question (777,709)

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## Care at last nurse appointment

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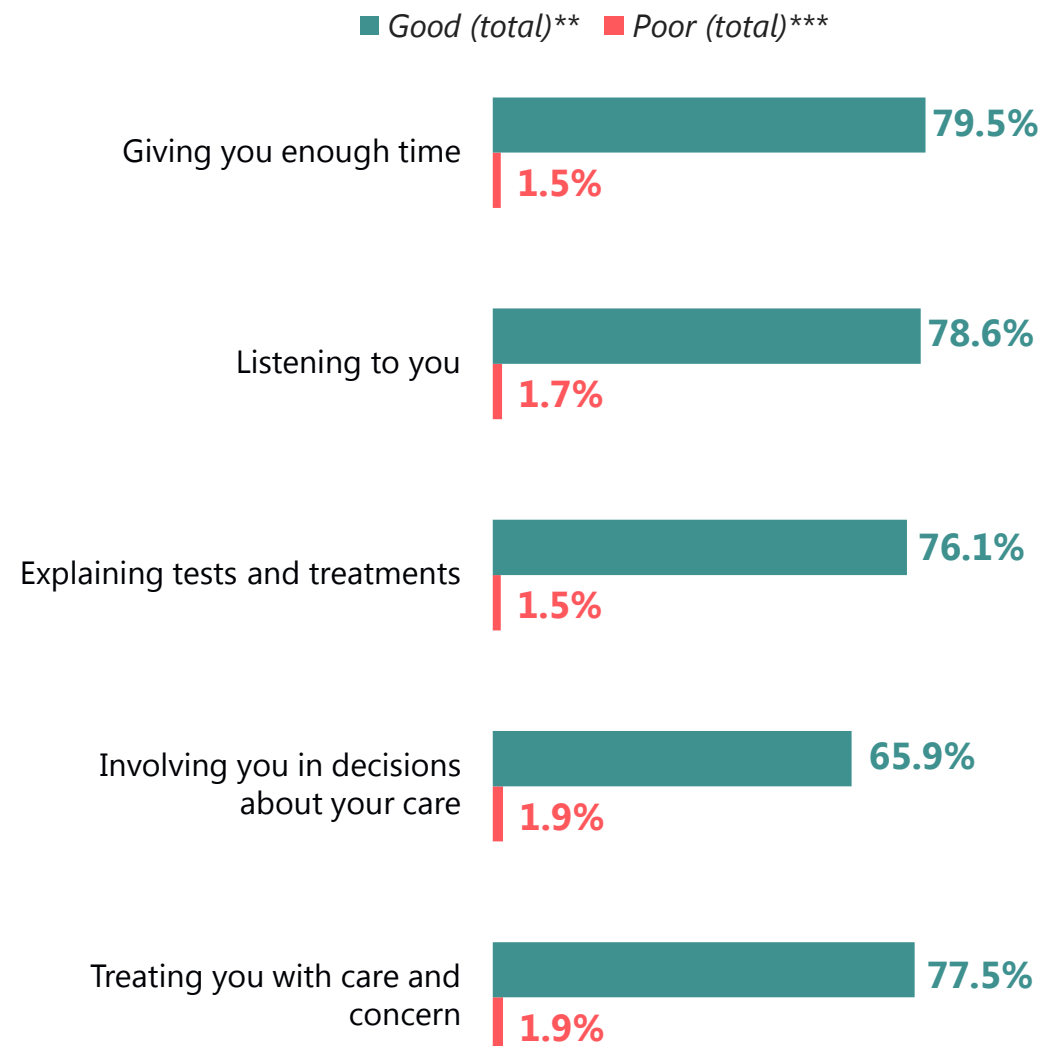
## How do patients rate the care they received the last time they saw a nurse at their surgery?

The majority of patients are similarly very positive about experiences of their nurse appointments.

As with experiences of GPs, the proportion of patients saying their nurse was good at each aspect has fallen over time, although the rate of decline has reversed somewhat compared with the previous year's results. For example, the proportion of patients saying their nurse was good at involving them in decisions about their care has dropped since 2012 (from 68.2% in June 2012 to 65.9% in July 2017), but remained stable between July 2016 (65.8%) and July 2017 (65.9%).

### Care at last nurse appointment

**Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following?\***



\*Answer codes not shown: Neither good nor poor; Doesn't apply

\*\*Good (total) = very good + fairly good

\*\*\* Poor (total) = very poor + fairly poor

Base 1: all patients who answered question (771,106), Base 2: all patients who answered question (767,295),

Base 3: all patients who answered question (759,836), Base 4: all patients who answered question (764,974),

Base 5: all patients who answered question (764,698)

## Do patients have confidence and trust in the nurse they last saw?

The majority of patients (84.5%) have confidence and trust in the nurse they saw, while 2.4% say that they do not.

There has been a steady decline in results for this measure since June 2012, when 86.7% said that they have confidence and trust in the nurse they saw. The proportion saying that they do not have confidence and trust in the nurse they saw has remained relatively stable (from 2.2% in June 2012).

