

# GP PATIENT SURVEY

National report

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**2020 Publication**



Ipsos MORI

**NHS**

- 1 ▶ About the survey
- 2 ▶ Headline findings
- 3 ▶ Overall experience of GP practice
- 4 ▶ Local GP services
- 5 ▶ Making an appointment
- 6 ▶ Patient's last appointment
- 7 ▶ Patient health
- 8 ▶ When the GP practice is closed
- 9 ▶ Patient demographics
- 10 ▶ COVID-19 analysis

Visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk) for further information. Here you can...

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See reports showing 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, gender, ethnicity, those with long-term conditions, and more)

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# 1

# About the survey

## MENU:

-  **About the survey**
-  **2** [Headline findings](#)
-  **3** [Overall experience of GP practice](#)
-  **4** [Local GP services](#)
-  **5** [Making an appointment](#)
-  **6** [Patient's last appointment](#)
-  **7** [Patient health](#)
-  **8** [When the GP practice is closed](#)
-  **9** [Patient demographics](#)
-  **10** [COVID-19 analysis](#)

- The GP Patient Survey (GPPS) is an England-wide survey, **providing GP practice-level data** about patients' experiences of general practice.
- Ipsos MORI administers the survey on behalf of NHS England.
- This report sets out the national headline and summary findings for the **2020 GPPS publication**.
- **2,329,590** questionnaires were sent out nationally, and **739,637** were returned completed between 2 January and 6 April 2020. This represents a response rate of **31.7%**.
- The questionnaire can be found here [www.gp-patient.co.uk/surveysandreports](http://www.gp-patient.co.uk/surveysandreports). Note the question numbering may change with each publication due to the addition or removal of questions.
- For 2020 some additional analysis has been completed that looks at the impact of COVID-19 on the survey results ([see section 10: COVID-19 analysis](#)).

c. 2.33m 

surveys to adults  
registered with an  
English GP practice

**739,637**  
completed surveys

**31.7%**  
national response  
rate

- Patient samples are obtained for each GP practice using registration records available through the National Health Applications and Infrastructure Services (NHAIS) database\*. A proportionately stratified, unclustered sample is drawn from each practice.
- The survey results include 150,274 questionnaires completed online. The questionnaire was also available for online completion in British Sign Language, and in 14 additional languages over the phone or online.
- 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. Base sizes differ between questions as not all questions are completed by all patients. In addition, some questions are completed incorrectly, for example ticking more than one box when only one response was required or answering a question that is not relevant, and answers are excluded in these instances.
- The GP Patient Survey questionnaire was redeveloped for the 2018 survey and the sample was extended to include 16-17 year olds for the first time. The questionnaire redevelopment process is fully documented in the questionnaire development report [here](#).
- Analysis was undertaken to review where questions were comparable. For more information on the details of this analysis and which questions are comparable, please refer to the 'Technical Annex' [here](#). As a result, for the majority of questions, trend data is only available from 2018. Where results were comparable with previous data despite the changes, relevant trends may be included from 2012-20. Where full trends are not included in this report for these questions, the data is available in the National Results and Trends document which can be accessed [here](#).
- This report presents the results and summary results for the survey. In many cases these results exclude the non-specific response options (e.g. 'Don't know', 'Haven't tried', 'Can't say' and 'Doesn't Apply') to provide a more accurate reflection of how those using a service evaluate it. For more detail see the Presentation of Statistics document on the main Surveys and Reports page, which can be accessed [here](#).
- Within this report, an asterisk (\*) indicates a percentage greater than 0% but less than 0.5%. All percentages are rounded to one 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 cases where multiple responses are allowed.
- [For technical details of the survey methodology, please see the 'Technical Annex' for 2020, which can be accessed on the main Surveys and Reports page here.](#)

\*From 2021 the Personal Demographics Service (PDS) will provide the sample frame for GPPS because the NHAIS database is being decommissioned. Ahead of this change, to test for any differences between the two sample sources and achieved survey responses, during 2020 fieldwork a pilot was run on the Spine mirroring the main NHAIS approach. For more information please refer to the Technical Annex [here](#).

589,363

paper  
questionnaires  
completed

150,274

questionnaires  
completed online

2,486

questionnaires  
completed in a  
foreign language

# 2

## Headline findings

### MENU:

- 1 About the survey
- ▶** **Headline findings**
- 3 Overall experience of GP practice
- 4 Local GP services
- 5 Making an appointment
- 6 Patient's last appointment
- 7 Patient health
- 8 When the GP practice is closed
- 9 Patient demographics
- 10 COVID-19 analysis



**81.8%**

of patients described their overall experience of their GP practice as good (**82.9%** in 2019)



**95.3%**

had confidence and trust in the last healthcare professional they saw (**95.5%** in 2019)



**65.2%**

said that they found it easy to get through to their practice by phone (**68.3%** in 2019)

**48.3%**

were aware of the ability to book appointments online (**44.1%** in 2019)



**43.7%**

were aware of the ability to order repeat prescriptions online (**40.6%** in 2019)



**18.7%**

were aware of the ability to access their medical records online (**15.4%** in 2019)



**93.5%**

accepted an appointment to see or speak to a healthcare professional the last time they tried to book one (**93.8%** in 2019)



**56.5%**

of all patients saw or spoke to someone at a time they wanted or sooner (**57.2%** in 2019)

**65.5%**

said that their overall experience of making an appointment was good (**67.4%** in 2019)



**63.0%**

were satisfied with the general practice appointment times that were available to them (**64.7%** in 2019)

**67.3%**

said they had a good overall experience of NHS services when their GP practice was closed (**69.5%** in 2019)

# 3

## Overall experience of GP practice



Ipsos MORI



### MENU:

- 1 About the survey
- 2 Headline findings
- ▶ Overall experience of GP practice**
- 4 Local GP services
- 5 Making an appointment
- 6 Patient's last appointment
- 7 Patient health
- 8 When the GP practice is closed
- 9 Patient demographics
- 10 COVID-19 analysis

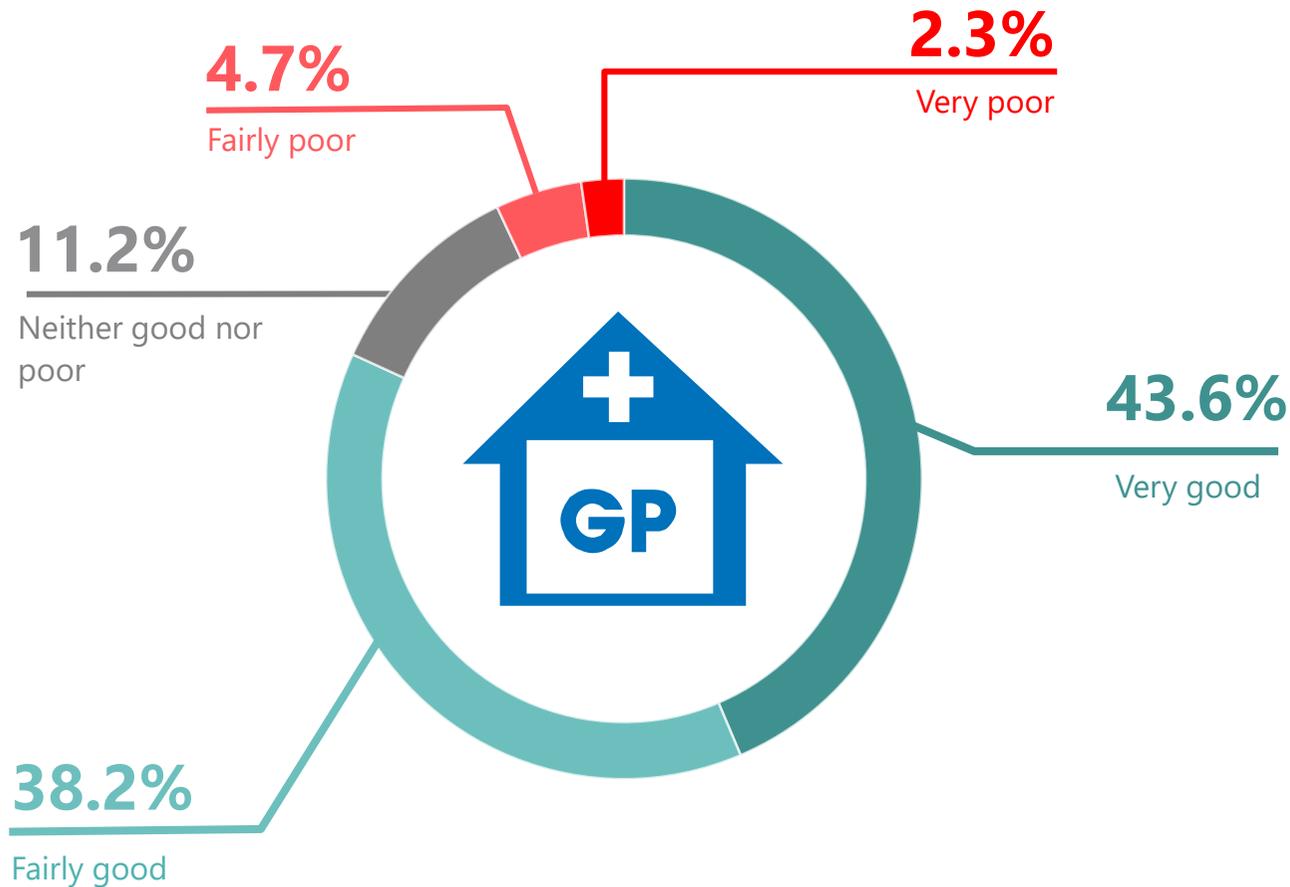
Main menu ▶ 

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

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

Most patients (81.8%) had a good\* overall experience of their GP practice, with 43.6% describing their experience as 'very good'. One in ten (11.2%) said their experience was 'neither good nor poor'. Fewer patients (7.0%) said their experience of their GP practice was poor\*, with 2.3% describing their experience as 'very poor'.

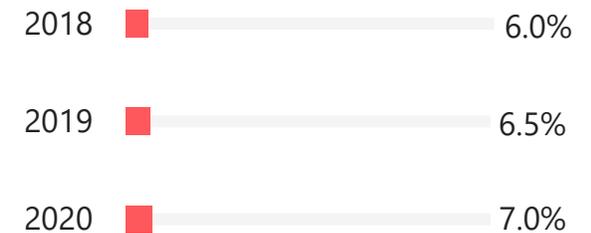
In the 2020 survey slightly fewer patients described their experience as good\* than previously.



### Good\*



### Poor\*\*



\*Good = 'very good' + 'fairly good'  
 \*\*Poor = 'very poor' + 'fairly poor'

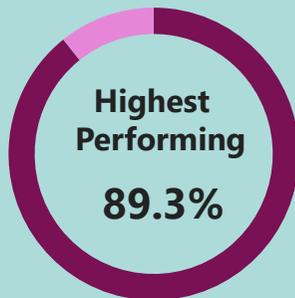
Base: all patients: 2020 (710,945) 2019 (760,037) 2018 (746,847)

# Does overall experience of GP practices vary between CCGs?

The proportion of patients who described their experience of their GP practice as good\* varied considerably by CCG (ranging from 70.5% to 89.3%).

## CCG Range - % Good\*

2020

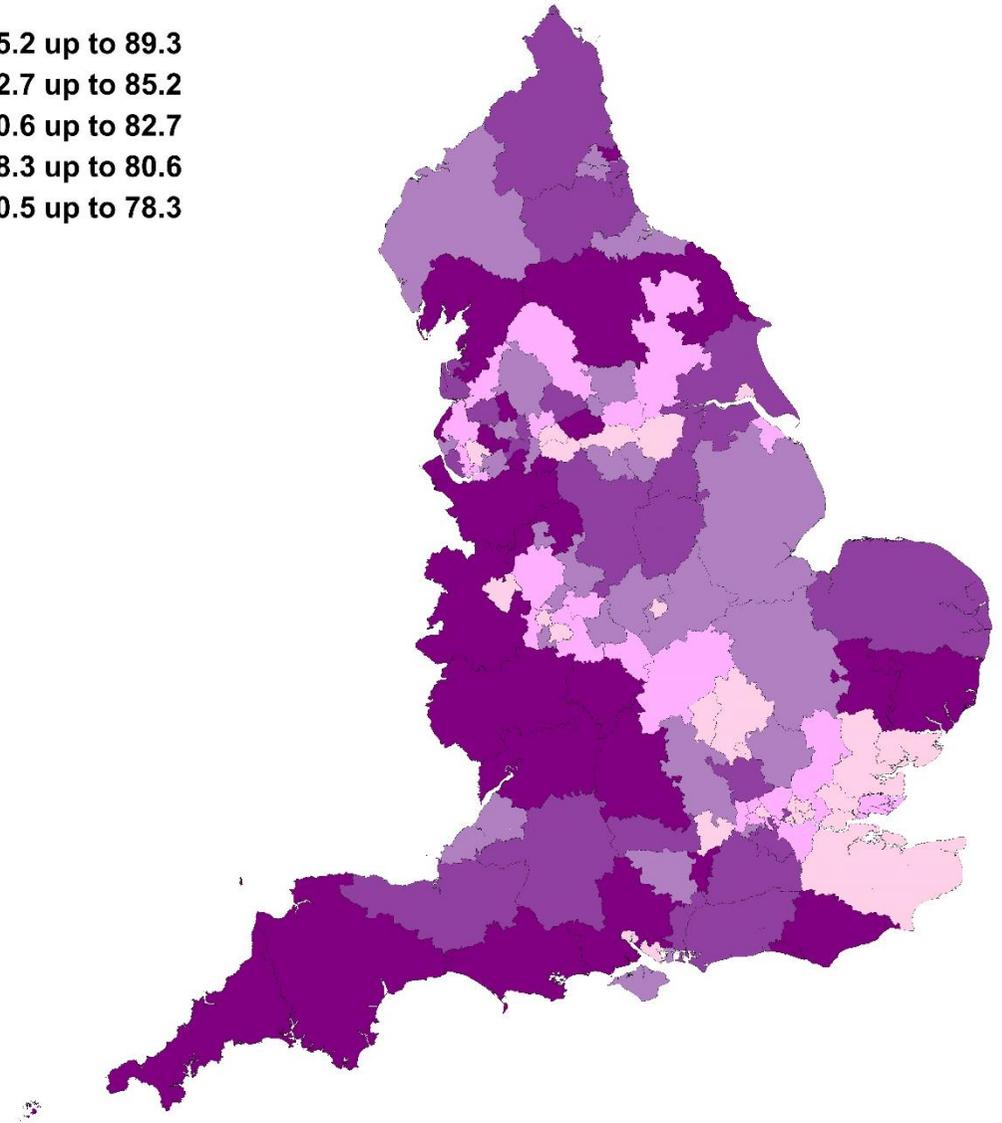
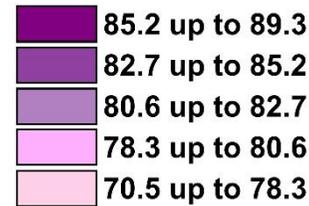


\*Good = 'very good' + 'fairly good'

# Overall experience of GP practice

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

%Good\*



CCGs are divided into five equal sized groups based on their results, each group represents 20% of the CCGs

Base: all patients: 2020 (710,945)

# 4

## Local GP services

### MENU:

- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
-  **Local GP services**
- 5 Making an appointment
- 6 Patient's last appointment
- 7 Patient health
- 8 When the GP practice is closed
- 9 Patient demographics
- 10 COVID-19 analysis

# How do patients book general practice appointments?

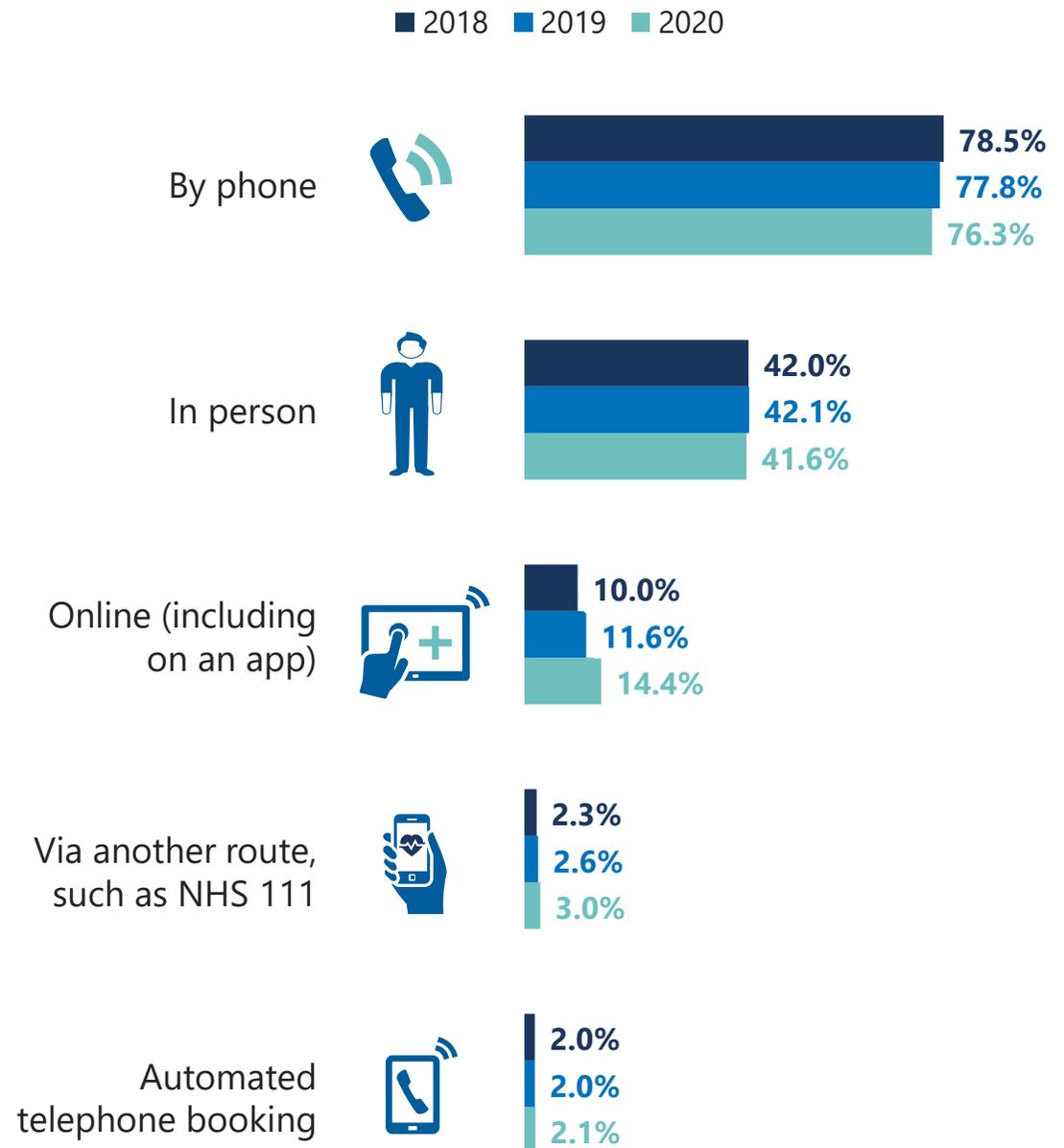
## In the past 12 months, have you booked general practice appointments in any of the following ways? (multiple responses allowed)

There has been little change in the way that patients book general practice appointments. However, while the majority continue to book by phone (76.3%), this has fallen compared with previous years (78.5% in 2018).

Around two in five (41.6%) visited the GP practice in person, and 14.4% booked appointments online. The proportion booking appointments online has increased from 10.0% in 2018.

There has been little change in the proportion of patients booking appointments via another route (such as NHS 111) or by automated telephone booking.

