

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] ^{*}

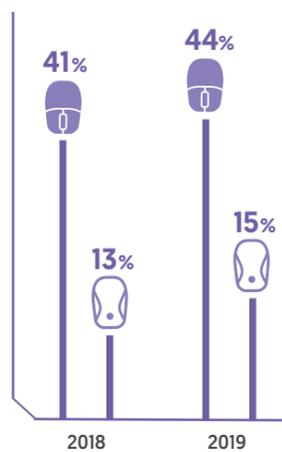


Awareness and use of online services:

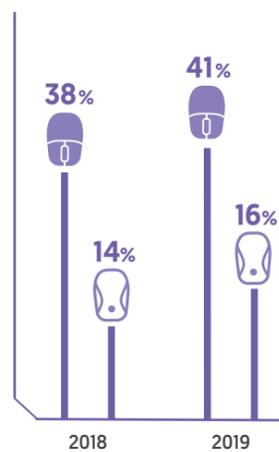
Awareness and use of online service is increasing

Awareness Use

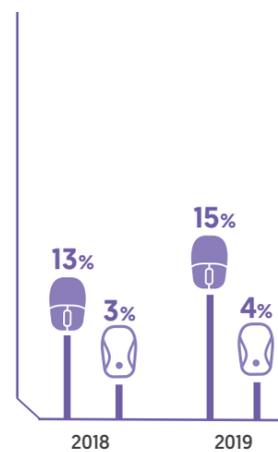
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



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%

Choice and satisfaction with appointment offered:

Offered a choice of time or day ^{*}



Offered a choice of place ^{*}



Offered a choice of healthcare professional ^{*}



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] ^{*}

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]



93% were involved as much as they wanted to be in decisions about their care and treatment [93% 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]