### Confidence and trust in nurse

*Did you have confidence and trust in the last nurse you saw or spoke to?*

**2.4%**

No, not at all

**13.1%**

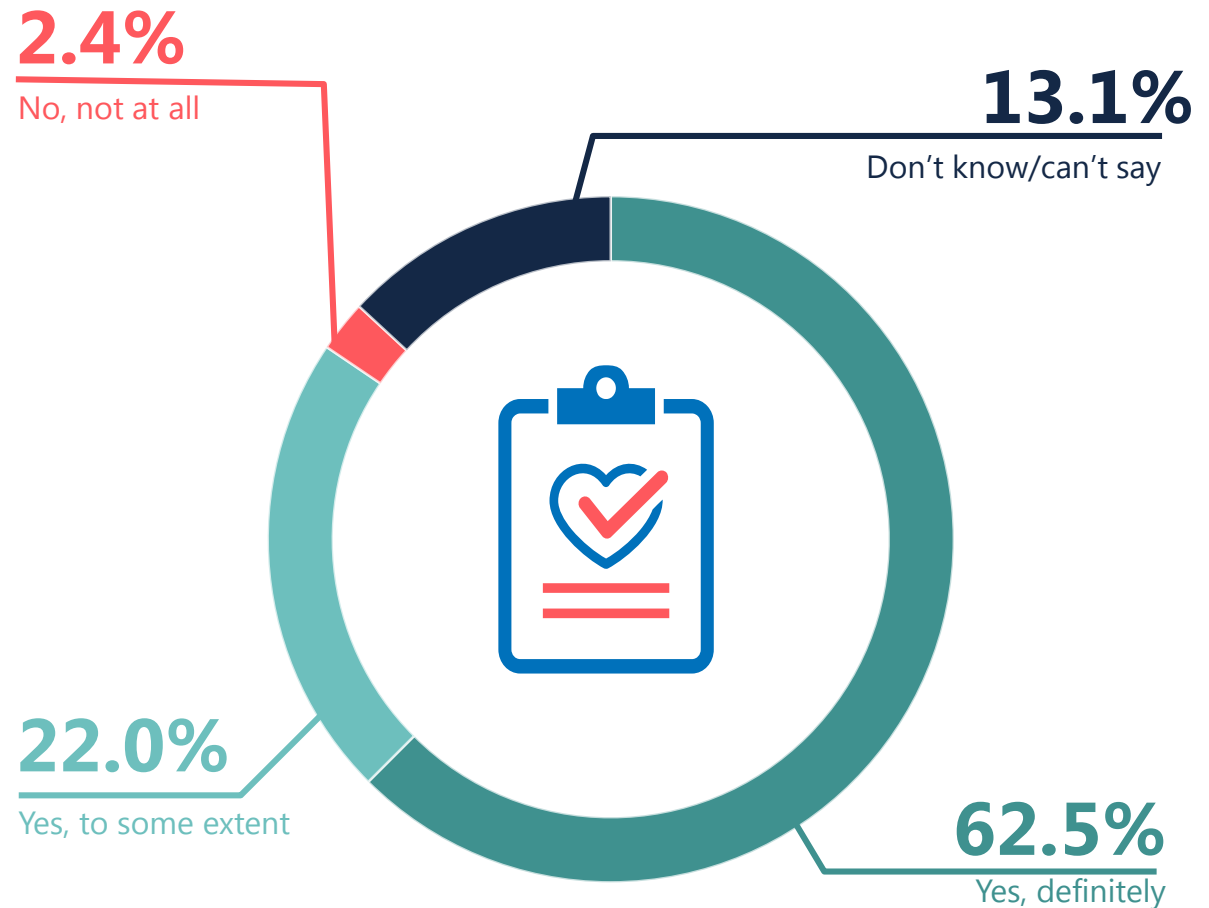
Don't know/can't say

**22.0%**

Yes, to some extent

**62.5%**

Yes, definitely



Base: all patients who answered question (757,661)

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# Opening hours



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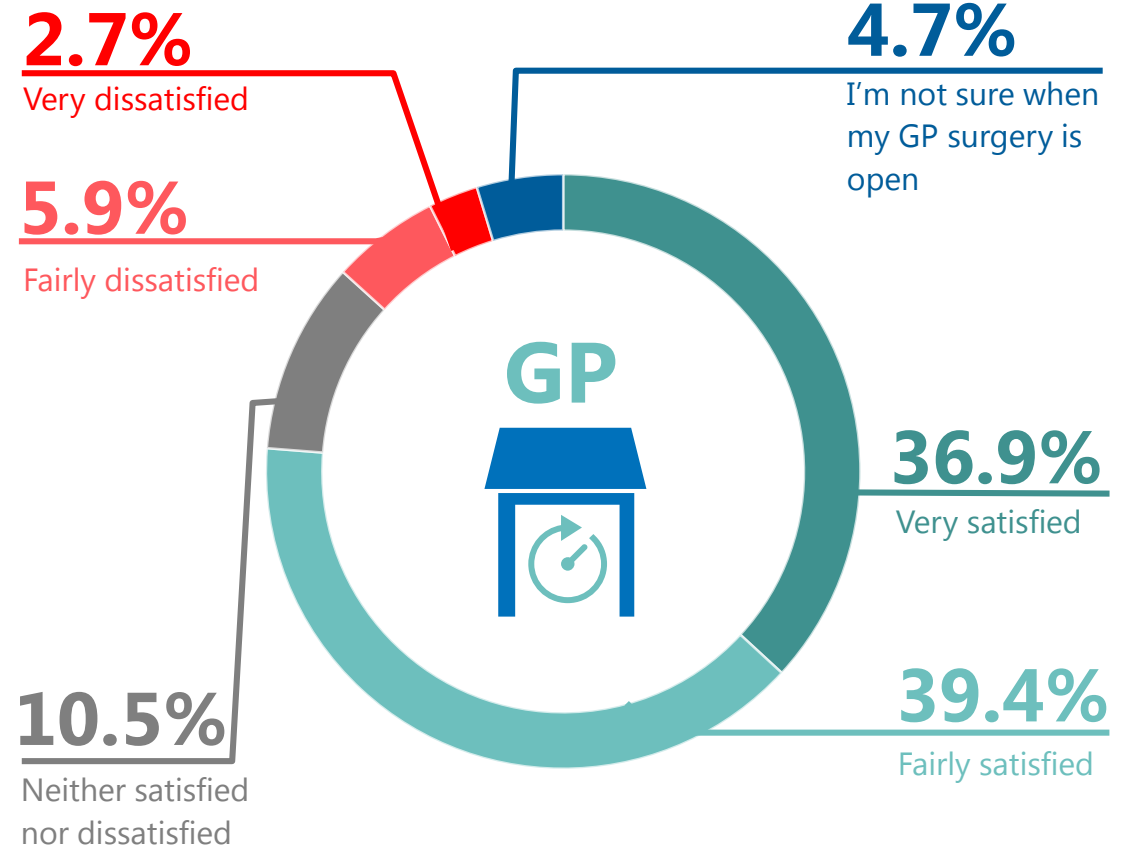
## Are patients satisfied with their surgery's opening hours?