## In the past 12 months, have you booked general practice appointments in any of the following ways? (multiple responses allowed)

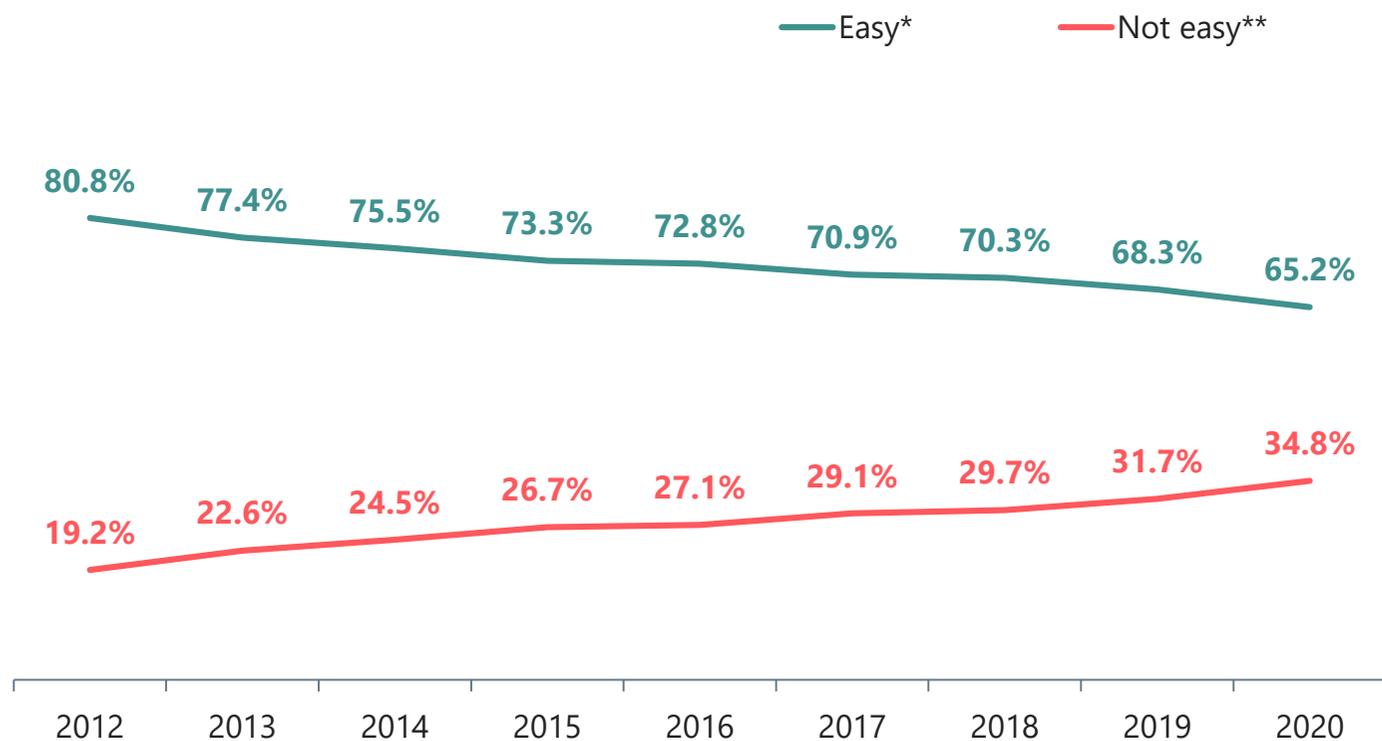


Base: all patients: 2020 (732,003) 2019 (764,791) 2018 (753,016)

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

In the 2020 survey, 65.2% of patients said it was easy\* to get through to someone at their GP practice on the phone. This is lower than in the 2019 survey (68.3%), and continues a downward trend from 2012 (80.8%).

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



\*Easy = 'very easy' + 'fairly easy'  
 \*\*Not easy = 'not very easy' + 'not at all easy'  
 Base: all patients excluding 'haven't tried': 2020 (701,494) 2019 (742,537) 2018 (729,884) 2017 (778,924) 2016 (400,800) 2015 (418,826) 2014 (441,797) 2013 (480,101) 2012 (488,527)

# How helpful are the receptionists at their GP practice?

## 88.9%

found the receptionists at their GP practice helpful+ (including 42.2% who found the receptionists 'very helpful')



## 11.1%

did not find the receptionists helpful\*\*

+Helpful = 'very helpful' + 'fairly helpful'  
 \*\*Not helpful = 'not very helpful' + 'not at all helpful'  
 Base: all patients excluding 'don't know': 2020 (714,379)

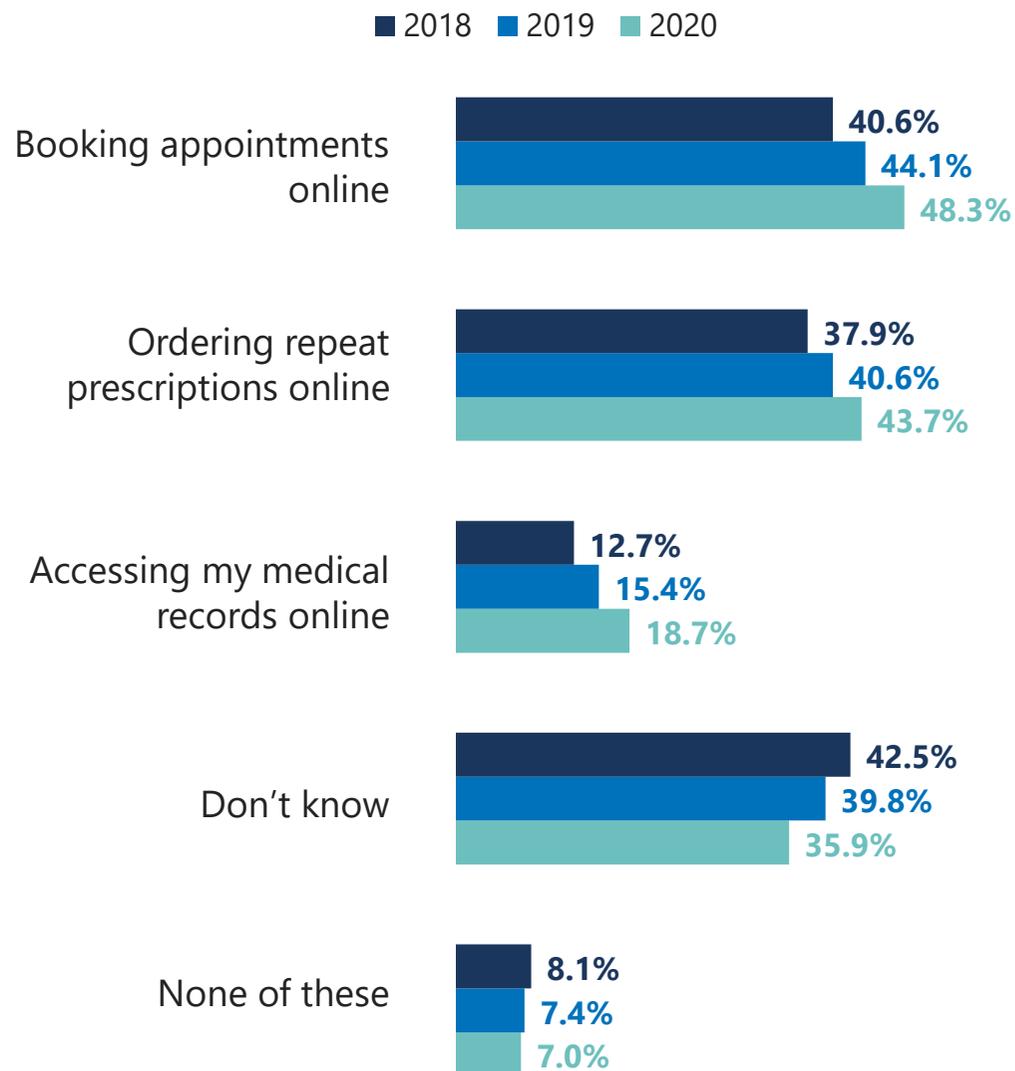
## Are patients aware of the online services offered by their GP practice?

Awareness of the online services offered by GP practices is increasing over time.

- In the 2020 survey, patients were most likely to be aware that their GP practice offers the ability to book appointments online (48.3%), an increase of 7.7 percentage points from 2018 (40.6%).
- Two in five patients (43.7%) reported being aware that it is possible to order repeat prescriptions online, an increase of 5.8 percentage points from 2018 (37.9%).
- Awareness of online access to medical records continued to be lower than other online services (18.7%), but has increased by 6.0 percentage points from 2018 (12.7%).

Around one third (35.9%) said they did not know which online services their GP practice offered, and 7.0% were not aware of any of the online services listed.

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



Base: all patients: 2020 (716,915) 2019 (746,334) 2018 (735,717)

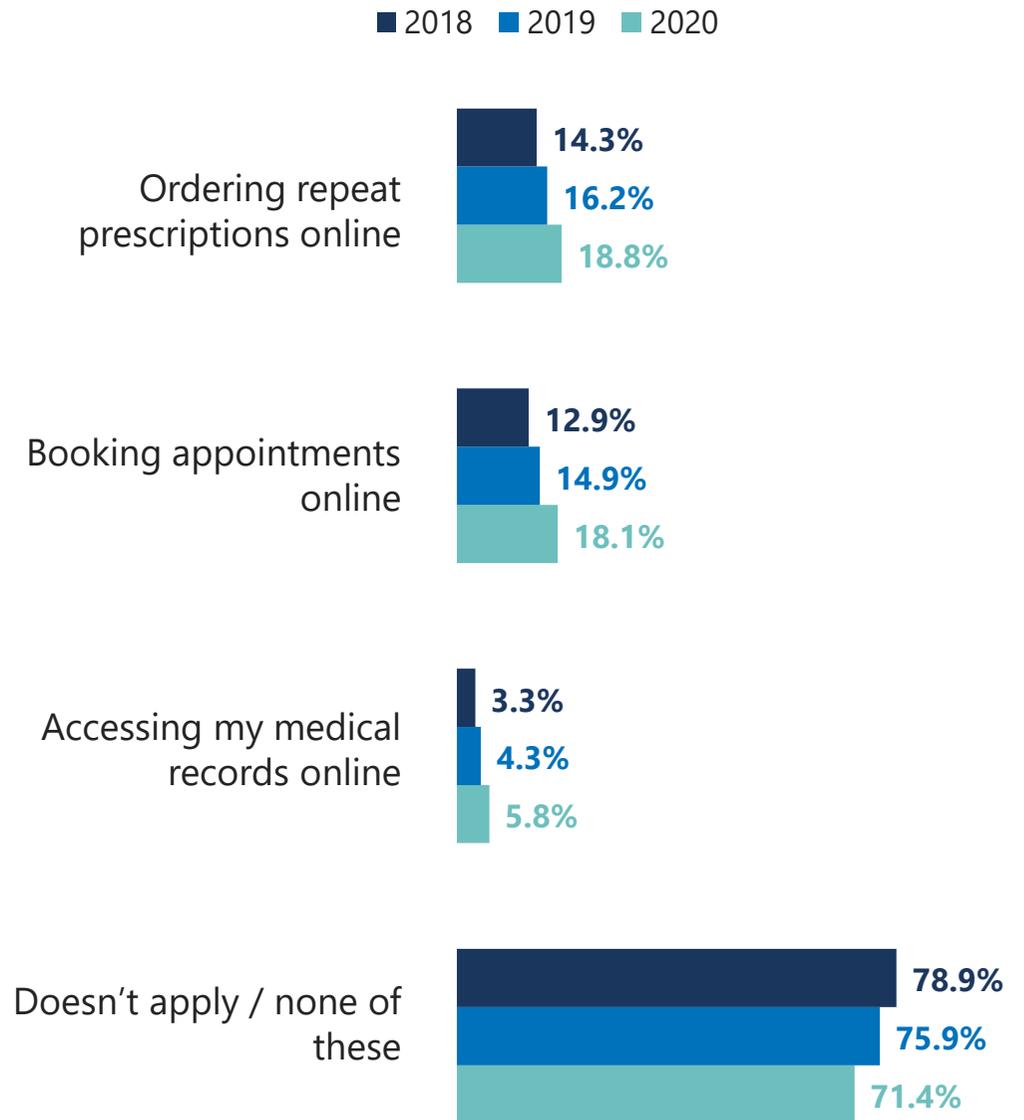
# Have patients used the online services offered by their GP practice?

Patients' use of online services offered by GP practices is also increasing over time.

- In the 2020 survey patients most commonly reported ordering repeat prescriptions online (18.8%), an increase of 4.5 percentage points compared with 2018 (14.3%).
- A similar percentage reported booking appointments online (18.1%), an increase of 5.2 percentage points compared with 2018 (12.9%).
- Although fewer patients reported accessing their medical records online compared with other online services (5.8%), awareness has also increased (by 2.5 percentage points compared with 2018 (3.3%).)

Around seven in ten patients (71.4%) reported not using any of the online services listed in the past 12 months.

## Which of the following general practice online services have you used in the past 12 months? (multiple responses allowed)



Base: all patients: 2020 (723,567) 2019 (754,767) 2018 (742,492)

# Comparison of awareness and use of online services

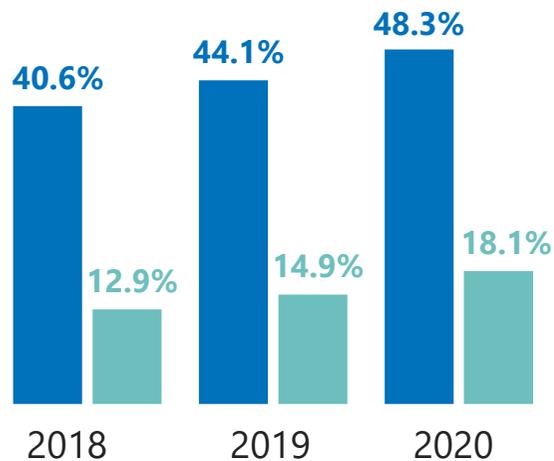
**As far as you know, which of the following online services does your GP practice offer? (multiple responses allowed)**

**Which of the following general practice online services have you used in the past 12 months? (multiple responses allowed)**

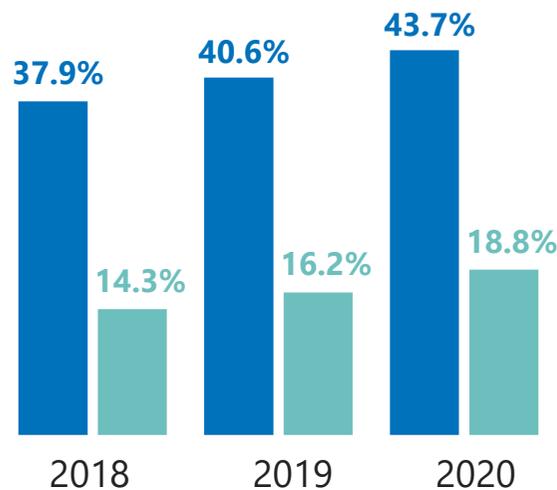
Patients were more likely to be aware of an online service than to have used it in the past twelve months. For example, in the 2020 survey, 48.3% said they were aware that their GP practice offers the ability to book appointments online, but only 18.1% had used this service in the past 12 months. This is consistent with previous years.

■ Awareness of online services   ■ Use of online services in the past

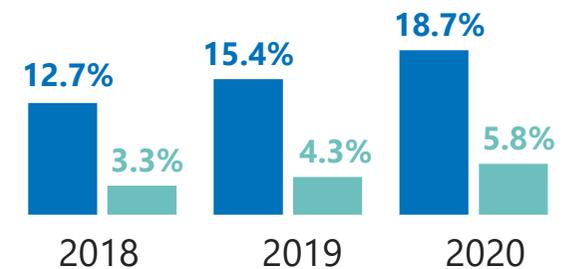
**Booking appointments online**



**Ordering repeat prescriptions online**



**Accessing my medical record online**



Base: all patients: 2020: awareness of online services (716,915) and use of online services (723,567); 2019: awareness of online services (746,334) and use of online services (754,767); 2018: awareness of online services (735,717) and use of online services (742,492)

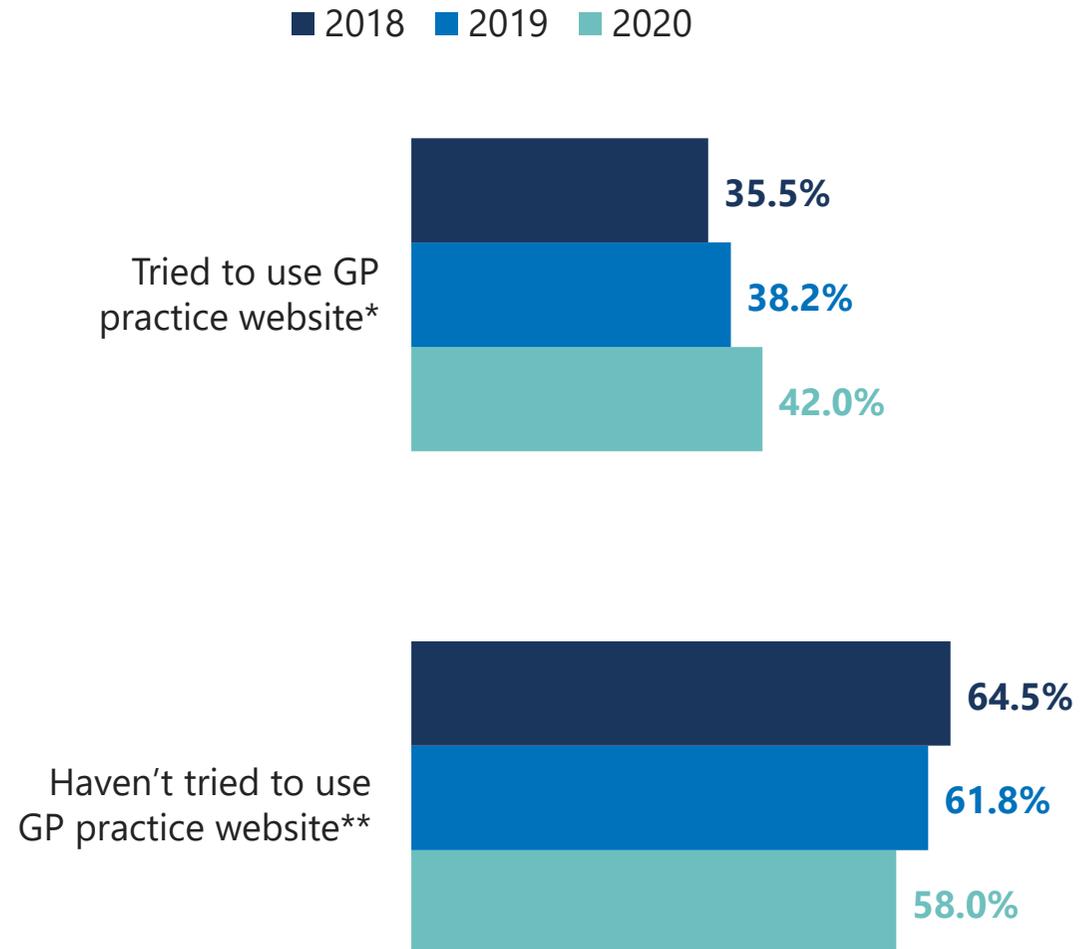
## Do patients try to use their GP practice's website?

More patients are using their GP practice's website to look for information or to access services.

In the 2020 survey, around four in ten patients (42.0%) had tried to use their GP practice's website\* to look for information or access services, an increase compared with the 2019 (38.2%) and 2018 (35.5%) surveys.

Nearly two thirds of patients (58.0%) had **not** tried to use their GP practice's website\*\*, a decrease compared with the 2019 (61.8%) and 2018 (64.5%) surveys.

## How easy is it to use your GP practice's website to look for information or access services?



\*Tried to use GP practice website = 'very easy' + 'fairly easy' + 'not very easy' + 'not at all easy'

\*\*Haven't tried to use GP practice website = 'haven't tried'

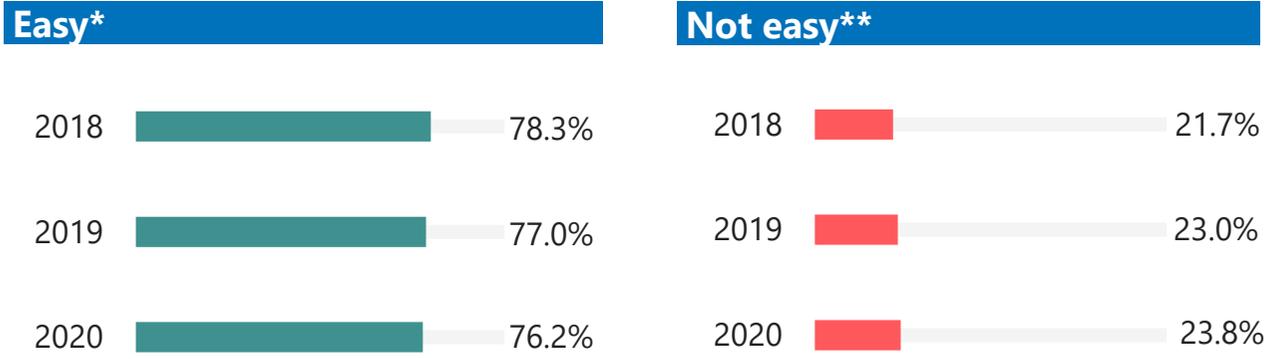
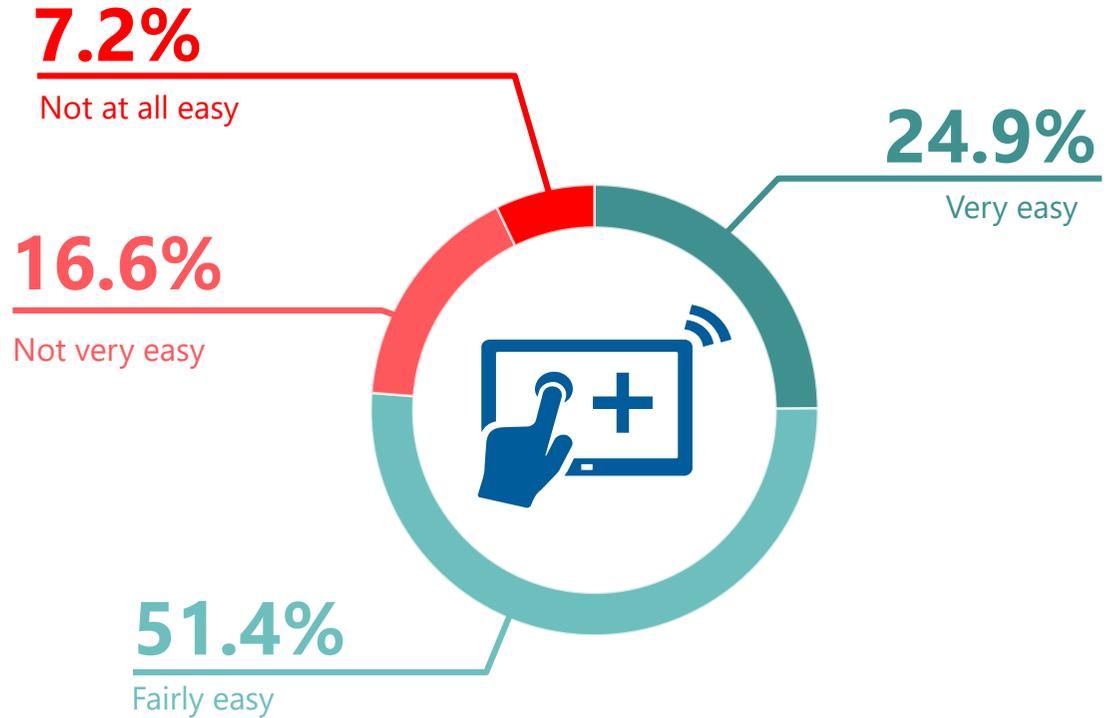
Base: all patients: 2020 (723,603) 2019 (759,006) 2018 (745,221)

# Is the GP practice's website easy to use?

Of those who had tried to use their GP practice's website to look for information or access services, over three quarters (76.2%) found it easy\* to use. More than one in five (23.8%) did not find it easy\*\*.

