**Overall experience of GP practice:**
The majority of patients have had a good overall experience of their GP practice (84% in 2018).

**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).
- 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).

**Making an appointment:**
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: 27%
- 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%

**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).

**Choice and satisfaction with appointment offered:**
- Offered a choice of time or day: 53%
- Offered a choice of place: 13%
- Offered a choice of healthcare professional: 10%

**Rating of care at last appointment:**
The majority of patients say the healthcare professional they saw was good at...
- Listening to them: 89% (89% in 2018)
- Giving them enough time: 87% (87% in 2018)
- Treating them with care and concern: 87% (87% in 2018)
- Were involved as much as they wanted to be in decisions about their care and treatment: 93% (93% in 2018)

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* Exclusions apply, please see the 'Presentation of Statistics' document for more detail: https://www.gp-patient.co.uk/surveysandreports
* Approximate figures only
* These figures take into account those who did not accept an appointment

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**About the survey**
770,000 responses received
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