More than three in four patients are satisfied with their GP surgery's opening hours (76.2%), including over a third who are 'very' satisfied (36.9%).

The proportion of patients who are 'fairly' or 'very' dissatisfied with the opening hours is 8.6%.

### Satisfaction with opening hours

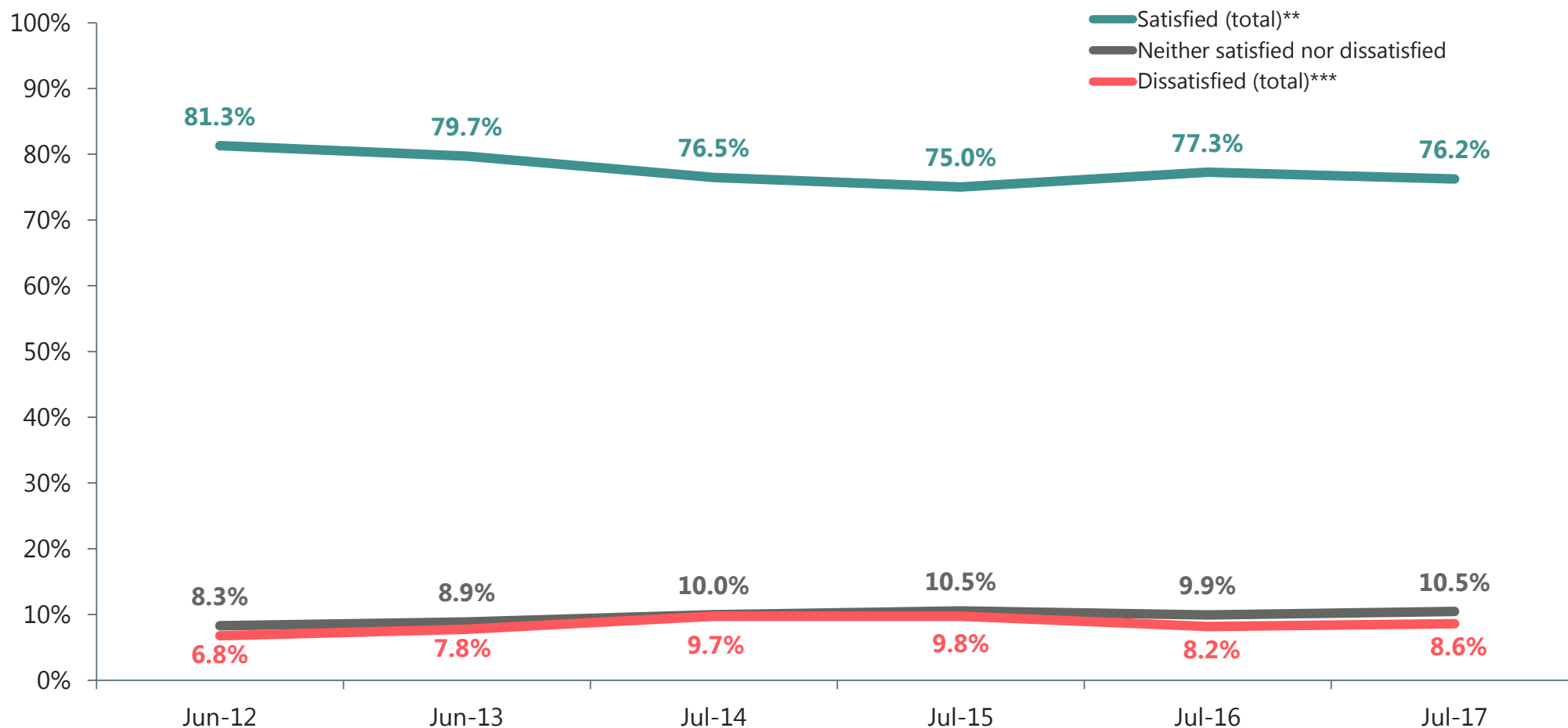
*How satisfied are you with the hours that your GP surgery is open?*



Base: all patients who answered question (795,461)

# Satisfaction with opening hours: trends over time

**How satisfied are you with the hours that your GP surgery is open?**



A continued downward trend has been seen on this measure since June 2012 (81.3%), although the proportion who currently say they are satisfied is higher than in July 2015 (75.0%).