In the 2020 survey, while more patients had tried to use their GP practice's website, slightly fewer said the website was easy\* to use than previously.

## How easy is it to use your GP practice's website to look for information or access services?



\*Easy = 'very easy' + 'fairly easy'

\*\*Not easy = 'not very easy' + 'not at all easy'

Base: all patients excluding 'haven't tried': 2020 (273,048) 2019 (259,817) 2018 (234,144)

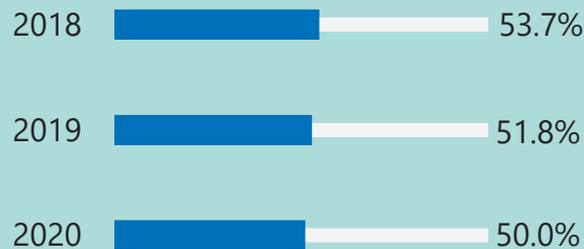
# Do patients have a preferred GP?

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

Half of patients (50.0%) had a preferred GP\*, including 24.3% for all appointments, and 25.7% for some but not all appointments.

The proportion of patients who had a preferred GP has fallen over the last two years.

### Had a preferred GP\*



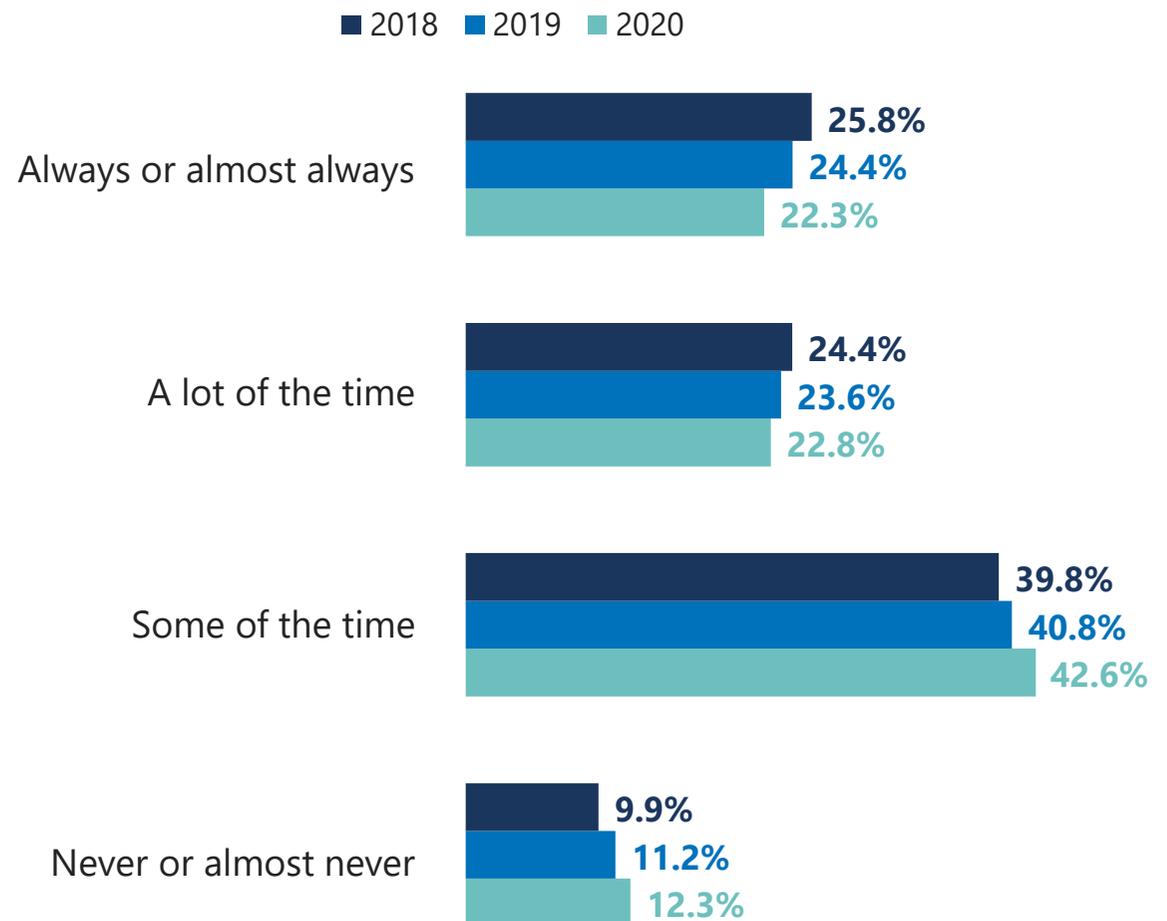
\*Had a preferred GP = 'yes, for all appointments' + 'yes, for some appointments but not others'

Base: all patients excluding 'there is usually only one GP in my GP practice': 2020 (679,975) 2019 (707,995) 2018 (698,646)

# How often do patients see their preferred GP?

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

For those who had a preferred GP, 45.1% said they saw or spoke to their preferred GP 'always or almost always' or 'a lot of the time'\*\*. This is a decrease compared with the 2019 survey (48.0%) and the 2018 survey (50.2%).

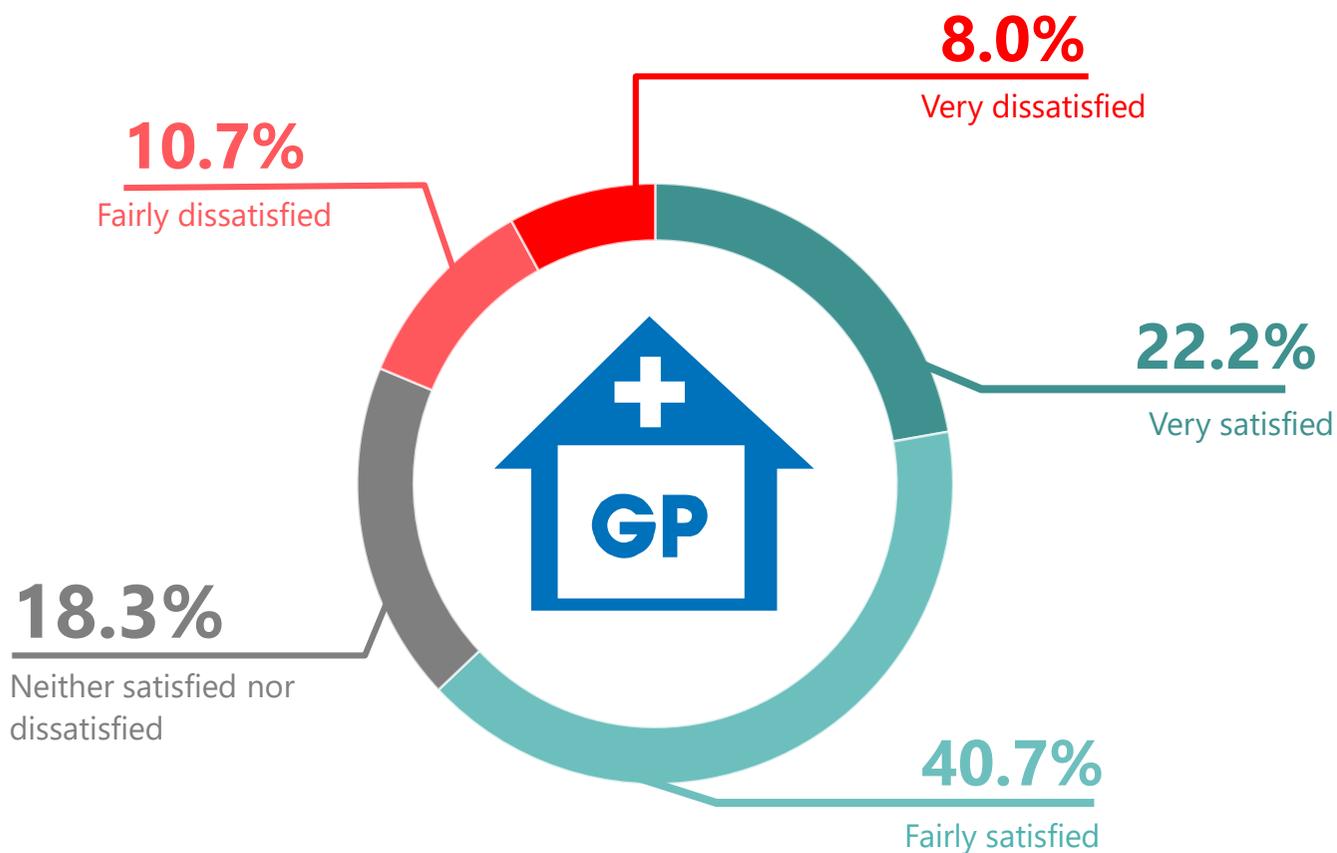


\*\*Always, almost always or a lot of the time = 'Always or almost always' + 'a lot of the time'  
 Base: all patients who have a GP they prefer to see at their practice, excluding 'I have not tried':  
 2020 (352,181) 2019 (382,243) 2018 (387,536)

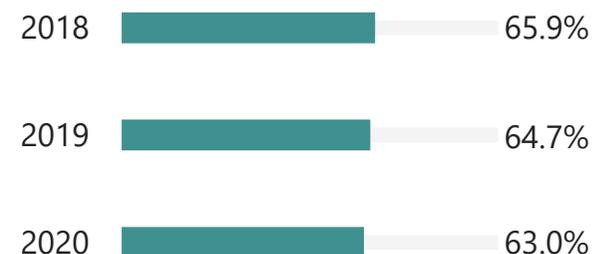
# Are patients satisfied with the general practice appointment times that are available to them?

## How satisfied are you with the general practice appointment times that are available to you?

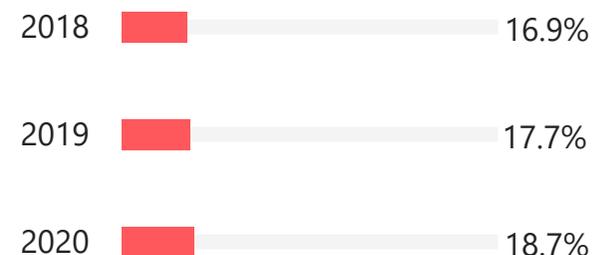
Nearly two thirds of patients (63.0%) were satisfied\* with the general practice appointment times that were available to them, with 22.2% 'very satisfied'. In the 2020 survey slightly fewer patients were satisfied\* with general practice appointment times than previously.



### Satisfied\*



### Dissatisfied\*\*



\*Satisfied = 'very satisfied' + 'fairly satisfied'

\*\*Dissatisfied = 'very dissatisfied' + 'fairly dissatisfied'

Base: all patients excluding 'I'm not sure when I can get an appointment': 2020 (663,563) 2019 (696,898) 2018 (689,659)

# Does awareness of appointment times impact satisfaction with appointment times?

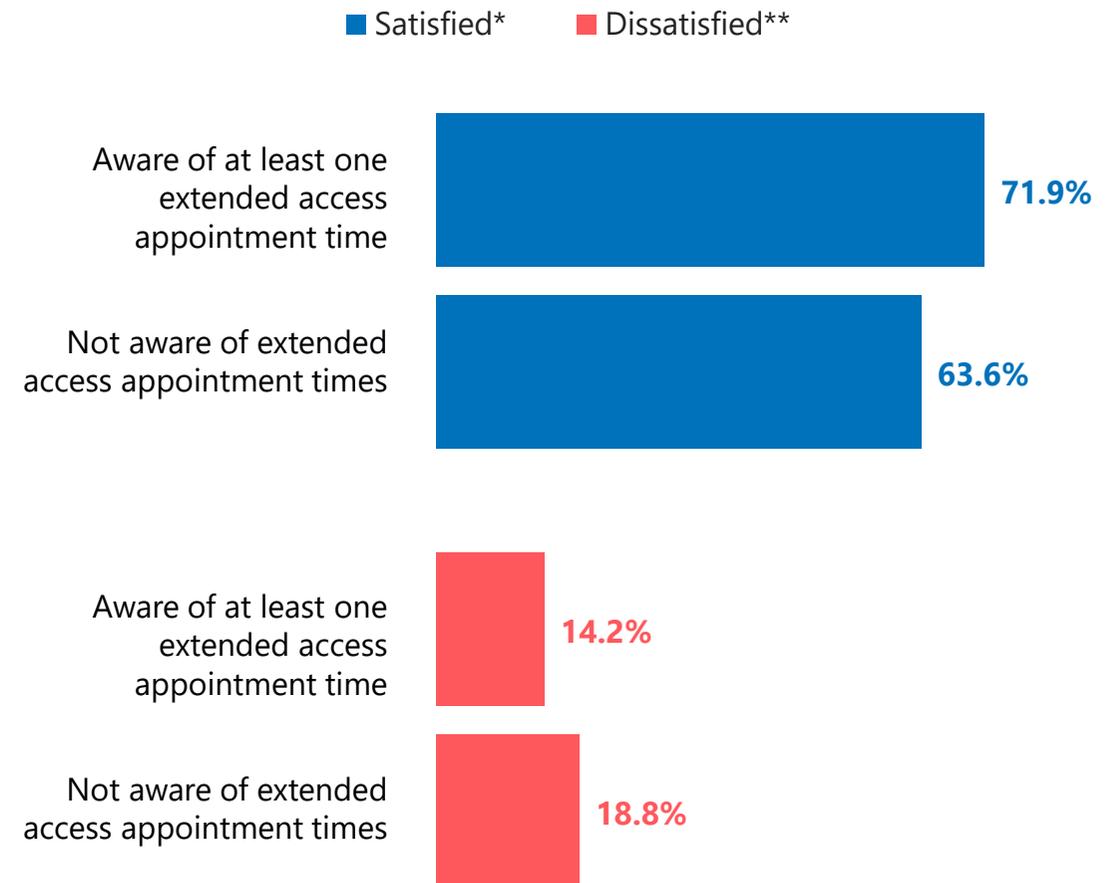
Awareness of extended access appointment times<sup>+</sup> had a positive impact on patient satisfaction with the general practice appointment times available.

Patients who were aware of at least one extended access appointment time were more satisfied\* (71.9%) than those who did not know about these appointment times (63.6%).

<sup>+</sup>Extended access opening times include: Before 8am on at least one weekday, after 6.30pm on a weekday, on a Saturday and/or on a Sunday.

## How satisfied are you with the general practice appointment times that are available to you?

## As far as you are aware, what general practice times are available to you? (multiple responses allowed)



\*Satisfied = 'fairly satisfied' + 'very satisfied'

\*\*Dissatisfied = 'fairly dissatisfied' + 'very dissatisfied'

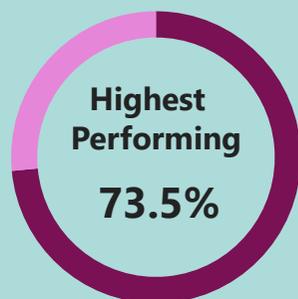
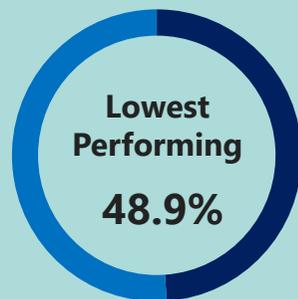
Base: all patients excluding 'I'm not sure when I can get an appointment' and 'don't know' what general practice times are available: 2020 (520,319)

## Does satisfaction with available appointment times vary between CCGs?

The proportion of patients who were satisfied\* with the general practice appointment times that were available to them varied considerably by CCG (ranging from 48.9% to 73.5%).

CCG Range - % Satisfied\*

2020



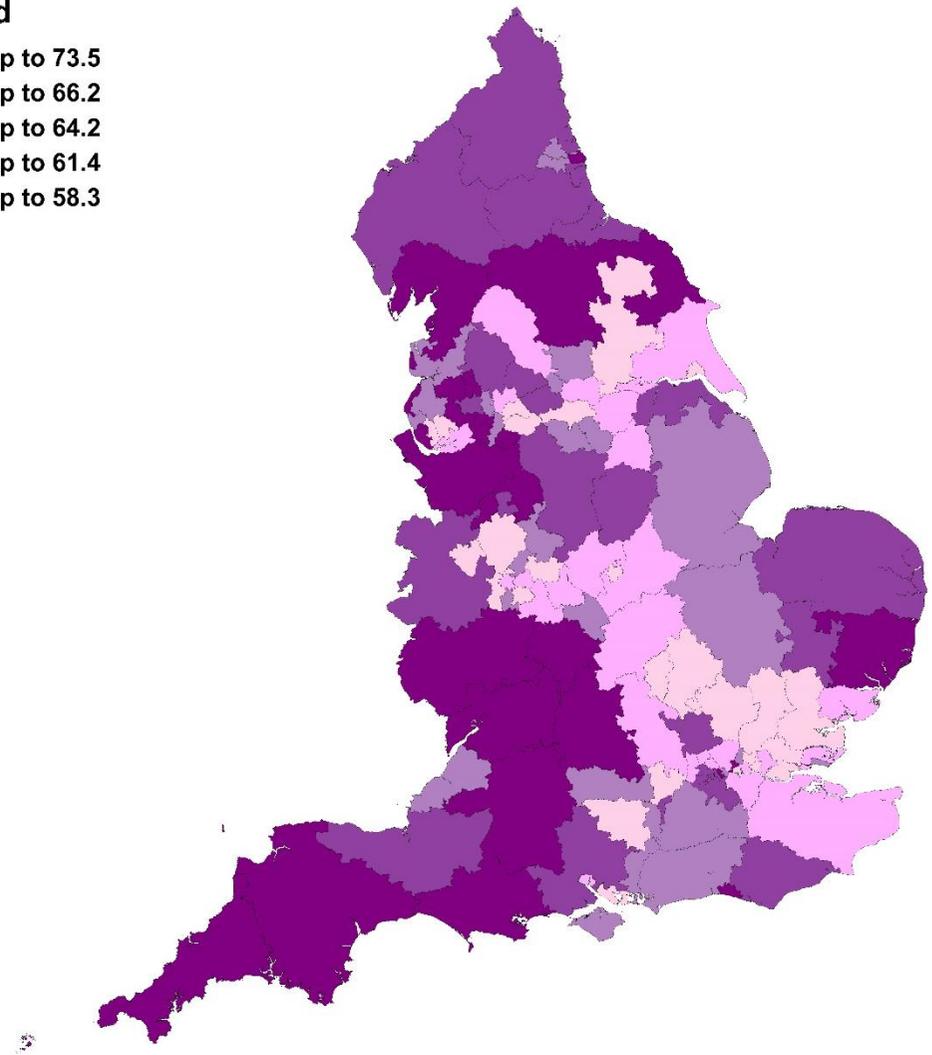
\*Satisfied = 'very satisfied' + 'fairly satisfied'

## Satisfaction with GP appointment times

### available

How satisfied are you with the general practice appointment times that are available to you?