*\*Answer codes not shown: I'm not sure when my GP surgery is open*

*\*\*Satisfied (total) = very satisfied + fairly satisfied*

*\*\*\* Dissatisfied (total) = very dissatisfied + fairly dissatisfied*

*Base: all patients who answered question: July 2017 (795,461) July 2016 (408,059) July 2015 (425,545) July 2014 (445,942) June 2013 (483,597) June 2012 (490,861)*



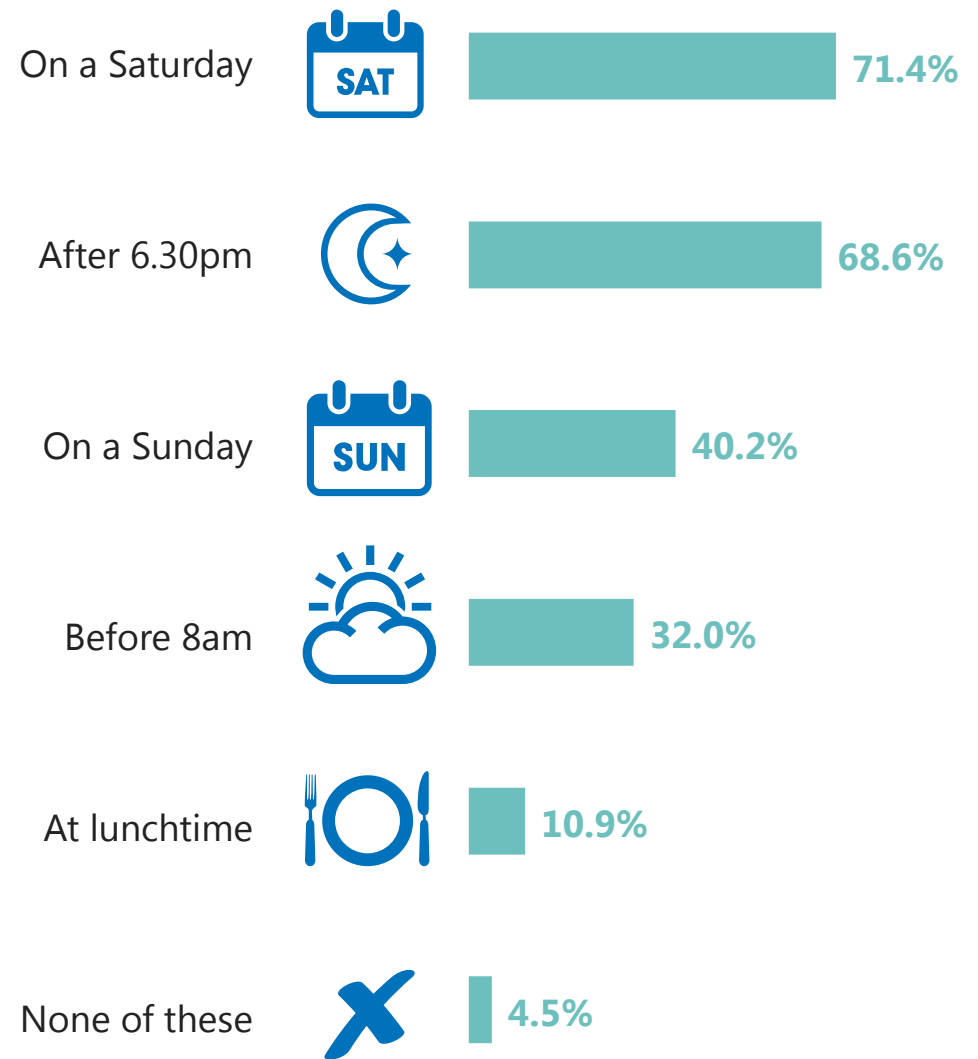


## Which additional opening hours would make it easier for patients to see or speak to someone?

Patients for whom their surgery's opening hours are not convenient (or who don't know whether opening hours are convenient) are most likely to say that Saturday opening times or appointments after 6.30pm would make it easier for them to see or speak to someone (71.4% and 68.6% respectively). Two in five (40.2%) say they would like their surgery to open on a Sunday, while almost one in three (32.0%) say they would like their surgery to open before 8am. A minority of patients also say they would like their surgery to open at lunchtime (10.9%).

### Additional opening hours

*Which of the following additional opening times would make it easier for you to see or speak to someone? (multiple responses allowed)*



*Base: all patients who do not feel their GP surgery is currently open at times that are convenient for them, or don't know, and answered question (148,059)*

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# Support managing long-term conditions

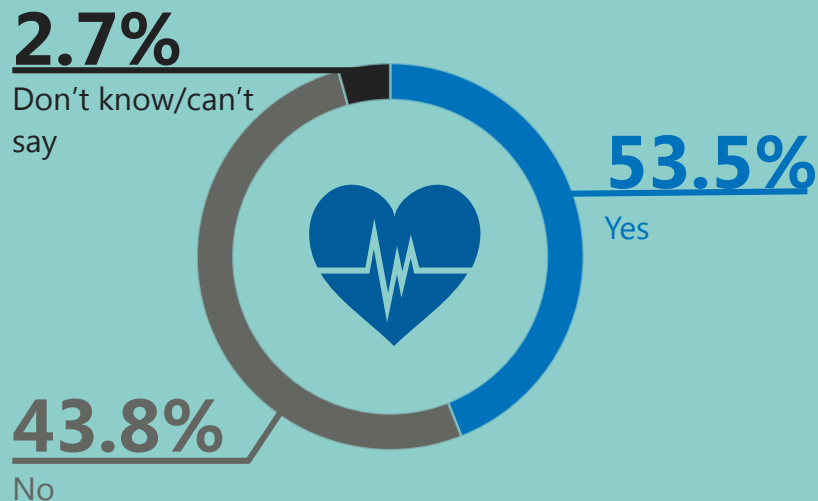
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# Prevalence and types of long-term health conditions

A little over half of patients responding to this survey say they have a long-standing health condition (53.5%).