%Satisfied\*



CCGs are divided into five equal sized groups based on their results, each group represents 20% of the CCGs  
Base: all patients excluding 'I'm not sure when I can get an appointment': 2020 (663,563)

# 5

## Making an appointment

### MENU:

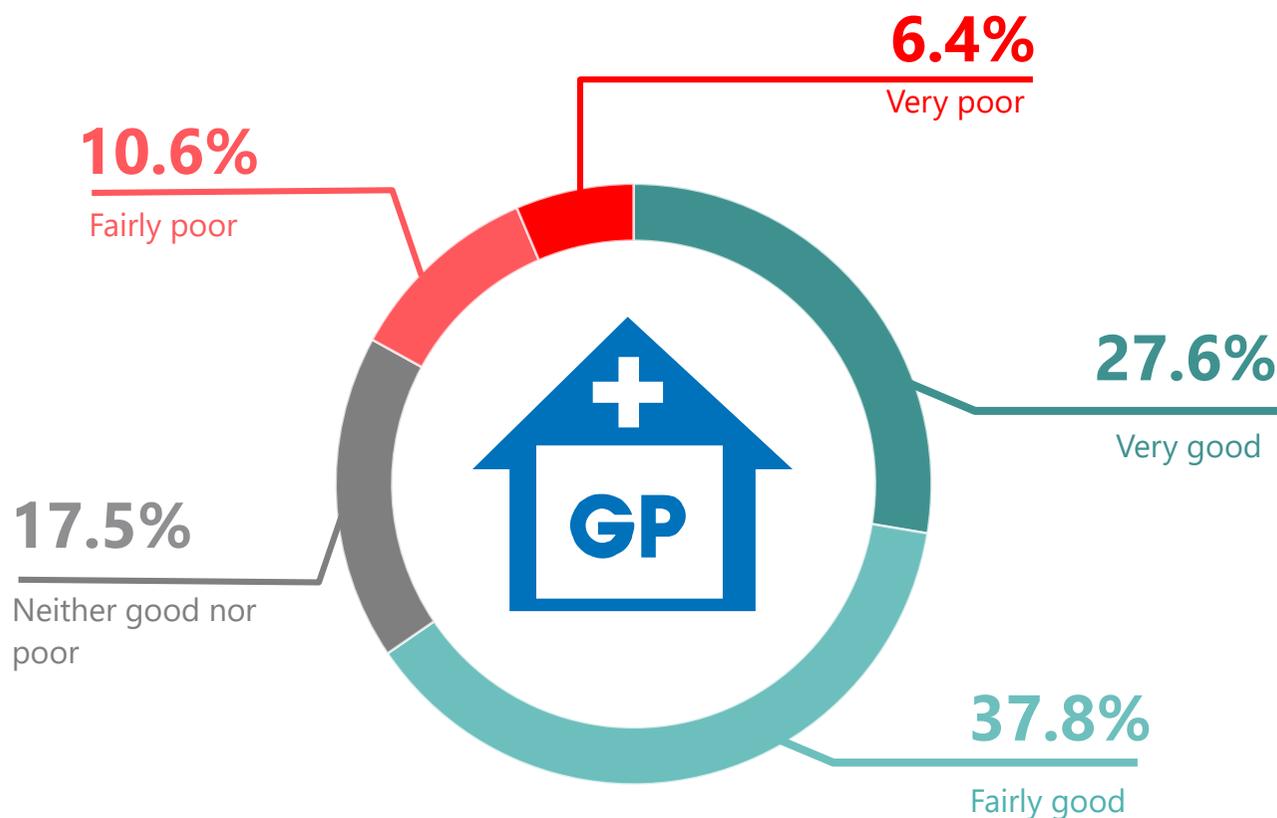
- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
- 4 Local GP services
-  **Making an appointment**
- 6 Patient's last appointment
- 7 Patient health
- 8 When the GP practice is closed
- 9 Patient demographics
- 10 COVID-19 analysis

# What was patients' overall experience of making an appointment?

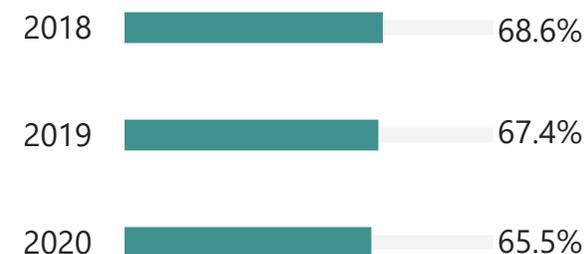
## Overall, how would you describe your experience of making an appointment?

Nearly two thirds of patients (65.5%) had a good\* overall experience of making an appointment, with 27.6% describing their experience as 'very good'. Around a third of patients were less positive: 17.0% said their overall experience was poor\*\* and 17.5% said it was 'neither good nor poor'.

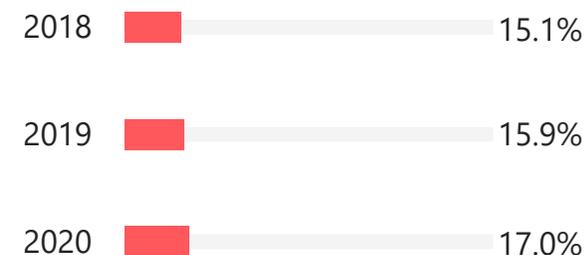
In the 2020 survey fewer patients described their experience of making an appointment as good\* than previously.



### Good\*



### Poor\*\*



\*Good = 'very good' + 'fairly good'

\*\*Poor = 'very poor' + 'fairly poor'

Base: all patients who have tried to make a general practice appointment at their current GP practice: 2020 (670,827) 2019 (705,310) 2018 (693,912)

## When did patients last try to book a general practice appointment?

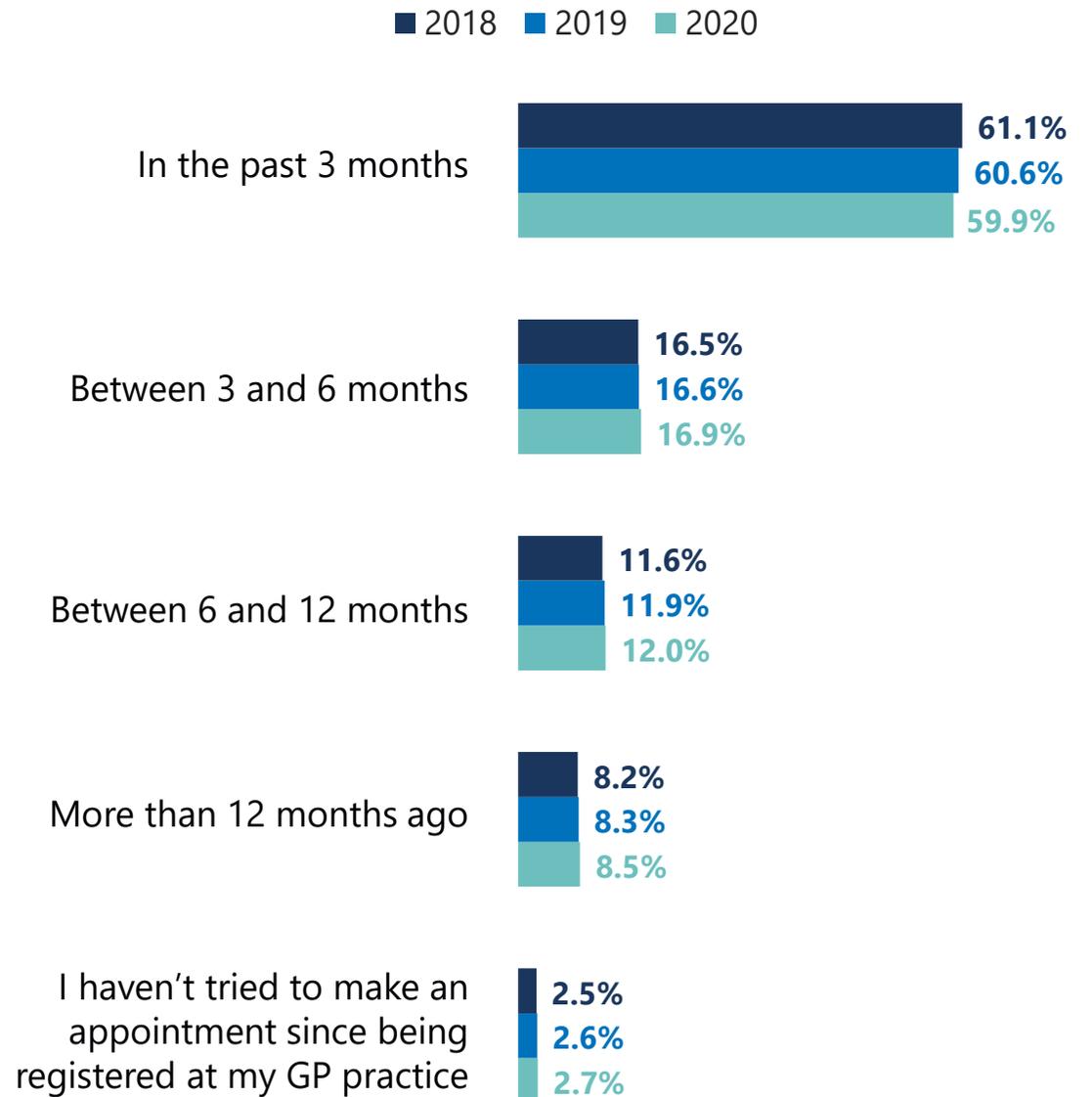
Around three quarters of patients (76.8%) had tried to book a general practice appointment, either for themselves or for someone else, in the previous 6 months\*, with six in ten (59.9%) having tried in the past 3 months.

More than one in ten (12.0%) had last tried to make a general practice appointment between 6 and 12 months previously, with slightly fewer (8.5%) having last tried more than 12 months ago.

Less than three percent (2.7%) said they had not tried to make an appointment since being registered at their current GP practice.

\*In the previous 6 months = 'In the past 3 months' + 'between 3 and 6 months'

## When did you last try to make a general practice appointment, either for yourself or for someone else?



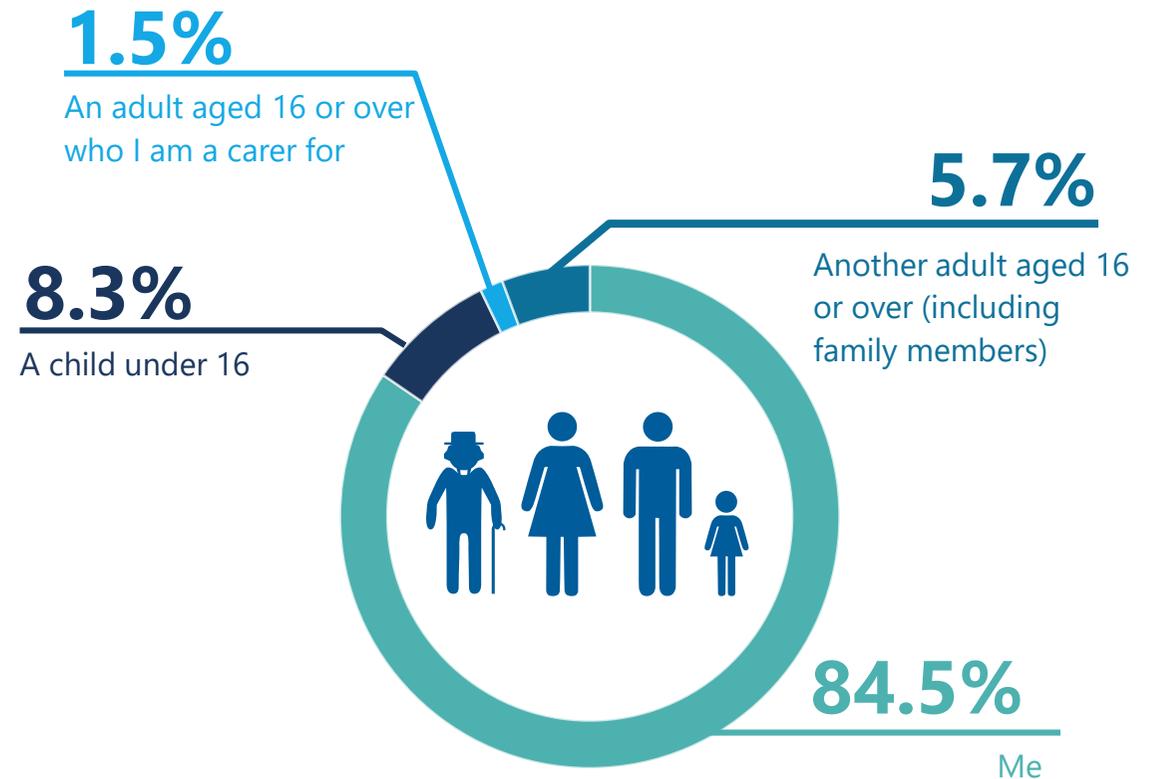
Base: all patients excluding 'don't know': 2020 (702,006) 2019 (733,761) 2018 (725,098)

## Who were people trying to book the general practice appointment for?

The last appointment the majority of patients tried to book was for themselves (84.5%).

Nearly one in ten (8.3%) tried to book an appointment for a child under the age of 16. Around six percent (5.7%) tried to book an appointment for another adult aged 16 or over (including family members), and less than two percent (1.5%) tried to book the appointment for an adult they are a carer for.

## Who was the appointment for?



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2020 (650,538)

# How concerned were patients about their health or the health of the person they were trying to make the appointment for?

## Level of concern

When booking an appointment, seven in ten patients (69.4%) were concerned\* about their health or the health of the person they were making the appointment for. One in five (19.9%) said they were 'very concerned' and just under half (49.5%) said they were 'fairly concerned'. Almost a third (30.6%) of patients were not concerned\*\*.

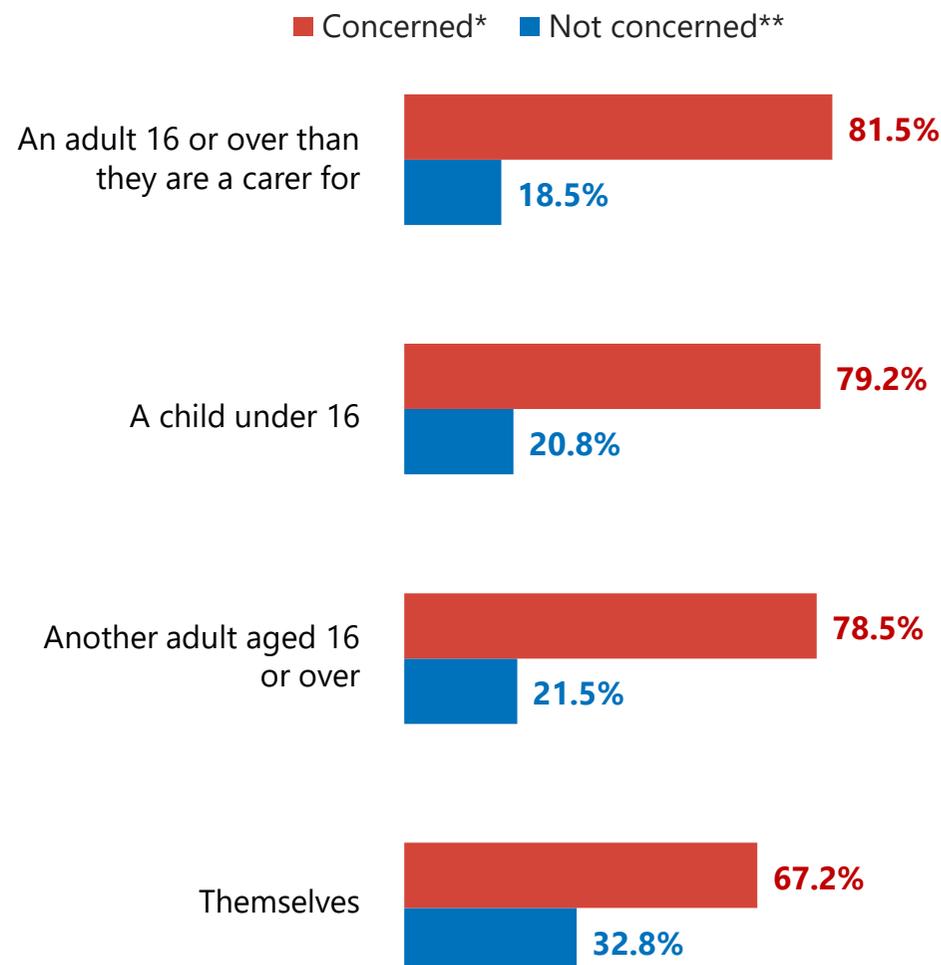
## Level of concern varied by who the appointment was for

Patients booking appointments for themselves were the least concerned\* about their health (67.2%), while people booking appointments for an adult aged 16 or over they are a carer for were the most concerned\* (81.5%).

# Levels of concern depending on who the appointment is for

Who was the appointment for?

How concerned were you at the time about your health, or the health of the person you were making this appointment for?



\*Concerned = 'very concerned' + 'fairly concerned'

\*\*Not concerned = 'not very concerned' + 'not at all concerned'

Base: all patients who have tried to book an appointment, excluding those who said they cannot remember how concerned they were: 2020 (627,428)

# What actions did people take prior to making the appointment?

Patients reported taking a variety of actions before trying to make an appointment at their GP practice.

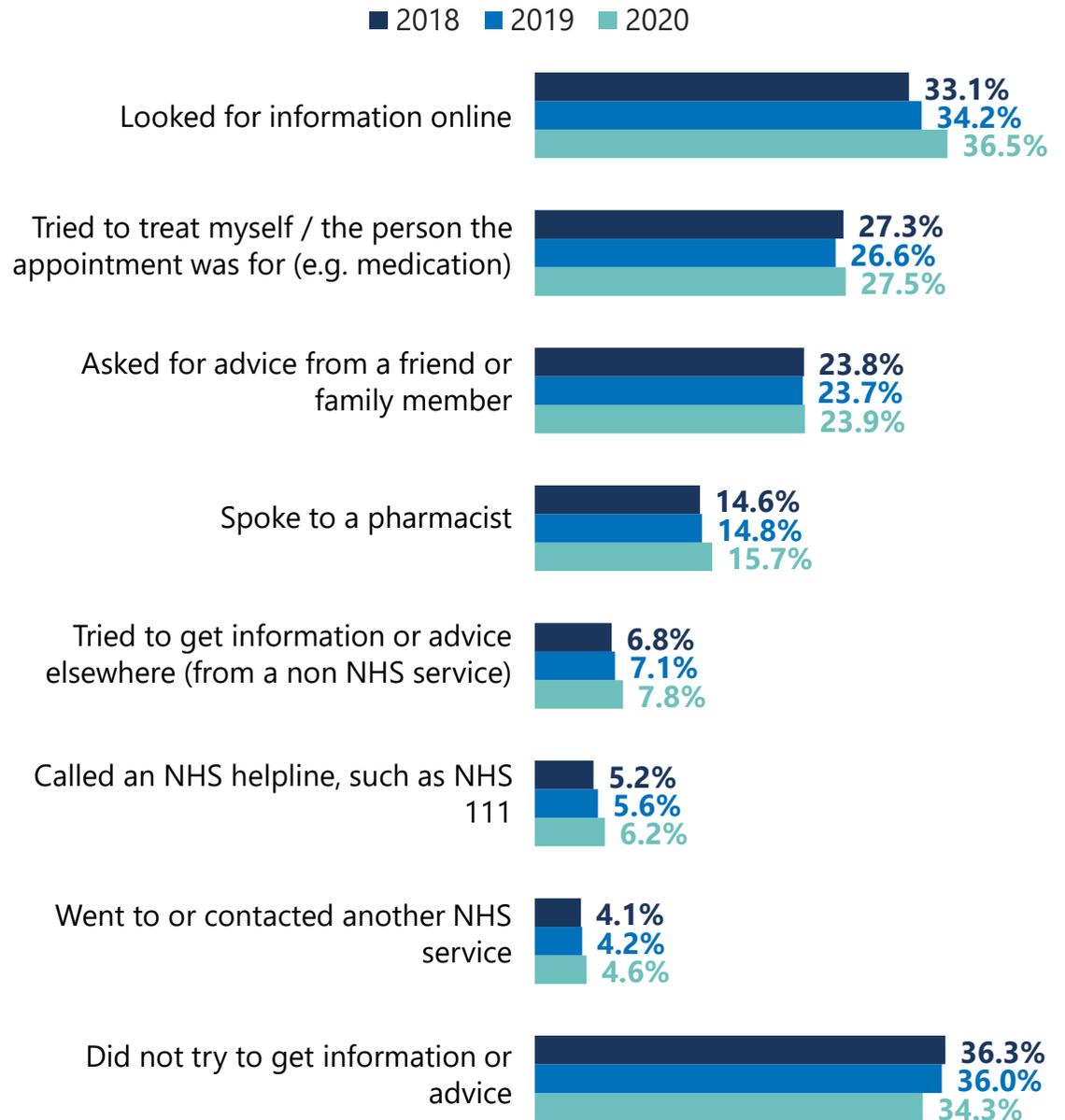
Some of the most common actions were:

- More than a third (36.5%) looked for information online, an increase compared with both the 2019 (34.2%) and the 2018 (33.1%) surveys.
- Over a quarter (27.5%) tried to treat themselves or the person they were booking the appointment for, a slight increase following a fall last year.
- Just under a quarter (23.9%) asked for advice from a friend or family member, a similar proportion to previous years.

While around a third of patients did not try to get any information or advice before trying to get an appointment (34.3%), this proportion has fallen since the 2019 survey (36.0%).