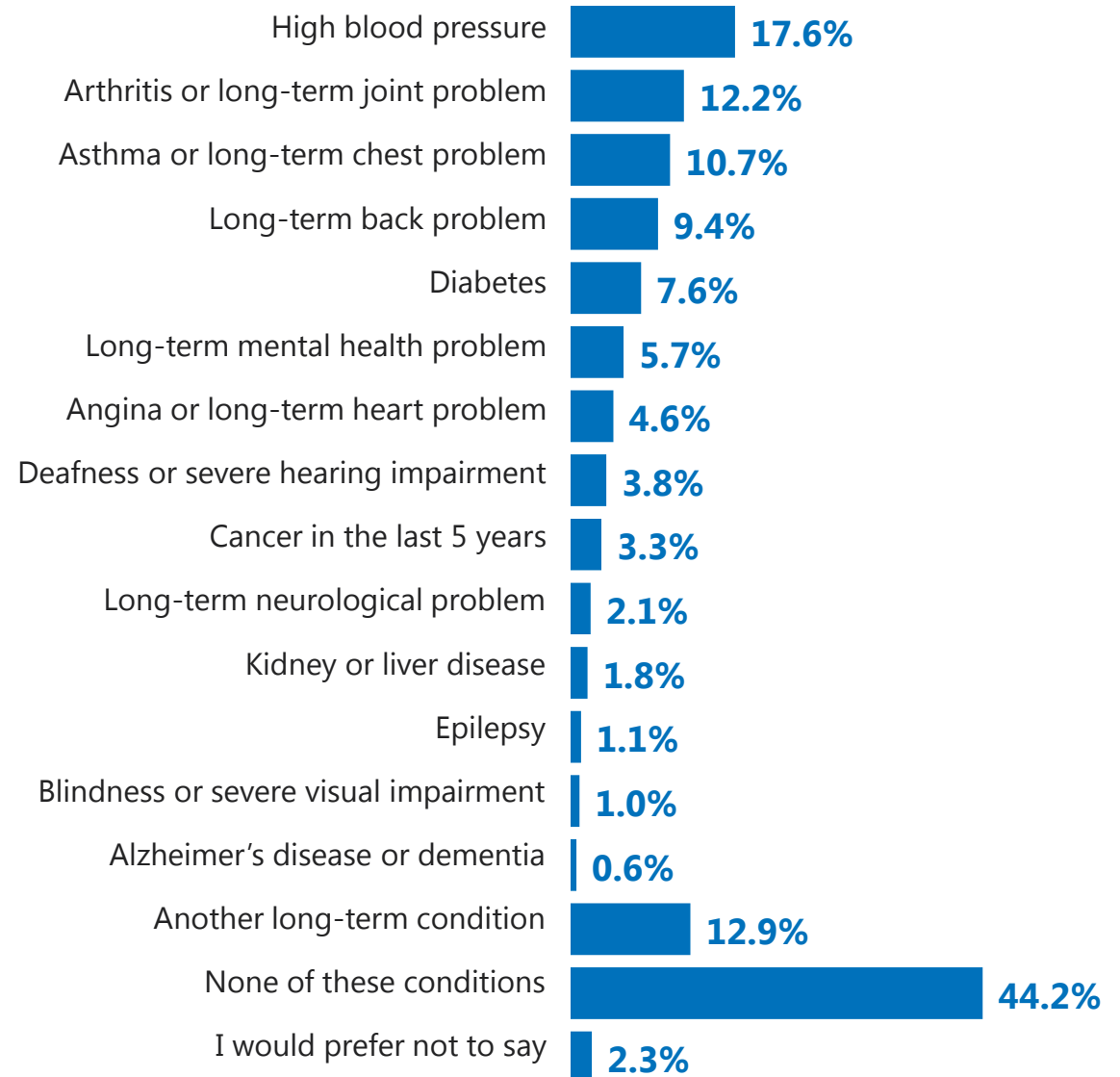
## Do you have a long-standing health condition?



Of the medical conditions specified, the most prevalent amongst patients is high blood pressure (17.6%). One in eight (12.2%) have arthritis or long-term joint problems, while one in ten (10.7%) suffer from asthma or a long-term chest problem.