## What people did before trying to book an appointment

Before you tried to get this appointment, did you do any of the following? (multiple responses allowed)



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2020 (671,114) 2019 (699,799) 2018 (689,758)

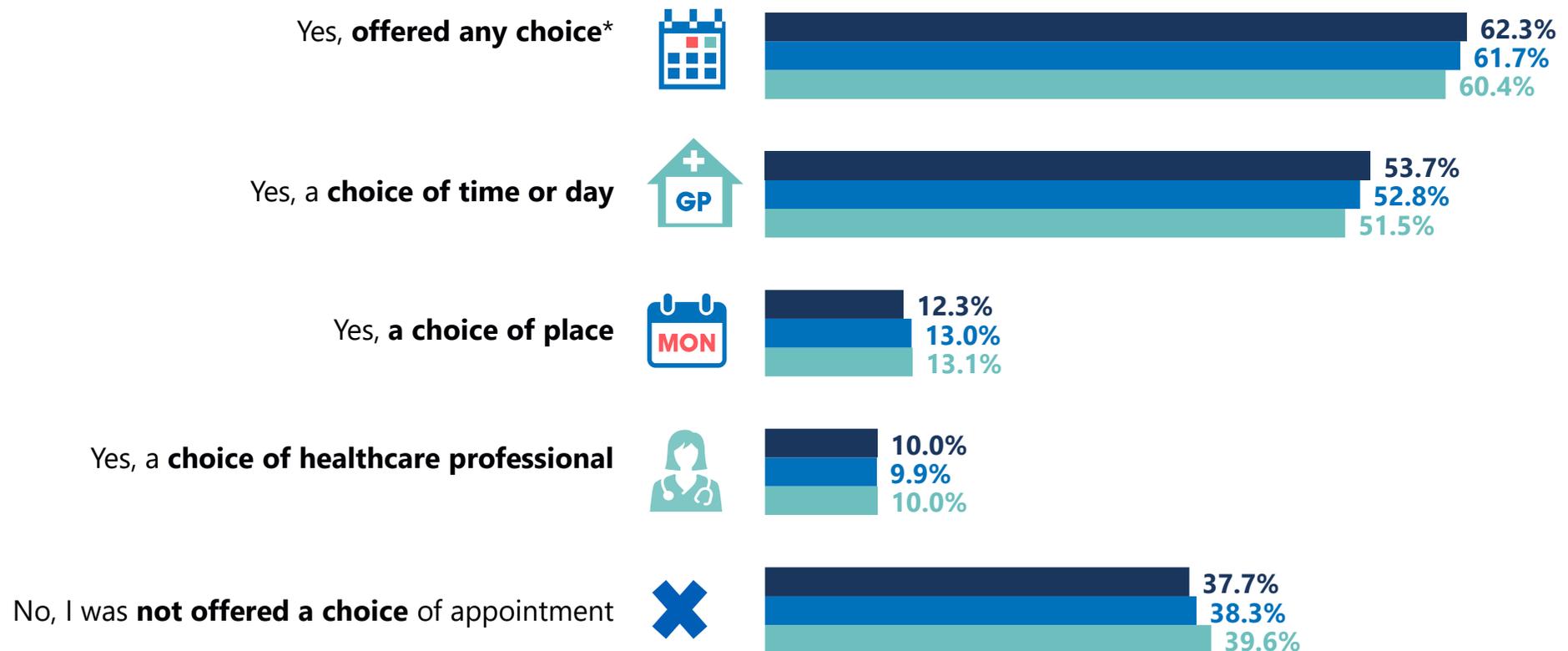
# Were patients offered a choice of appointment?

Overall, 60.4% of patients were offered at least one choice (of place, time/day, and/or healthcare professional) when they last tried to make an appointment. In the 2020 survey slightly fewer patients were offered a choice of appointment than previously (61.7% in 2019 and 62.3% in 2018).

Over half of patients (51.5%) were offered a choice of time or day, 13.1% were offered a choice of place, and 10.0% were offered a choice of healthcare professional.

## On this occasion, were you offered a choice of appointment? (multiple responses allowed)

■ 2018 ■ 2019 ■ 2020



\*Yes, offered any choice = 'offered a choice of place' or 'offered a choice of time or day' or 'offered a choice of healthcare professional'  
 Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'cant remember' and 'doesn't apply': 2020 (564,341) 2019 (593,075) 2018 (586,602)

# Did patients accept the appointment they were offered, and were they satisfied with it?

## Satisfied with appointment offered?

Almost three quarters of patients (72.7%) were satisfied with the appointment offered, and accepted it. This is a slight decrease compared with the 2019 (73.6%) and the 2018 (74.4%) surveys.

One in five (20.8%) were not satisfied with the appointment offered but still accepted it, and six percent (6.5%) were not satisfied and did not accept the appointment.

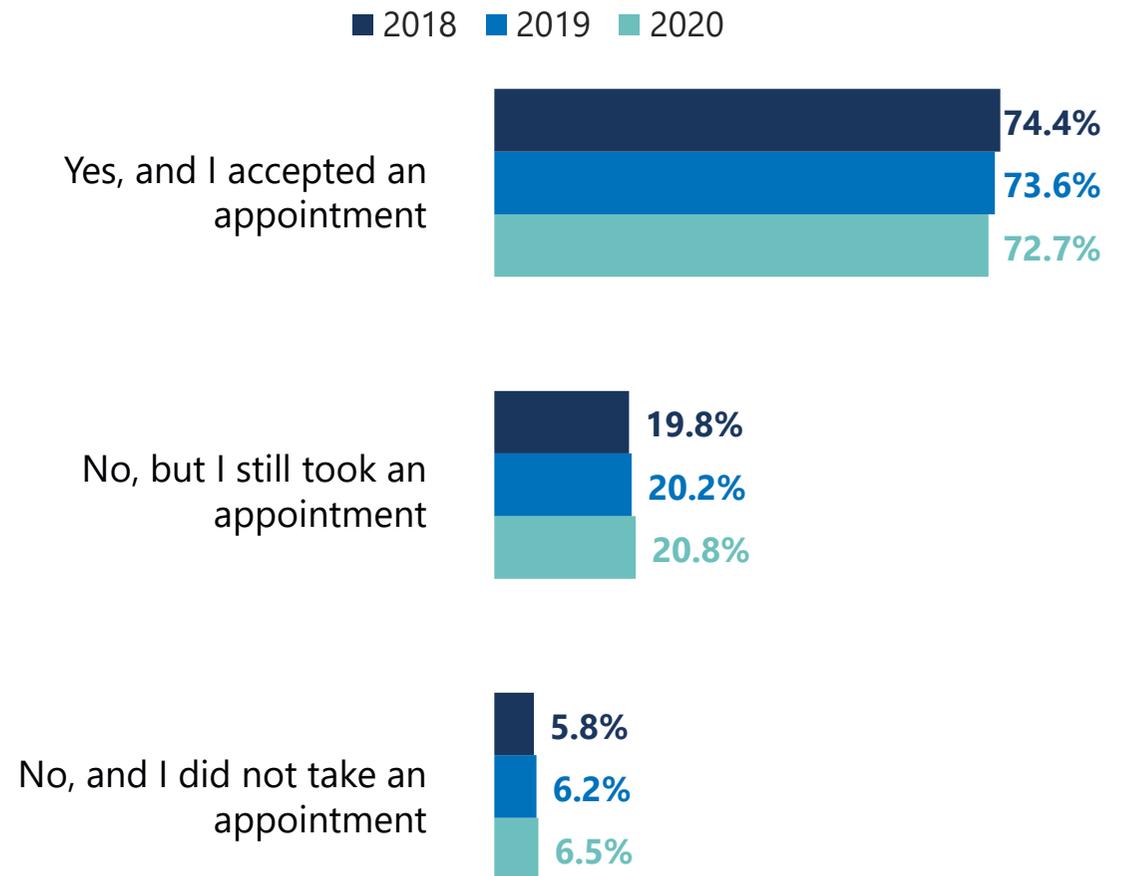
## Was an appointment accepted?

Overall, the majority of patients (93.5%) accepted the appointment they were offered\*, compared with 93.8% in 2019 and 94.2% in 2018.

\*Accepted appointment = 'Yes, and I accepted the appointment' + 'No, but I still took the appointment'

# Were patients satisfied with the appointment offered?

## Were you satisfied with the type of appointment (or appointments) you were offered?



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2020 (678,039) 2019 (711,867) 2018 (701,961)

## Did satisfaction with appointment offered differ if patients were offered a choice?

Offering patients a choice of appointment had a positive impact on satisfaction with the type of appointment (or appointments) offered.

For example, patients offered any choice of appointment\*\* were more satisfied\* (87.1%) than those who were not offered any choice of appointment (47.2%).

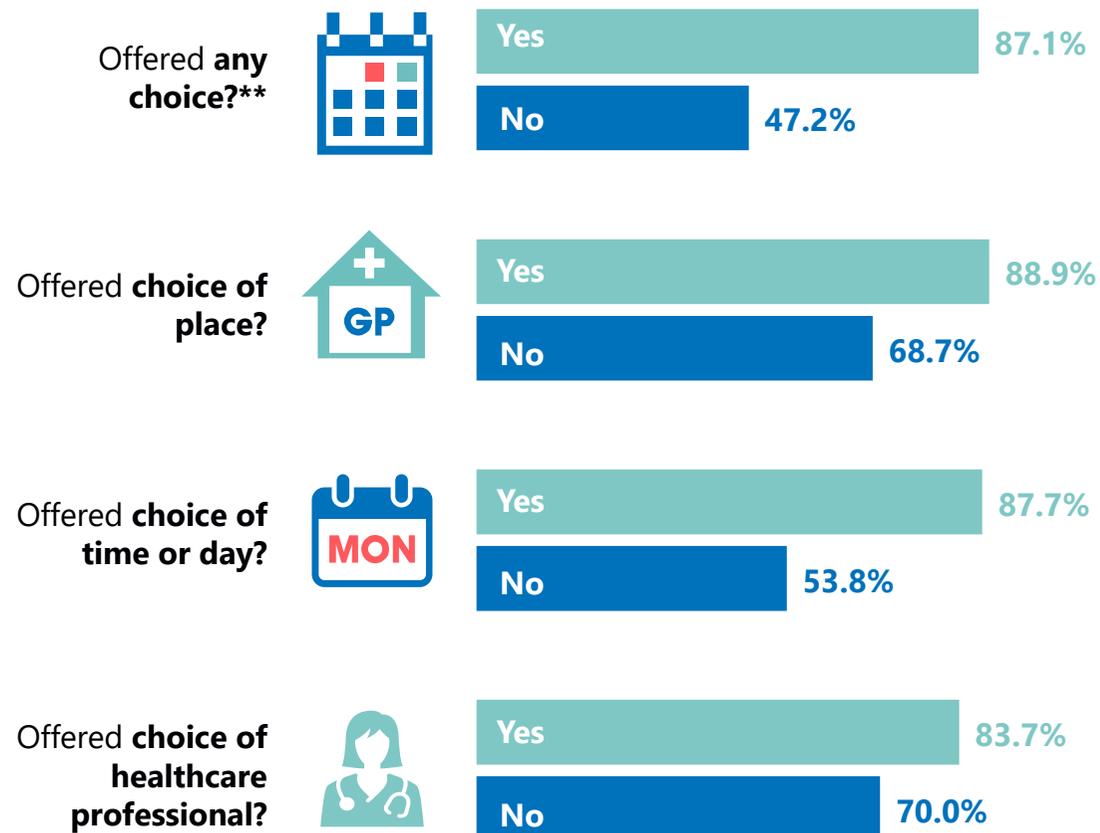
When looking at the individual elements of choice, the largest difference in satisfaction (33.9 percentage points) was seen for patients offered a choice of time or day; 87.7% were satisfied\* with the appointment offered compared with 53.8% who were not offered this choice.

## How does satisfaction with appointment offered differ if patients are offered a choice?

On this occasion, were you offered a choice of appointment?

Were you satisfied with the type of appointment (or appointments) offered?

### % Satisfied\* with appointment offered



\*Satisfied = "Yes, and I accepted an appointment"

\*\*Offered any choice of appointment = 'offered a choice of place' or 'offered a choice of time or day' or 'offered a choice of healthcare professional'

Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'can't remember' and 'doesn't apply': 2020 (556,094)

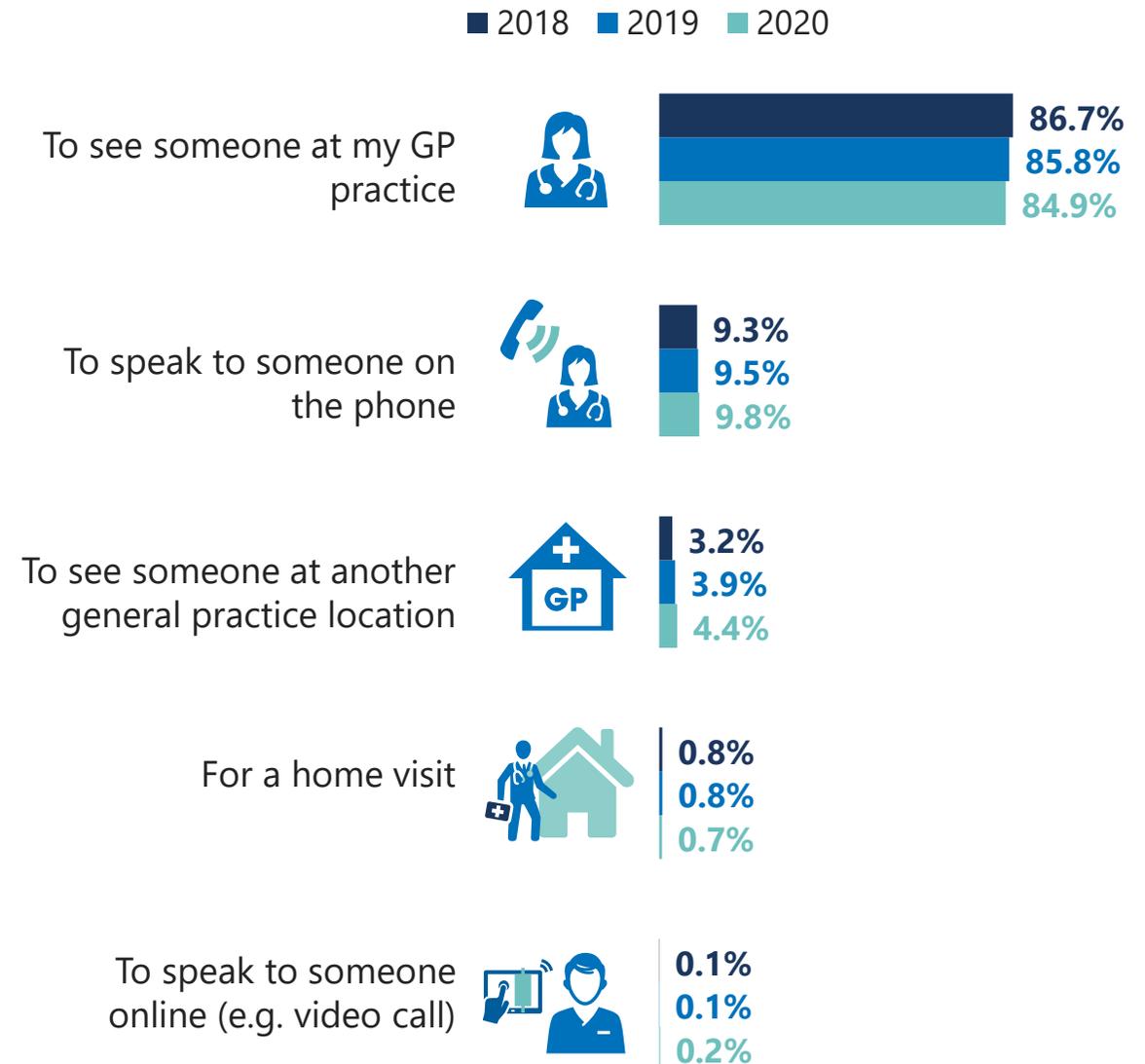
# What type of appointments do patients get?

For those who accepted an appointment, the majority (84.9%) saw someone at their GP practice. Nearly one in ten (9.8%) spoke to someone over the phone.

A small proportion of patients saw someone at another general practice location (4.4%), had a home visit (0.7%) or spoke to someone online (0.2%).

Compared with previous surveys the types of appointments are similar. However, the proportion seeing someone at their GP practice has fallen slightly (84.9% in 2020 compared with 85.8% in 2019 and 86.7% in 2018).

## What type of appointment did you get? I got an appointment...



Base: all patients who accepted an appointment last time they tried to book one: 2020 (604,323)  
2019 (639,104) 2018 (629,936)

## Why did some patients not take the appointment they were offered?

In total, six percent (6.5%) of patients said they did not take the appointment that they were offered.

Of these patients, the most common reason was there were not any appointments available for the time or day that they wanted (44.3%). Around a quarter of patients who did not take the appointment said that the appointment was not soon enough (25.5%), or that they could not book ahead at their GP practice (25.3%). These findings are similar to previous surveys.

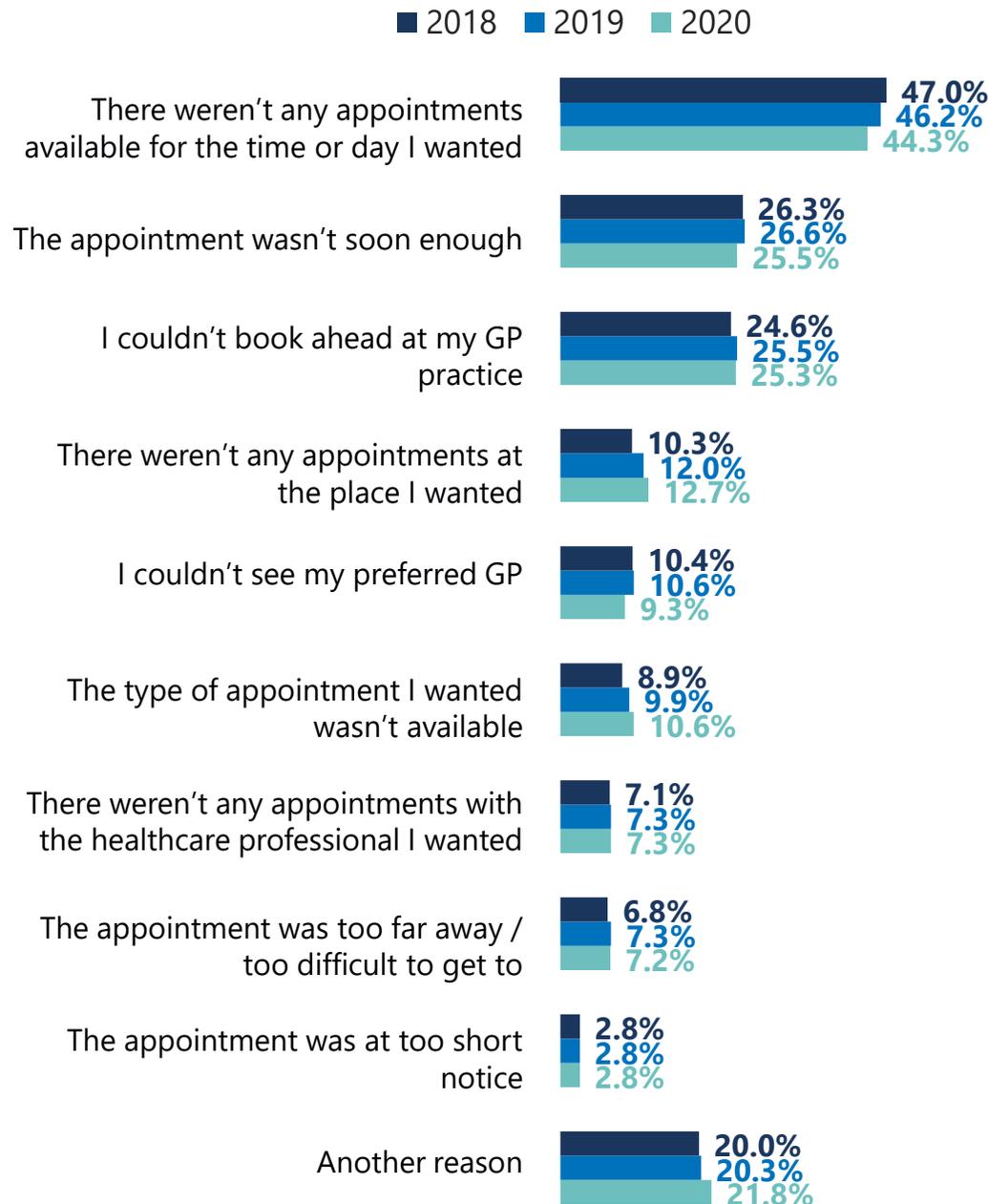
More than one in ten (12.7%) said there were no appointments at the place they wanted, continuing to show a slight increase compared with previous surveys.

Around one in ten (9.3%) said they couldn't see their preferred GP, a decrease compared with previous surveys.

One in five (21.8%) said that they did not take the appointment that they were offered for another reason not listed.

## Why patients did not take the appointment that was offered

If you did not take any appointments you were offered, why was that? (multiple responses allowed)



Base: all patients who did not take an appointment offered (excluding those who had not tried to make an appointment since being registered with their current GP practice): 2020 (35,902) 2019 (35,487) 2018 (33,514)

## If patients did not take the appointment offered, what did they do?

Of the 6.5% of patients who said they did not accept the appointment they were offered, a variety of actions were taken.