## Type of medical conditions

### Which, if any, of the following medical conditions do you have? (multiple responses allowed)



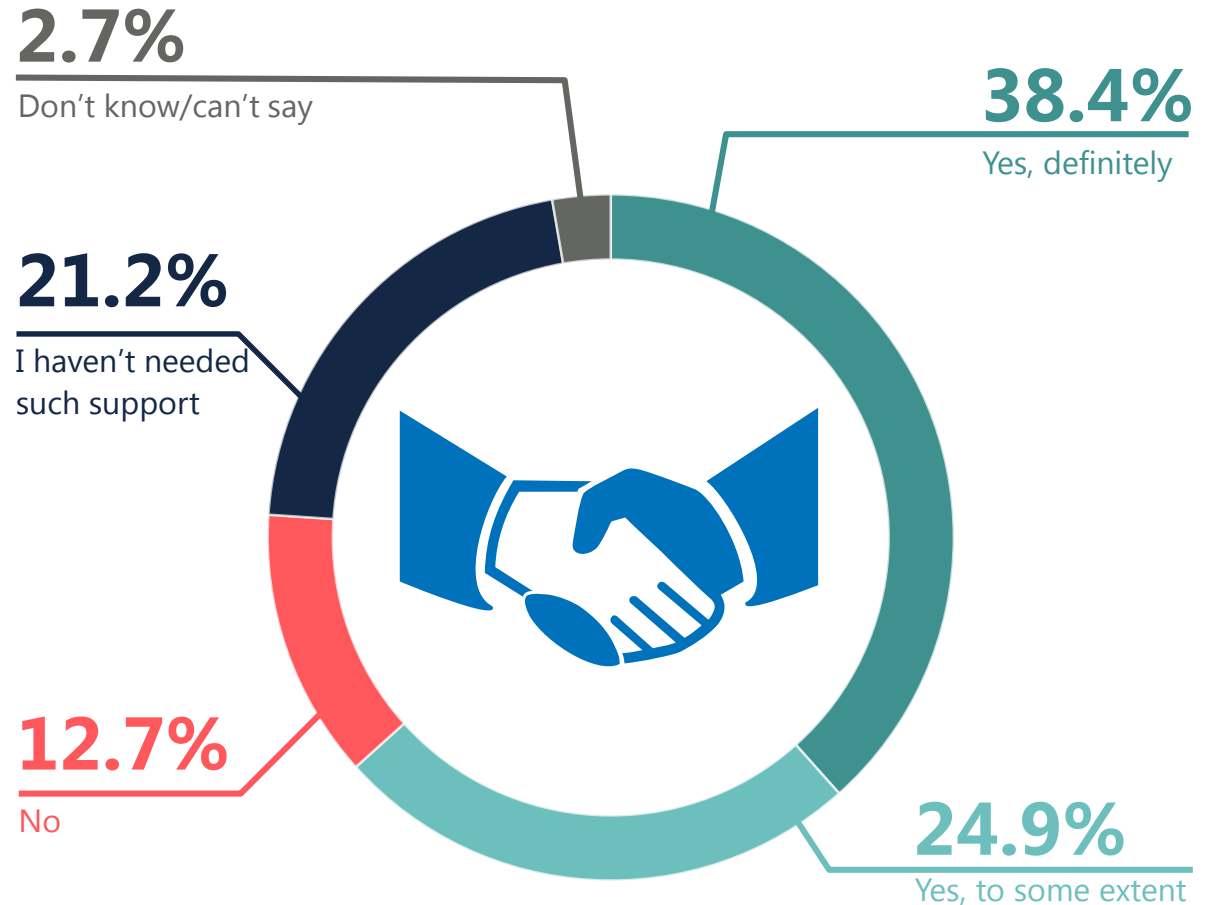
Base 1: all patients who answered question (do you have a long-standing health condition?) (794,561)  
 Base 2: all patients who answered question (which, if any, of the following medical conditions do you have?) (743,393)

## Do patients get enough support to manage their long-term health condition(s)?

Just under two in three patients (63.3%) feel they have enough support from local services and organisations to manage their health, including 38.4% who feel they 'definitely' have and 24.9% who say that they have 'to some extent'. Meanwhile, 12.7% feel that they have not received enough support, however this is contrasted with one in five (21.2%) who say they haven't needed such support.

### Support managing long-term conditions

*In the last 6 months, have you had enough support from local services or organisations to help you to manage you long-term health condition(s)?*



Base: all patients who say they have a medical condition and answered question (444,433)

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## Out of hours services



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### MENU:

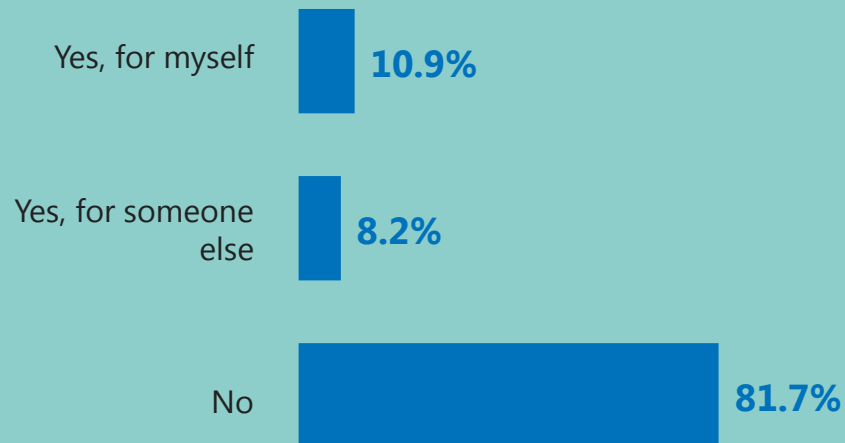
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## Have patients recently contacted an out of hours service?

One in five patients (18.3%) have tried to contact an NHS service when they wanted to see a GP but their GP surgery was closed in the past 6 months, either for themselves or for someone else.

***In the past 6 months, have you contacted an NHS service when you wanted to see a GP but your GP surgery was closed? (multiple responses allowed)***



Of those patients, three in five (61.2%) contacted an NHS service by telephone. One in three (33.6%) went to A&E, while one in four (25.6%) received a call back from a health professional.

## What patients did when contacting an out of hours service

***Considering all of the services you contacted, which of the following happened on that occasion? (multiple responses allowed)***



*Base 1: all patients who answered question (in the past 6 months have you contacted an NHS service when you wanted to see a GP but your GP surgery was closed?) (787,110)*

*Base 2: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question (124,736)*

## How do patients feel about the speed with which they received care or advice?

Three in five patients (60.7%) feel that the time it took to receive care from out of hours NHS services was 'about right'. Almost a third (32.9%), meanwhile, say 'it took too long'; this is higher than the proportion who said the same in July 2016 (30.9%).

### Speed of care or advice

*How do you feel about how quickly you received care or advice on that occasion?*

**6.4%**

Don't know/doesn't apply

**60.7%**

It was about right

**32.9%**

It took too long



*Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question (124,915)*

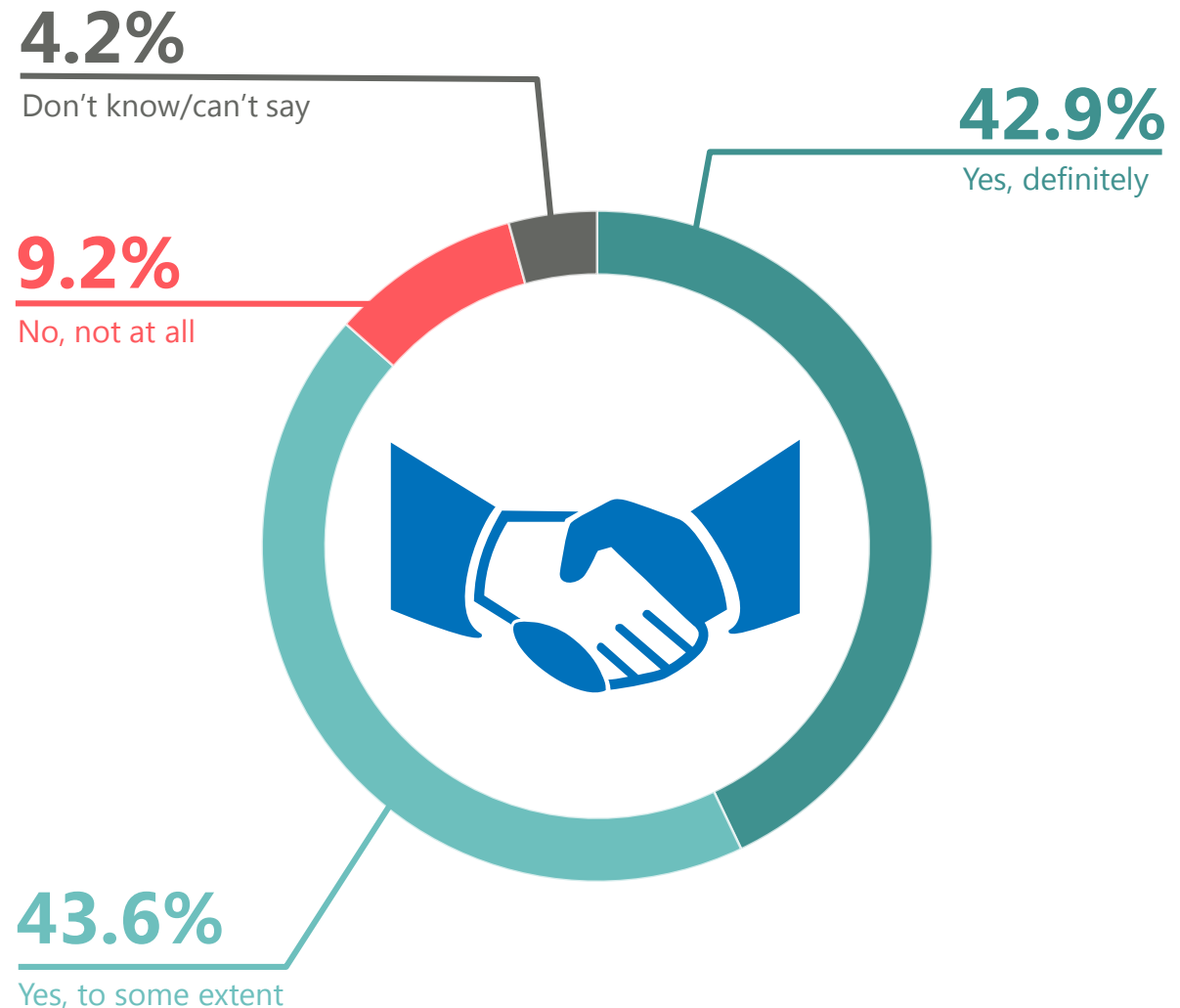
## Do patients have confidence and trust in those they saw or spoke to?

The majority of patients (86.5%) had confidence and trust in the people they saw or spoke to, with 42.9% saying they 'definitely' had confidence in them, and 43.6% saying that they had confidence in them 'to some extent'. This is in line with findings in July 2016 (when 86.5% said that they had confidence and trust in the people or person they spoke to).

A small minority (9.2%) did not have confidence and trust, also in line with July 2016 (9.2%).