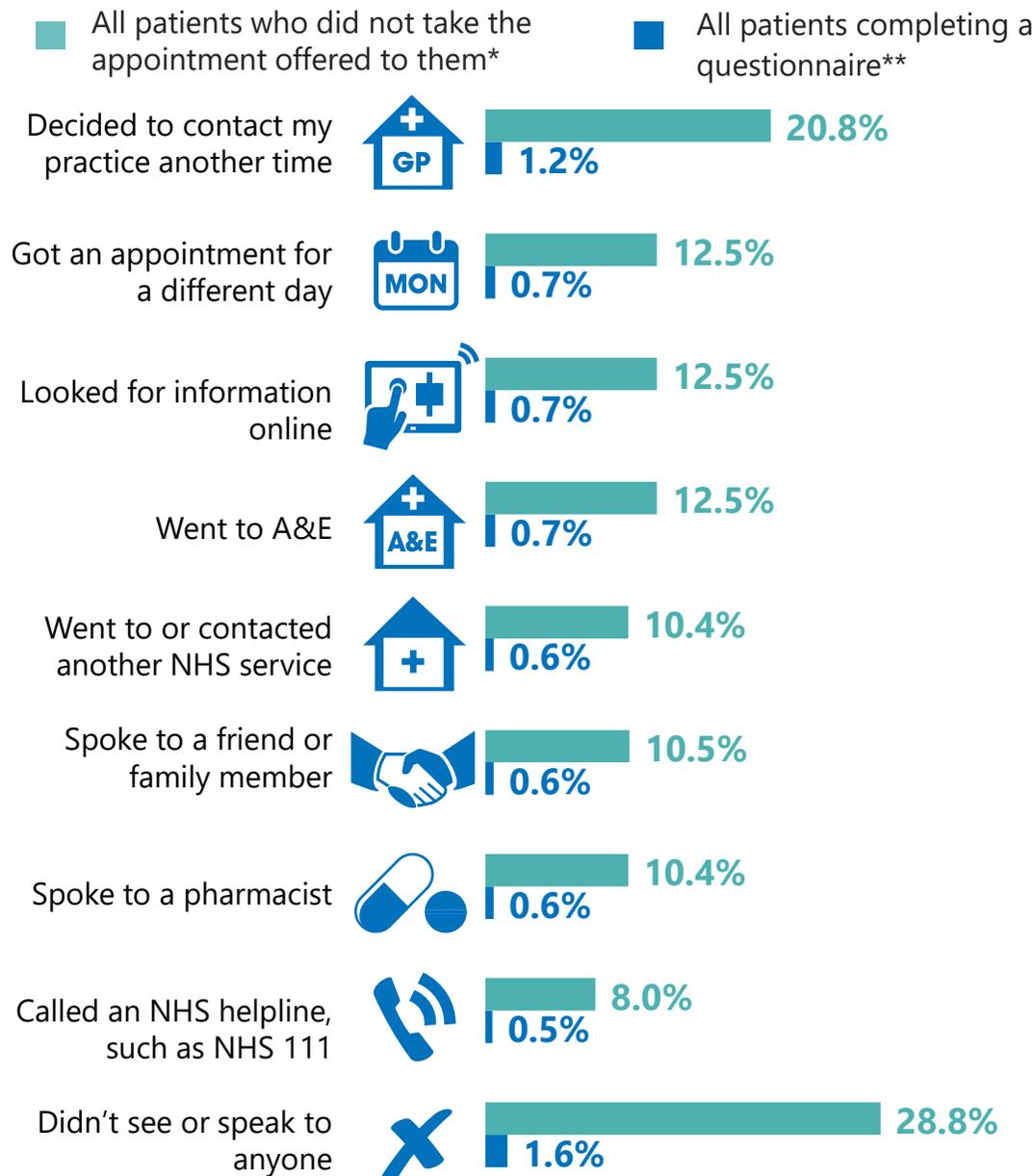
- One in five of these patients (20.8%) decided to contact their practice at another time.
- Around one in eight patients got an appointment on a different day (12.5%), looked for information online (12.5%) or went to A&E (12.5%).
- Almost three in ten (28.8%) did not see or speak to anyone after declining the appointment they were offered.

Analysing these results in terms of *all of the patients* who responded to the survey, 1.2% contacted their practice another time, less than one per cent each got an appointment for a different day (0.7%), looked for information online (0.7%), went to A&E (0.7%), or went to or contacted another NHS service (0.6%).

Patient actions after not accepting an appointment were similar in the previous surveys.

## What did patients do after not accepting the appointment?

What did you do when you did not take the appointment you were offered? (multiple responses allowed)

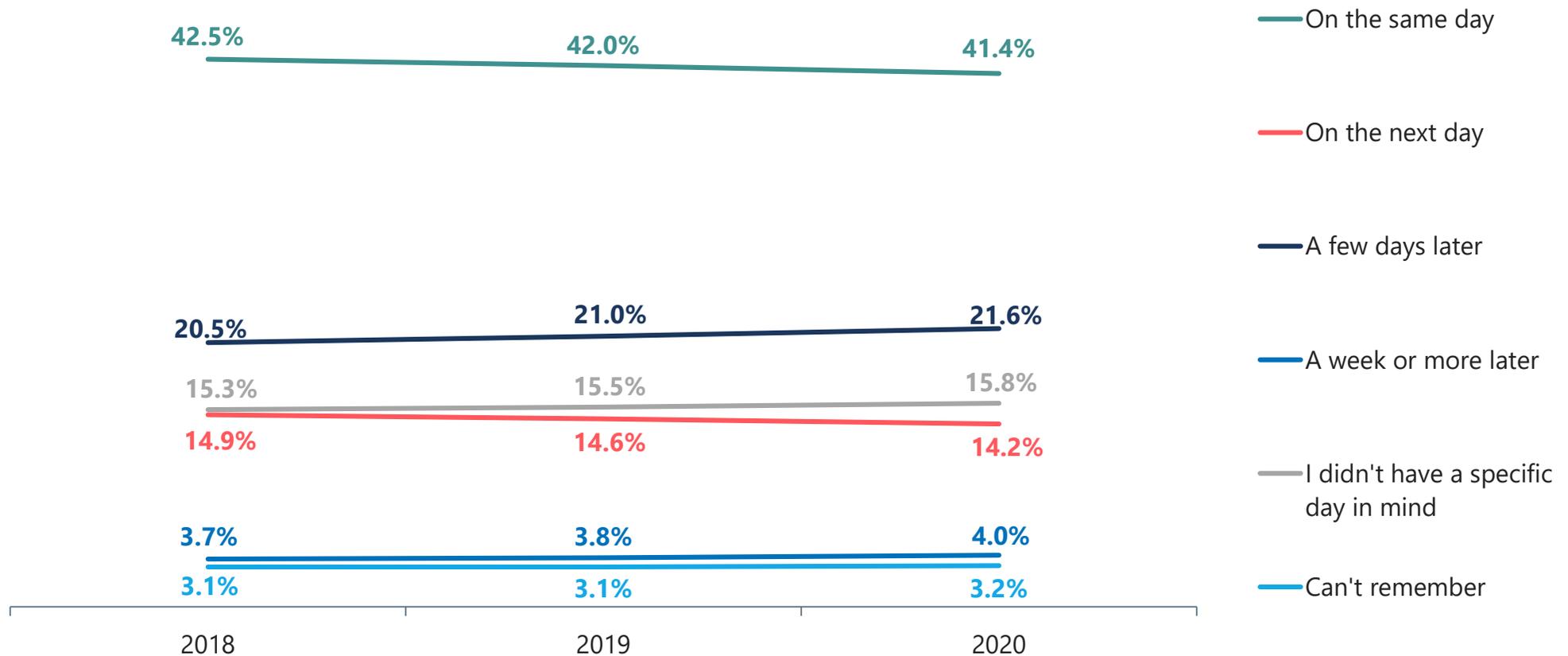


Base 1\*: all patients who did not take an appointment offered (excluding those who had not tried to make an appointment since being registered with their current GP): 2020 (34,909) Base 2\*\*: all patients completing a questionnaire: 2020 (739,637)

# When would patients have liked the appointment to be?

## When would you have liked this appointment to be?

In the 2020 survey, two in five patients (41.4%) wanted the last appointment they tried to book to be on the same day, a slight decrease compared with 2019 (42.0%) and 2018 (42.5%). In 2020, 14.2% wanted it the next day, 21.6% a few days later, and 4.0% wanted an appointment a week or more later. However, 15.8% of patients didn't have a specific day in mind.



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2020 (666,542), 2019 (705,144), 2018 (695,060)

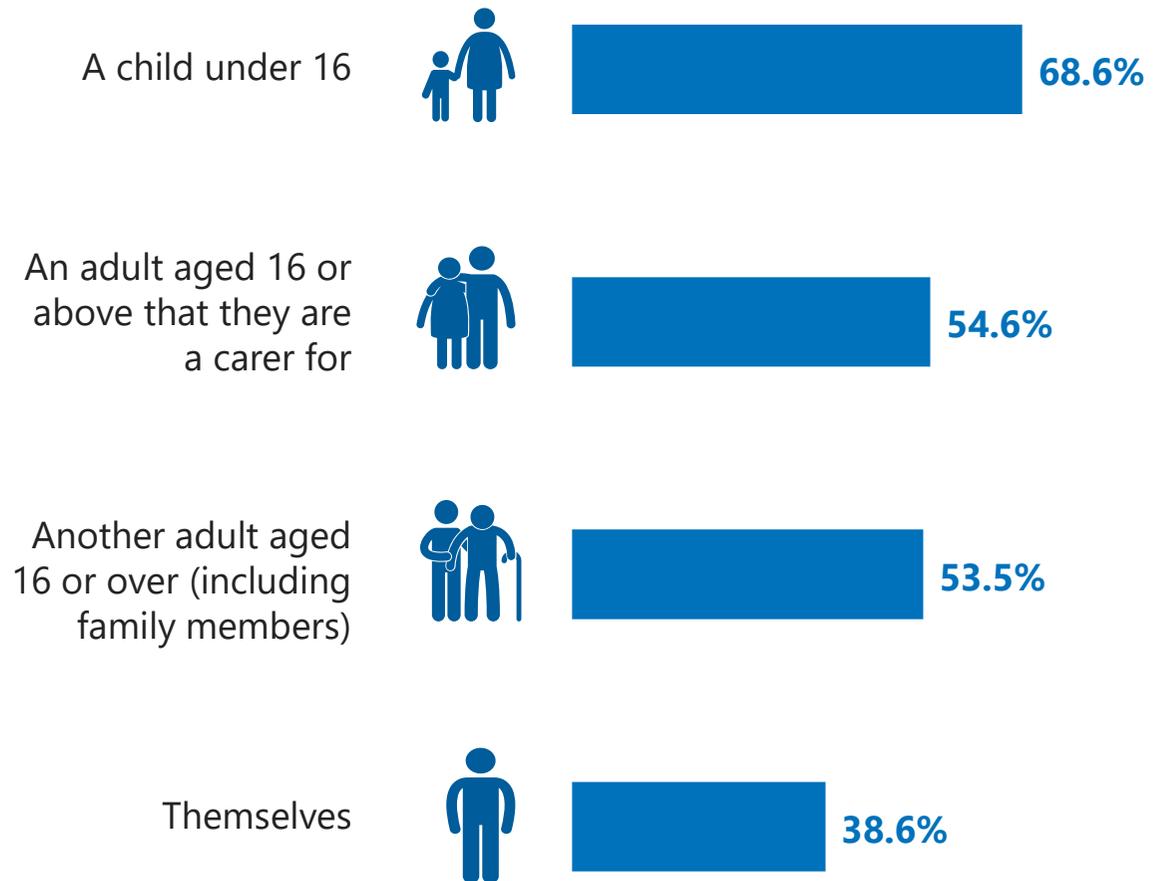
## Who are patients booking same day appointments for?

Preference for how soon patients would have liked the appointment to be varied depending on who the appointment was for.

For example, when booking for someone else, a same day appointment was more likely to be requested, particularly for children under sixteen (68.6% wanted this appointment on the same day, compared with 38.6% of people booking appointments for themselves).

### Who was this appointment for?

### When would you have liked this appointment to be? (those who answered 'on the same day')



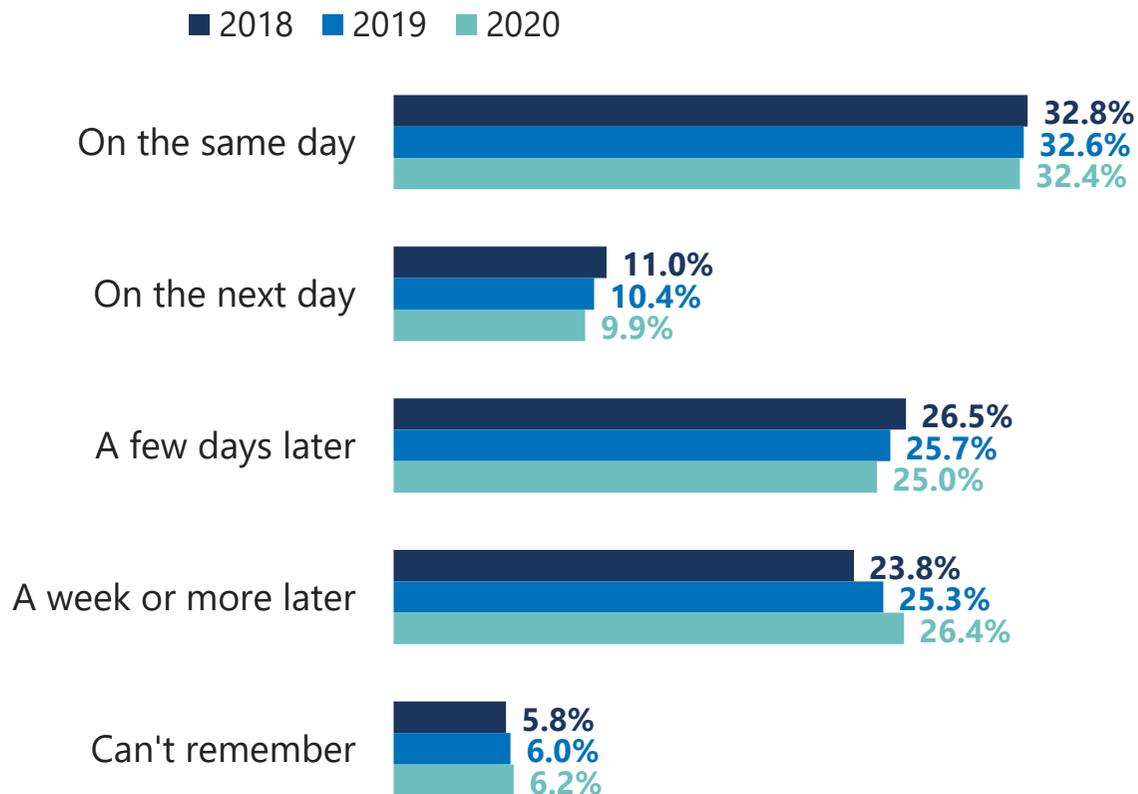
Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'can't remember': 2020 (609,785)

## How long after patients tried to book an appointment did their appointments take place?

A third (32.4%) of patients who accepted an appointment said the appointment took place on the same day, around one in ten (9.9%) saw someone on the next day, and a quarter (25.0%) saw or spoke to someone a few days later.

In the 2020 survey, 26.4% of patients waited a week or more. This is slightly higher than in previous years.

### How long after initially trying to book the appointment did the appointment take place?



Base: all patients who accepted an appointment last time they tried to book one: 2020 (620,000) 2019 (654,699) 2018 (645,056)

# 56.5%

of patients saw or spoke to someone at a time they wanted or sooner, compared with 57.2% in 2019 and 58.2% in 2018.



Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding those without a specific day in mind or who either couldn't remember when they would have liked the appointment to be or when it took place: 2020 (492,322) 2019 (525,938) 2018 (518,394)

# 61.9%

of those who wanted a same day appointment got one, compared with 62.1% in 2019 and 62.2% in 2018.



Base: all patients who wanted a same day appointment, excluding those who couldn't remember when the appointment took place: 2020 (243,786) 2019 (263,461) 2018 (261,996)

## When did patients who waited a week or more for their appointment want it to be?

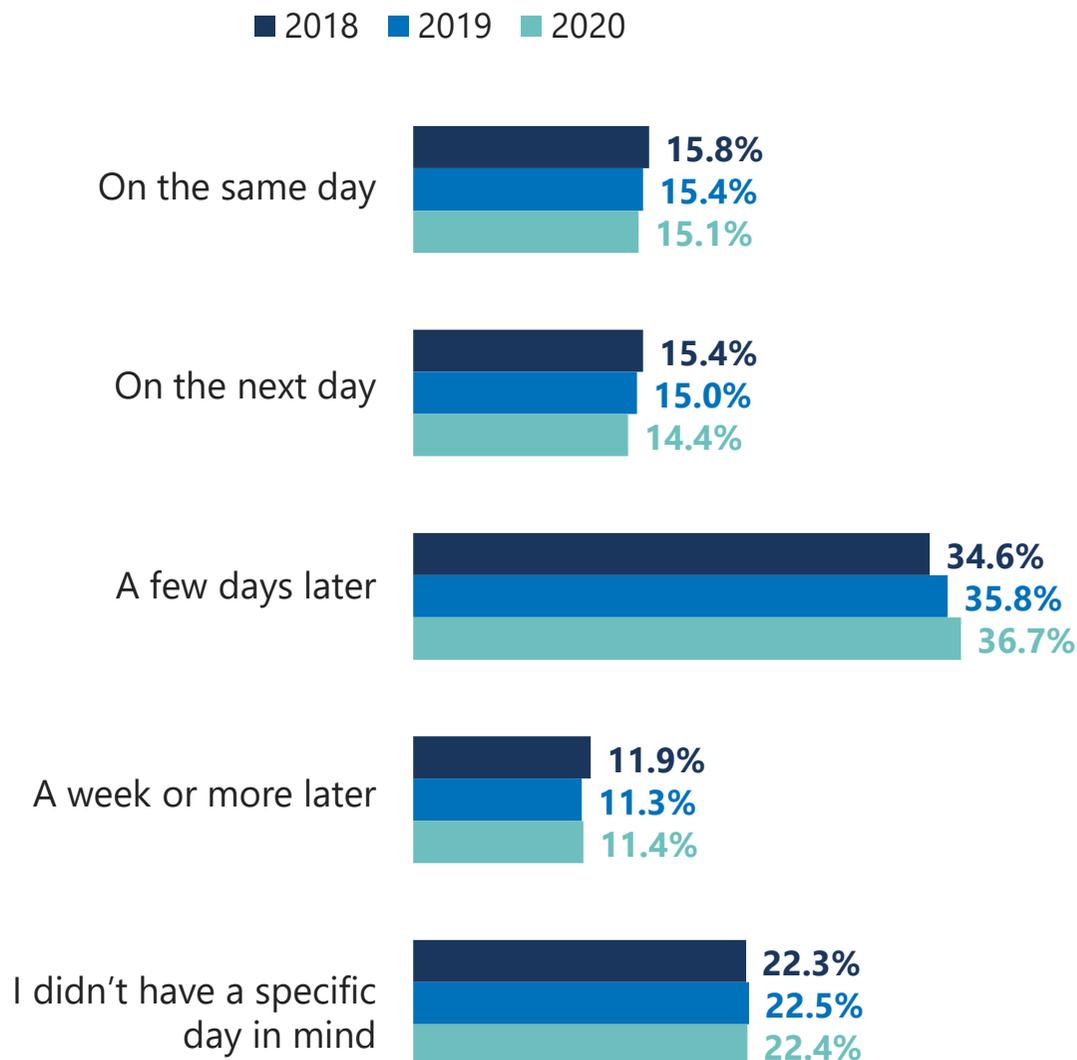
Among patients who were able to get an appointment, a quarter (26.4%) saw or spoke to someone a week or more after initially contacting the practice.

One in ten of these patients (11.4%) specifically wanted to see or speak to someone a week or more after contacting the practice, while one in five (22.4%) did not have a specific day in mind.

However, the majority of patients (66.2%) who were seen a week or more later, wanted to be seen sooner, either on the same day they contacted the practice (15.1%), on the next day (14.4%), or a few days later (36.7%).

## When patients who waited a week for the appointment wanted it

When would you have liked this appointment to be?



Base: all patients who had to wait a week or more later for the appointment to take place, except those who can't remember when they would have liked the appointment: 2020 (148,500) 2019 (150,503) 2018 (137,218)

# 6

## Patient's last appointment



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### MENU:

- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
- 4 Local GP services
- 5 Making an appointment
- ▶ Patient's last appointment**
- 7 Patient health
- 8 When the GP practice is closed
- 9 Patient demographics
- 10 COVID-19 analysis

Main menu ▶

## When did patients last have a general practice appointment?

Seven in ten patients (70.4%) had their last general practice appointment within the previous 6 months of completing the survey\*, with around half (51.3%) having had their last general practice appointment in the previous 3 months.