### Confidence and trust in out of hours services

*Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?*



*Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question (124,851)*



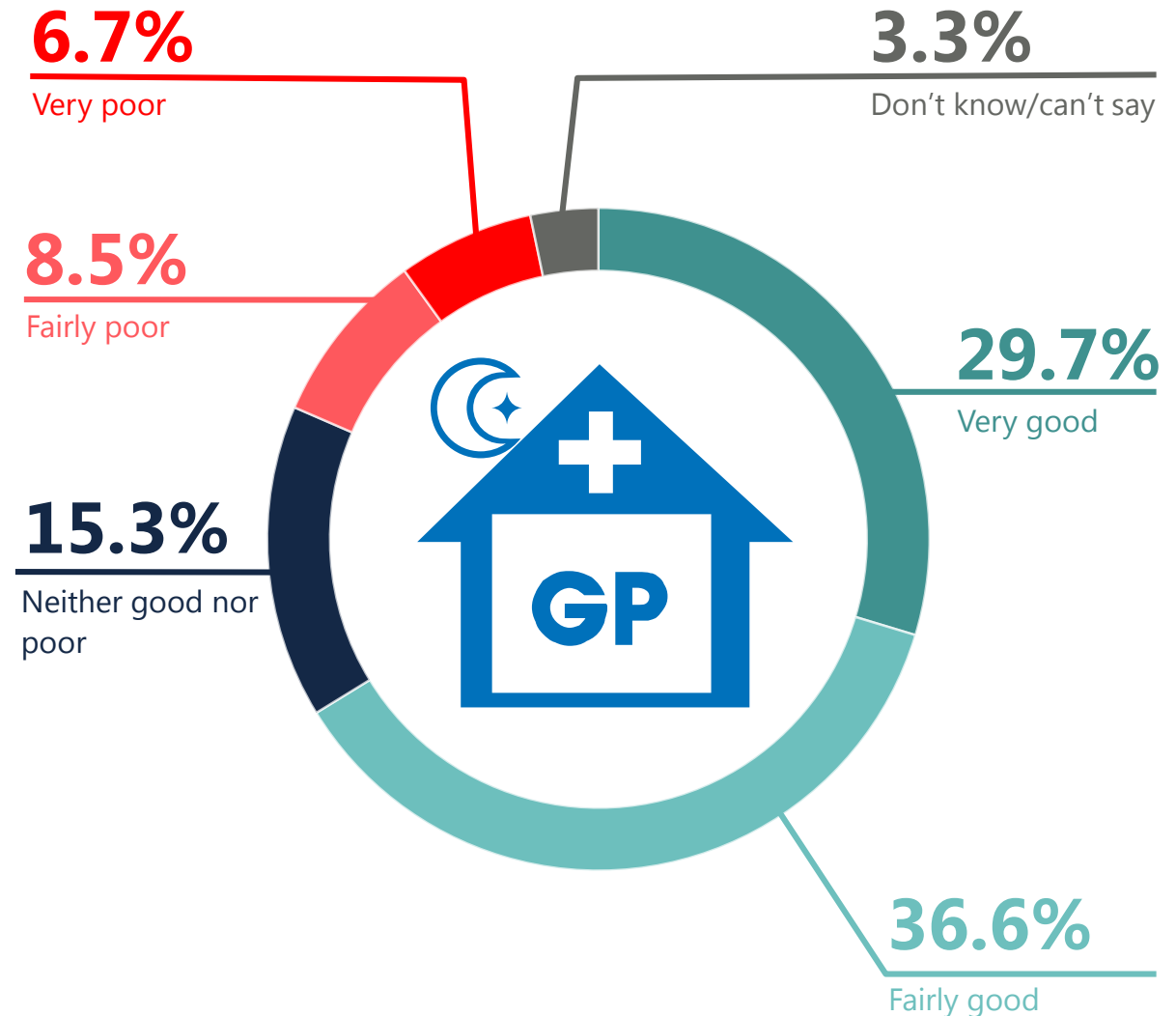
## How do patients rate their overall experience of out of hours services?

Two in three patients (66.2%) say their overall experience of out of hours NHS services was good, with 29.7% saying it was 'very' good. This is lower than in July 2016, when 67.9% rated their overall experience of out-of-hours services as good.

A minority rate their experience as 'neither good nor poor' (15.3%), or poor (15.2%).

### Overall experience of out of hours services

*Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?*



*Base: all patients who have tried to contact an NHS service when their GP surgery was closed in the past 6 months and answered question (124,994)*

# For more information:

- For more information on the survey methodology, see the [July 2017 Technical Appendix](#)
- For reports which show the National results broken down by CCG and Practice, go to [www.gp-patient.co.uk/SurveysAndReports](http://www.gp-patient.co.uk/SurveysAndReports) - you can also see previous years' results here.
- To analyse the survey data for a specific participant group (e.g. by age), go to [http://results.gp-patient.co.uk/report/1/rt1\\_profiles.aspx](http://results.gp-patient.co.uk/report/1/rt1_profiles.aspx)
- To break down the survey results by survey question as well as by participant demographics, go to [http://results.gp-patient.co.uk/report/6/rt3\\_result.aspx](http://results.gp-patient.co.uk/report/6/rt3_result.aspx)
- To look at trends in responses and study the survey data by different participant groups, go to <http://results.gp-patient.co.uk/report/Trend.aspx>
- For general FAQs about the GP Patient Survey, go to [www.gp-patient.co.uk/FAQ](http://www.gp-patient.co.uk/FAQ)