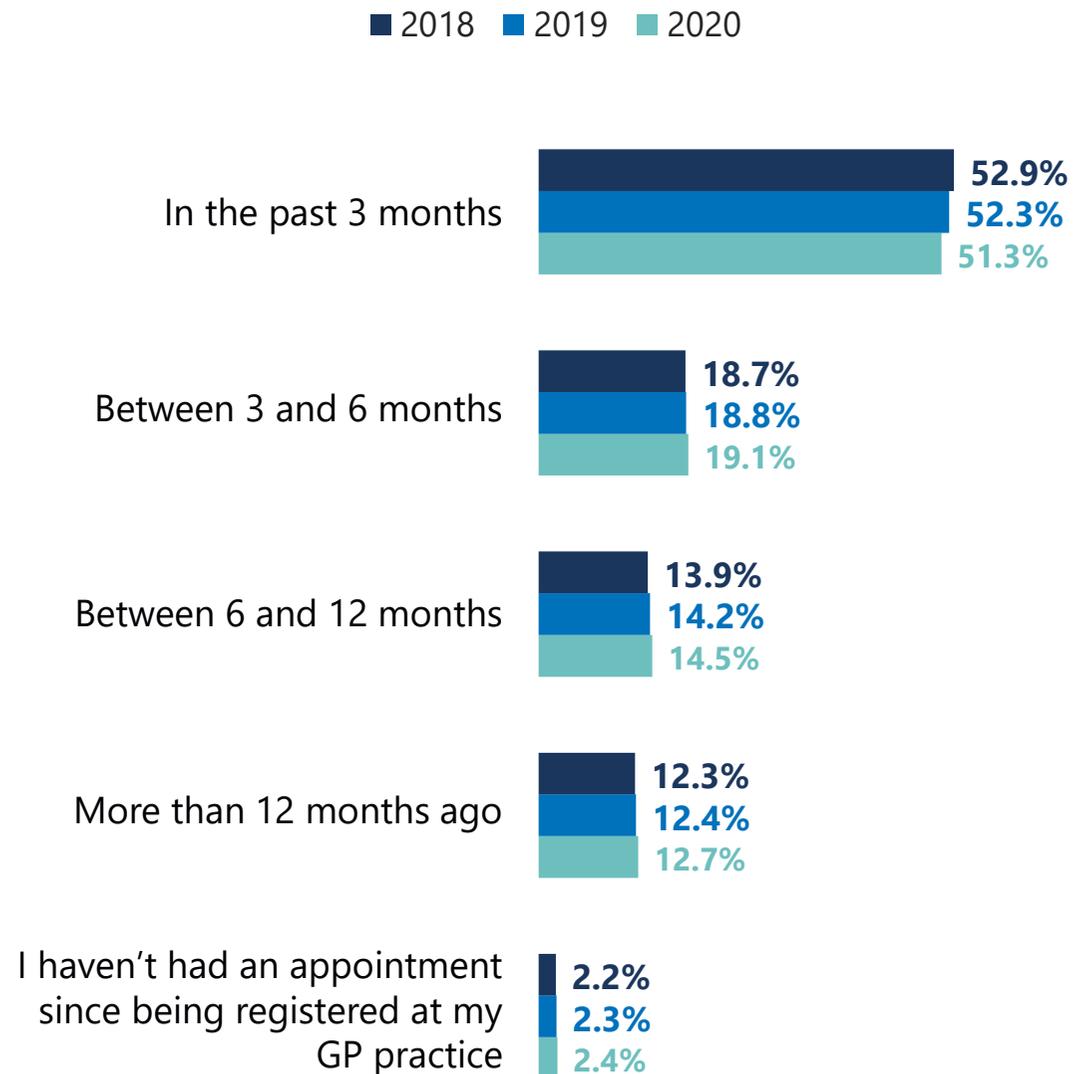
One in four patients (27.2%) had their last appointment over 6 months ago\*\*, and 2.4% had not had an appointment since registering at their GP practice.

\*Within the previous 6 months = 'in the past 3 months' + 'between 3 and 6 months ago'

\*\*Over 6 months ago: 'between 6 and 12 months ago' + 'more than 12 months ago'

## Patient's last general practice appointment

When was your last general practice appointment?



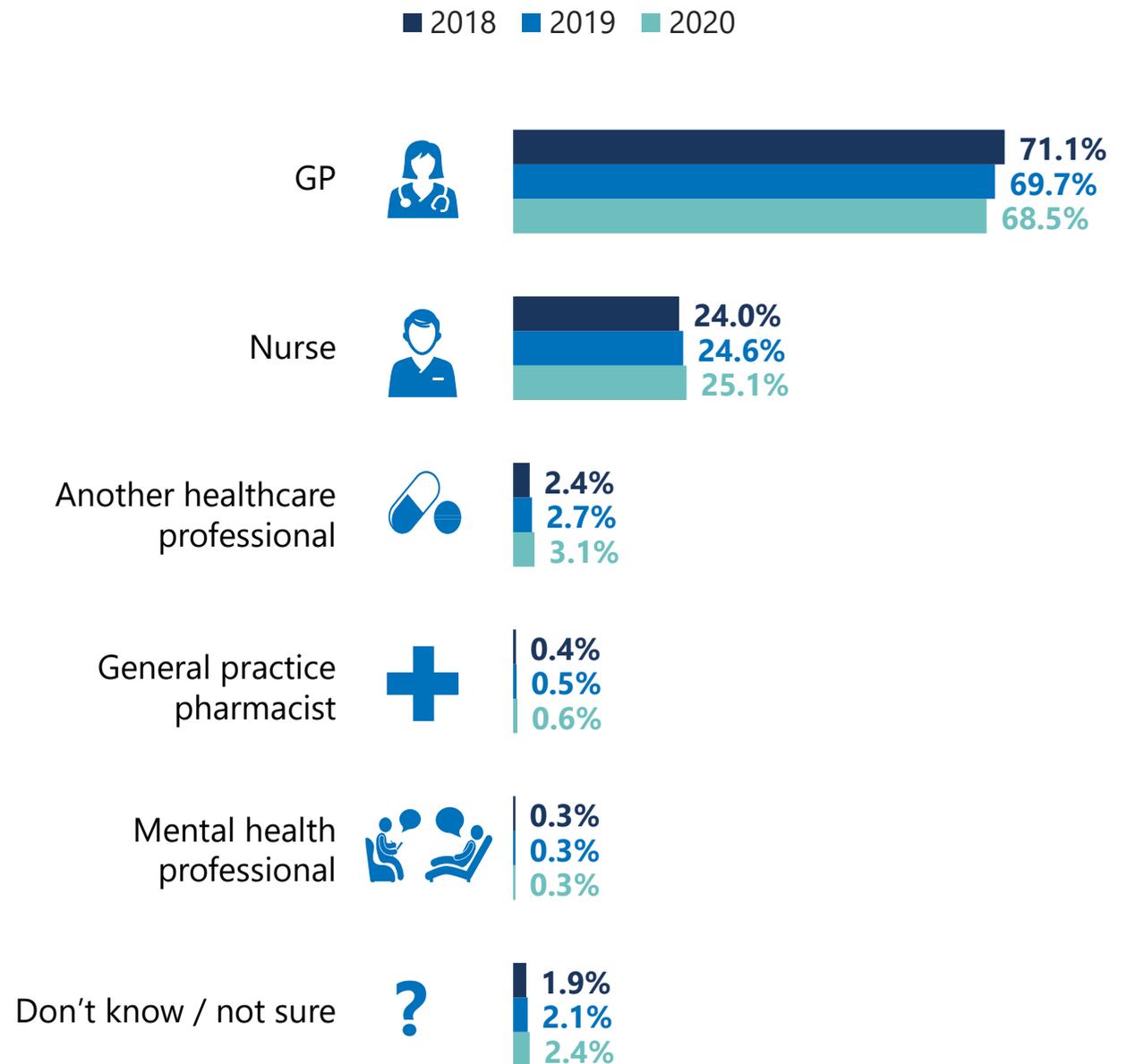
## Who did patients have their last general practice appointment with?

Around seven in ten patients (68.5%) had their last general practice appointment with a GP, and nearly a quarter (25.1%) had their last appointment with a nurse.

Almost three percent (3.1%) had their last appointment with another healthcare professional. Fewer patients had their last appointment with a general practice pharmacist (0.6%) or a mental health professional (0.3%).

These proportions are similar to previous surveys.

## Who was your last general practice appointment with?

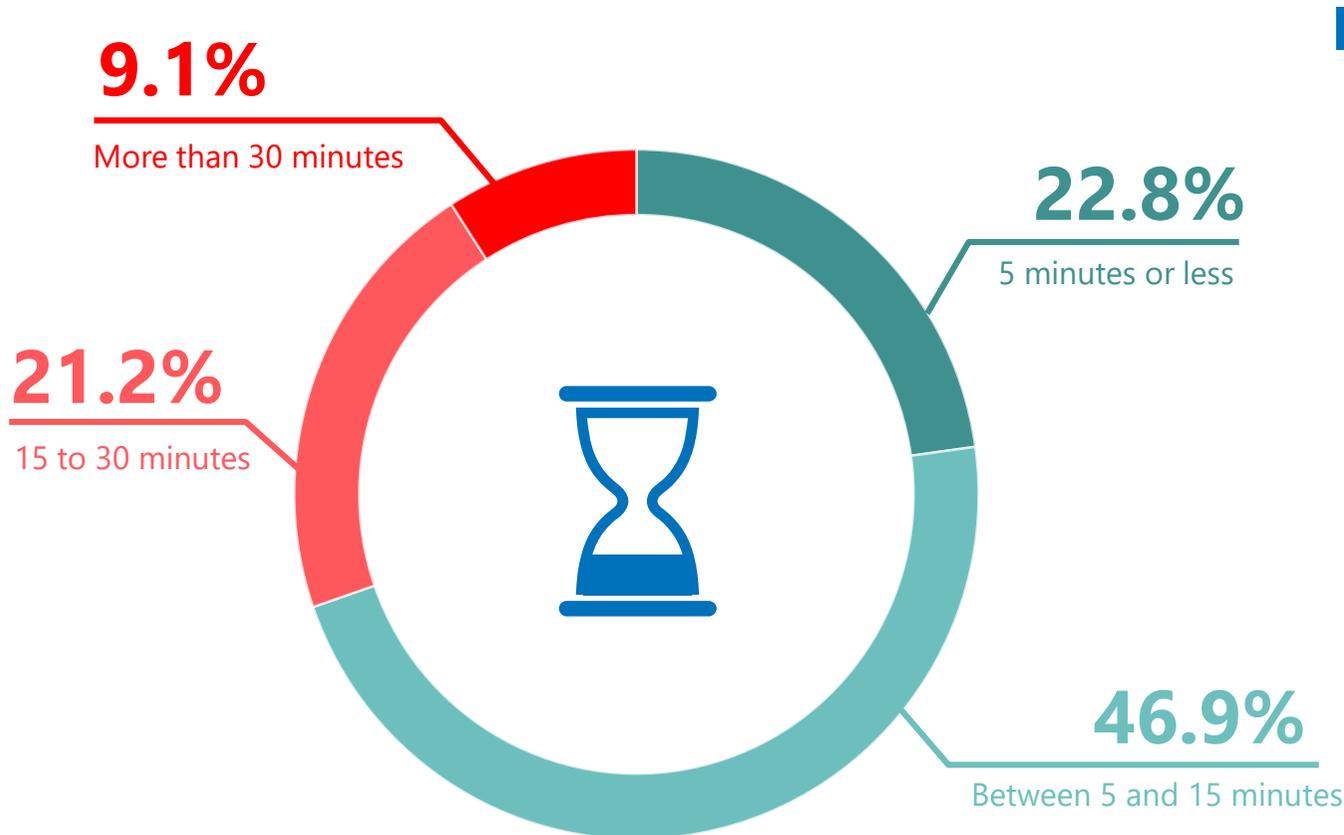


Base: all patients who have had an appointment since being registered with their current GP practice:  
2020 (672,181) 2019 (714,231), 2018 (703,721)

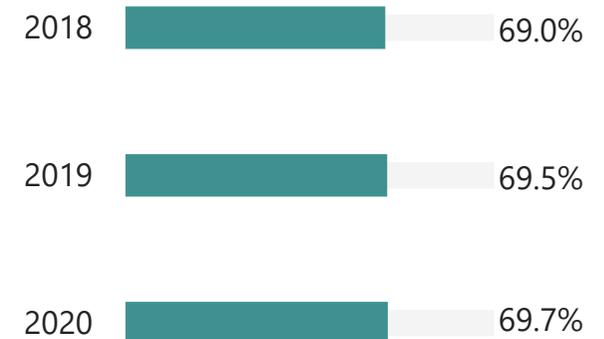
# How long after their appointment time did patients wait to see or speak to a healthcare professional?

## How long after your appointment time did you wait to see or speak to the healthcare professional?

Almost seven in ten (69.7%) waited 15 minutes or less\* to be seen by a healthcare professional, with nearly half (46.9%) waiting 'between 5 and 15 minutes', and one in five (22.8%) waiting '5 minutes or less'. A further one in five (21.2%) waited between '15 and 30 minutes', and nearly one in ten (9.1%) waited 'more than 30 minutes' after their appointment time to be seen.



### Waited 15 minutes or less\*



\*Waited 15 minutes or less = '5 minutes or less' + 'between 5 and 15 minutes'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'can't remember' and 'didn't have an appointment at a set time': 2020 (585,627) 2019 (618,419) 2018 (612,156)

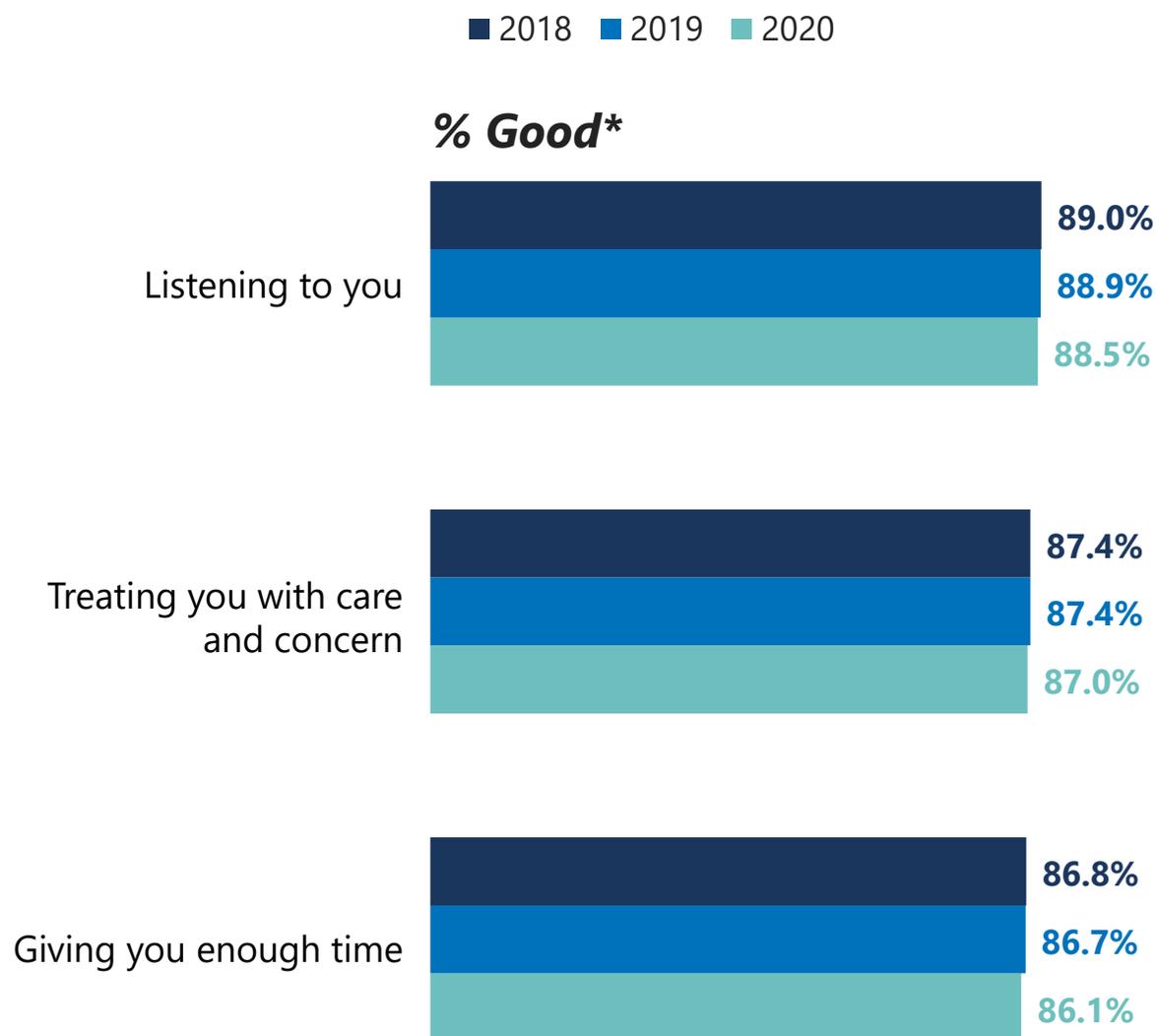
## How did patients rate the care they received the last time they had a general practice appointment?

Patients were asked to rate the healthcare professional they saw or spoke to during their last appointment.

The majority were positive about their experiences, with more than four in five saying their healthcare professional was good\* at listening to them (88.5%), treating them with care and concern (87.0%), and giving them enough time (86.1%).

A minority of patients were negative about their experiences, saying the healthcare professional was poor\*\* at listening to them (3.8%), treating them with care and concern (4.0%) or giving them enough time (3.8%).

## Last time you had a general practice appointment, how good was the healthcare professional at each of the following?



\*Good = 'very good' + 'good'

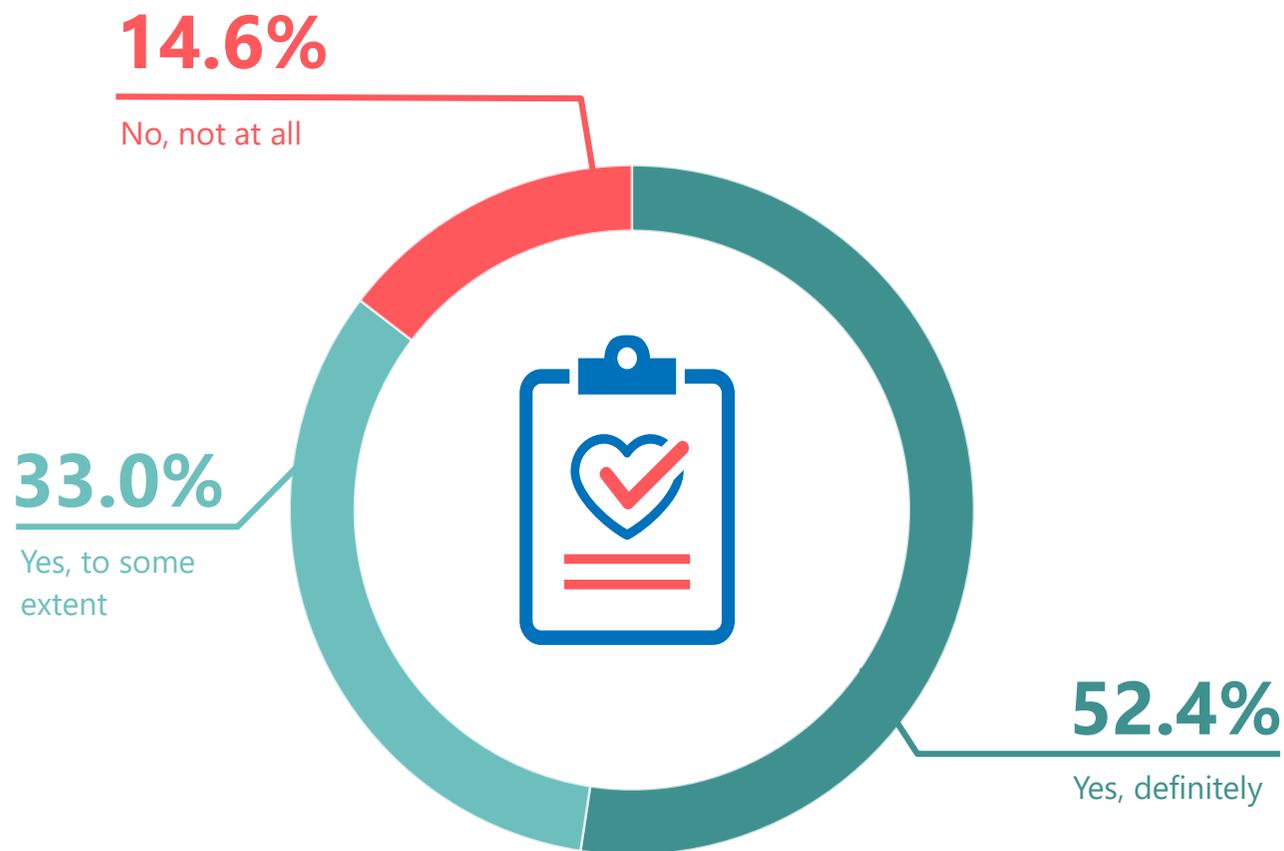
\*\*Poor = 'very poor' + 'poor'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'doesn't apply': Giving you enough time: 2020 (678,664) 2019 (717,030) 2018 (706,895); Listening to you: 2020 (676,845) 2019 (715,282) 2018 (705,167); Treating you with care and concern: 2020 (676,130) 2019 (717,062) 2018 (706,882)

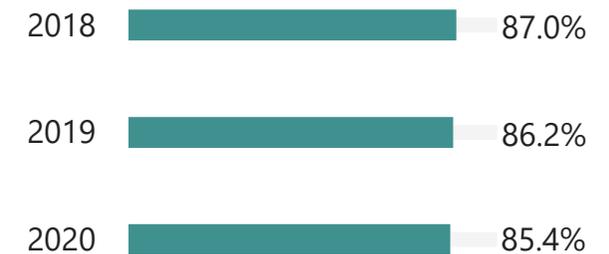
# Did the healthcare professional recognise and/or understand any mental health needs?

**During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?**

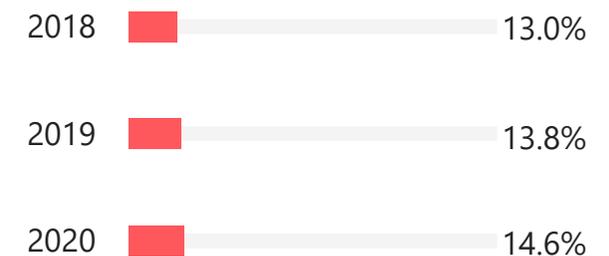
The majority of patients (85.4%) felt that their mental health needs were recognised and/or understood\*. This is a slight decrease compared with the previous surveys (86.2% in 2019 and 87.0% in 2018). Of all those who answered the question, one in five (21.0%) said it did not apply to their last appointment, and around a third (35.1%) said they did not have any mental health needs.



## Recognised and/or understood\*



## No, not at all



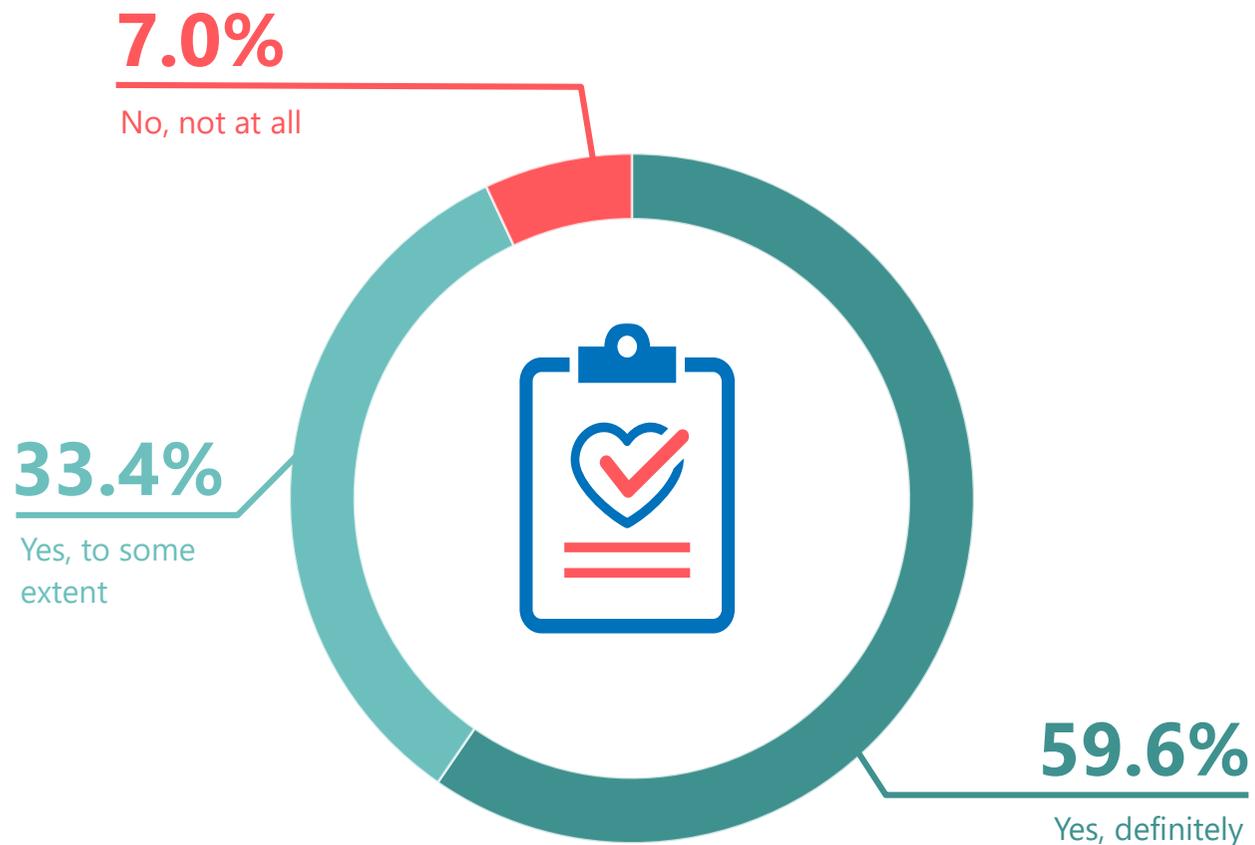
\*Recognised and/or understood = 'yes, definitely' + 'yes, to some extent'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'I did not have any mental health needs' and 'did not apply to my last appointment': 2020 (277,005) 2019 (284,999) 2018 (277,497)

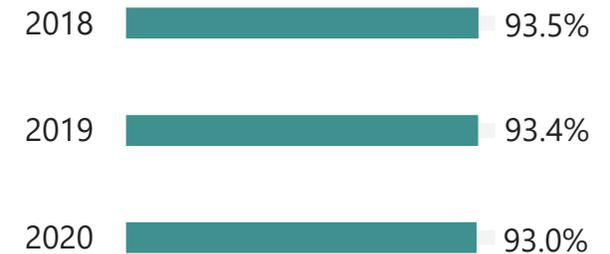
# Did patients feel involved in decisions about their care and treatment?

## During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

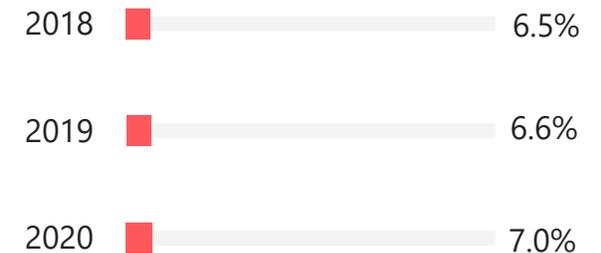
Almost all patients (93.0%) felt that during their last general practice appointment they were involved as much as they wanted\* to be in decisions about their care and treatment, including three in five (59.6%) who said they 'definitely' felt involved. Just 7.0% said that they were 'not at all' involved in decisions about their care and treatment.



### Involvement as much as they wanted\*



### No, not at all



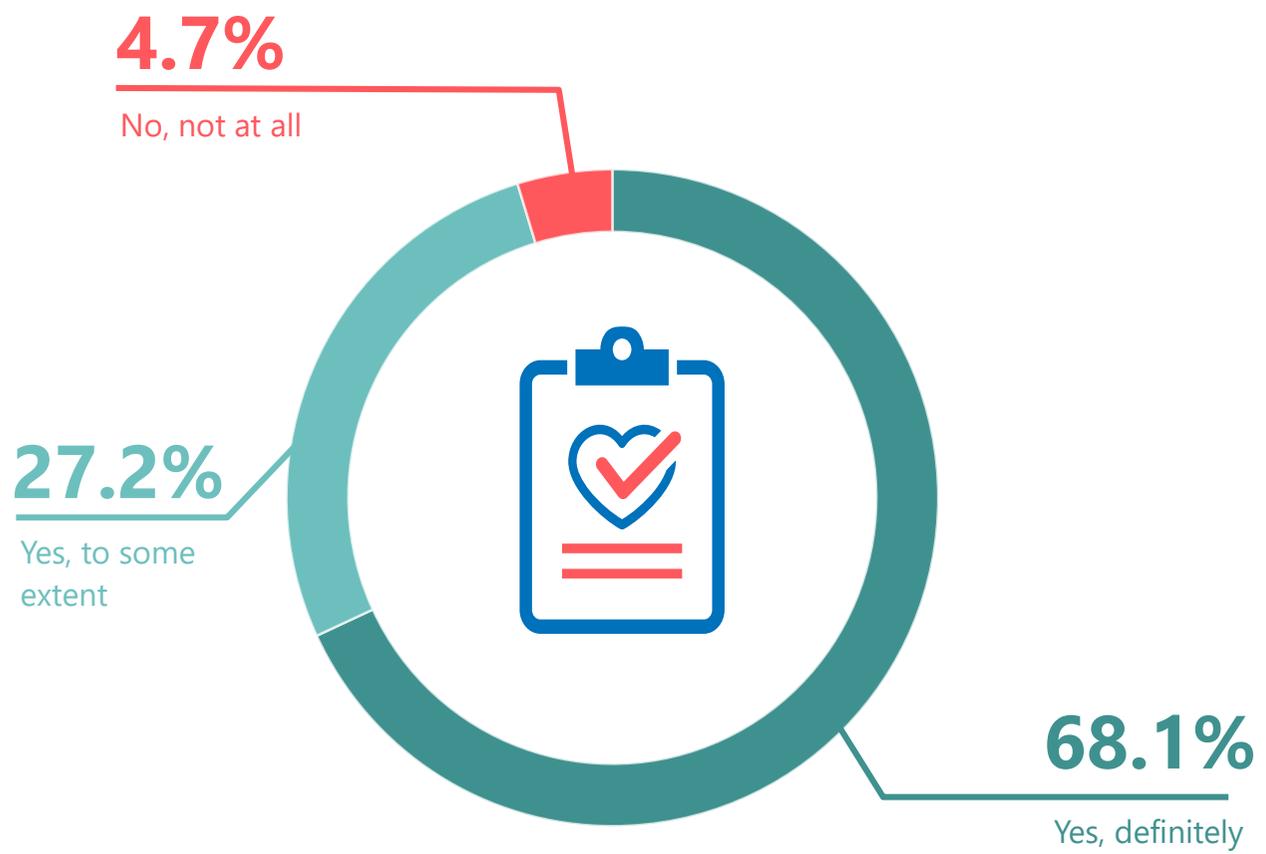
\*Involved as much as they wanted = 'yes, definitely' + 'yes, to some extent'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / doesn't apply': 2020 (603,943) 2019 (637,385), 2018 (628,938)

# Did patients have confidence and trust in who they saw or spoke to?

**During your last general practice appointment, did you have confidence and trust in the person you saw or spoke to?**

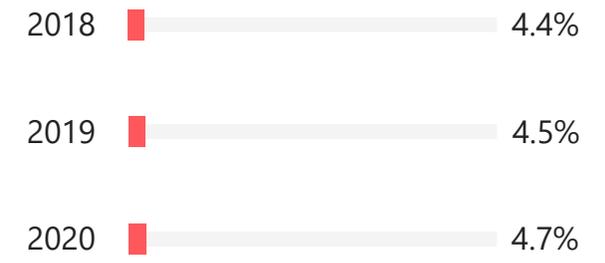
Almost all patients (95.3%) had confidence and trust\* in the healthcare professional they last saw or spoke to (including 68.1% who said they 'definitely' had confidence and trust in them). Only 4.7% did **not** have confidence and trust in the healthcare professional they last saw or spoke to.



## Confidence and trust\*



## No, not at all

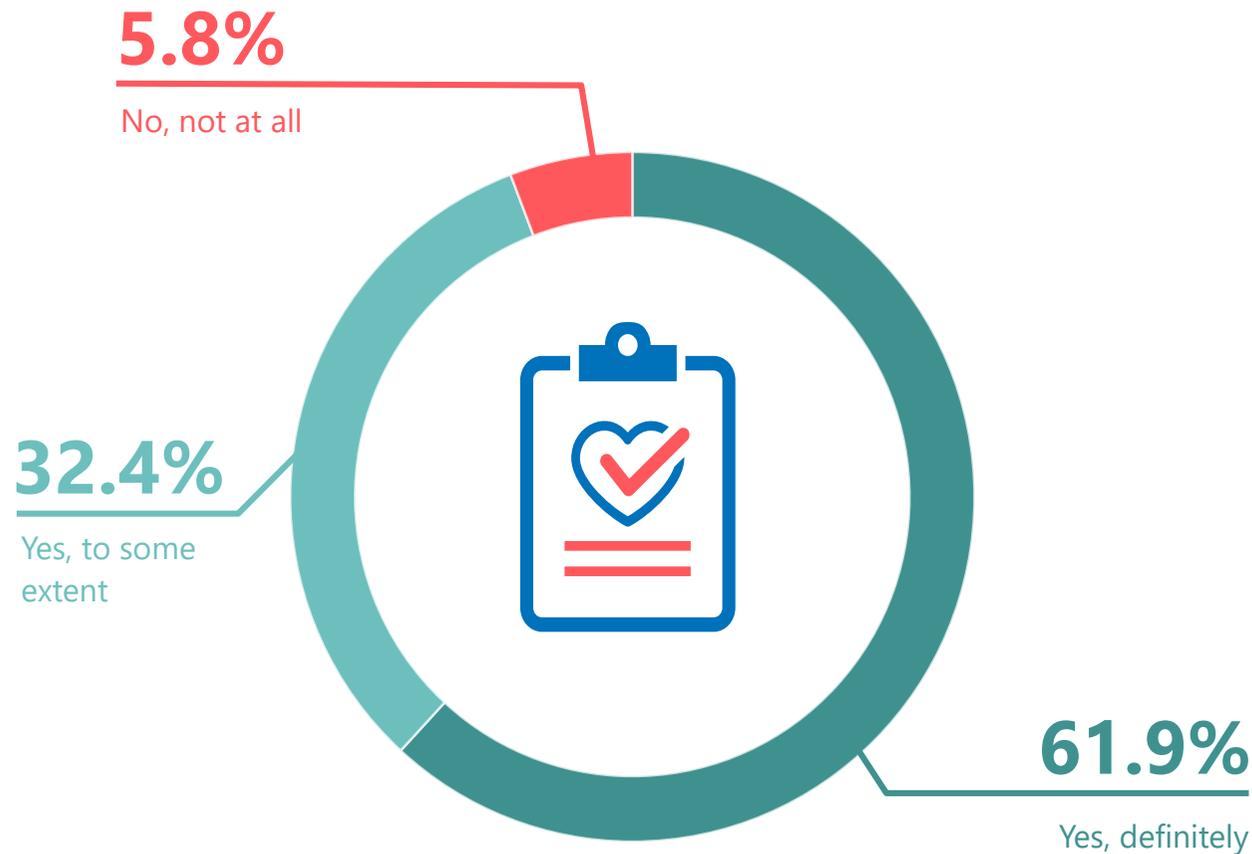


\*Confidence and trust = 'yes, definitely' + 'yes, to some extent'  
 Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2020 (667,229) 2019 (705,397) 2018 (695,421)

# Did the healthcare professional meet the patient's needs at their last appointment?

## Thinking about the reason for your last general practice appointment, were your needs met?

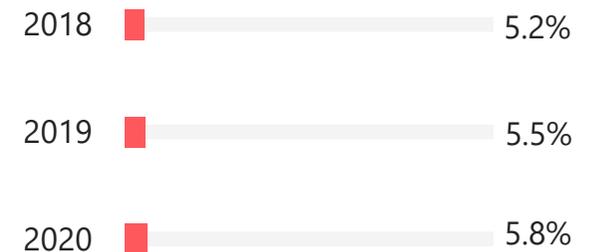
Almost all patients felt that their needs were met\* during their last general practice appointment (94.2%), with 61.9% saying they were 'definitely' met. However, 5.8% of patients felt that their needs were 'not met at all'.



### Needs met\*



### No, not at all



\*Needs met = 'yes, definitely' + 'yes, to some extent'.

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2020 (663,675) 2019 (706,338) 2018 (696,267)

# 7

# Patient health



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## MENU:

- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
- 4 Local GP services
- 5 Making an appointment
- 6 Patient's last appointment
- ▶ Patient health**
- 8 When the GP practice is closed
- 9 Patient demographics
- 10 COVID-19 analysis

Main menu ▶

## How common are problems with physical mobility, falls and isolation, or use of multiple medications?

Patients were asked about their physical mobility, isolation and use of multiple medications, as common indicators of increased health needs.

### Problems with physical mobility, falls and isolation

One in eight patients (12.8%) had experienced problems with their physical mobility over the last twelve months, and 2.4% had experienced two or more falls that needed medical attention.

Around one in fifteen (7.5%) said they had felt isolated from others, a slight increase compared with the 2019 survey (6.7%).

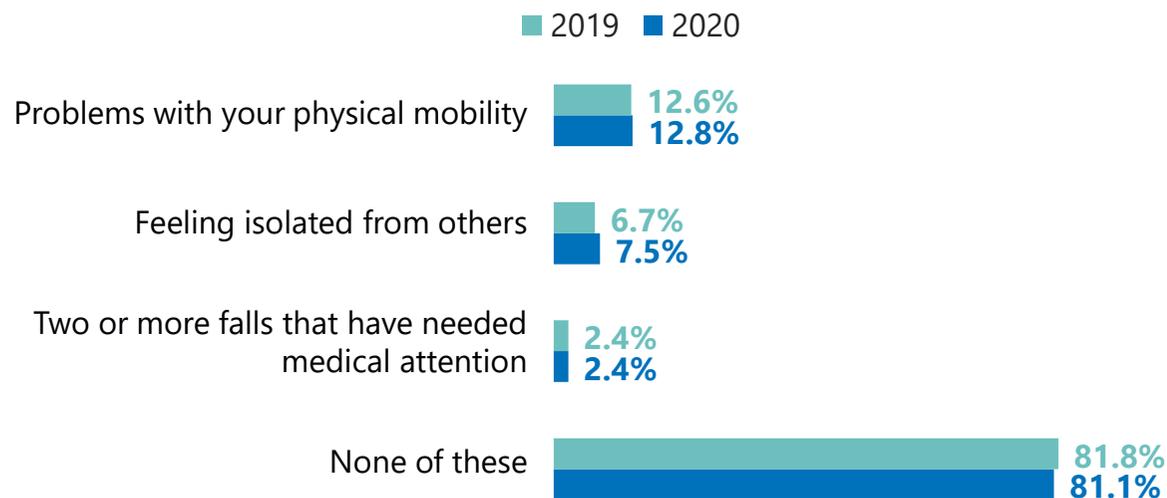
Four in five patients (81.1%) reported experiencing none of these problems.

### Use of multiple medications

Nearly one in five (18.7%) said they take five or more medications on a regular basis. This is unchanged compared with previous surveys.

## Physical mobility, falls and isolation

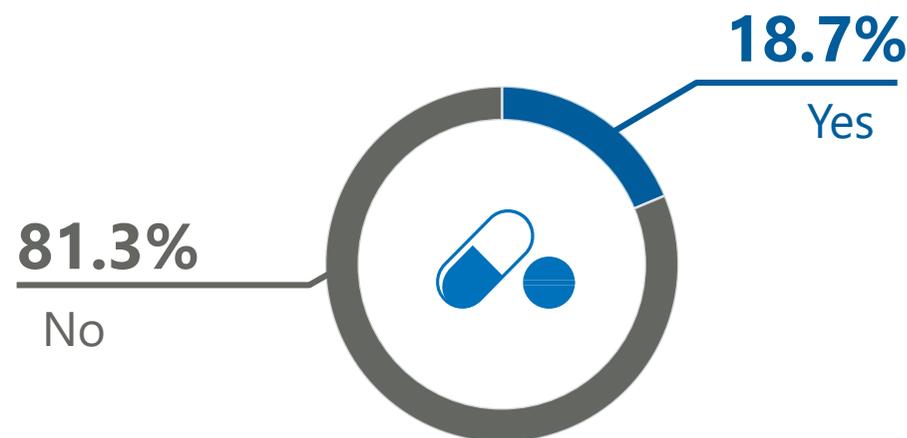
Have you experienced any of the following over the last 12 months?  
(multiple responses allowed)



Base: all patients: 2020 (711,735) 2019 (742,883)

## Multiple medications

Do you take 5 or more medications on a regular basis?



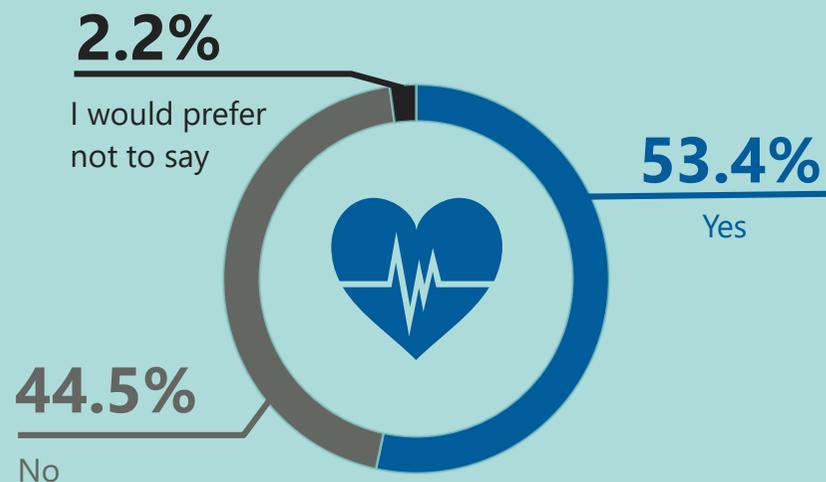
Base: all patients: 2020 (721,598)

## Prevalence and types of long-term health condition(s)

A little over half of patients responding to the survey (53.4%) said they had at least one long-term physical or mental health condition, disability or illness, that was expected to last for 12 months or more, including issues related to age.

### Do you have any long-term physical or mental health conditions, disabilities or illnesses?

By long-term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.



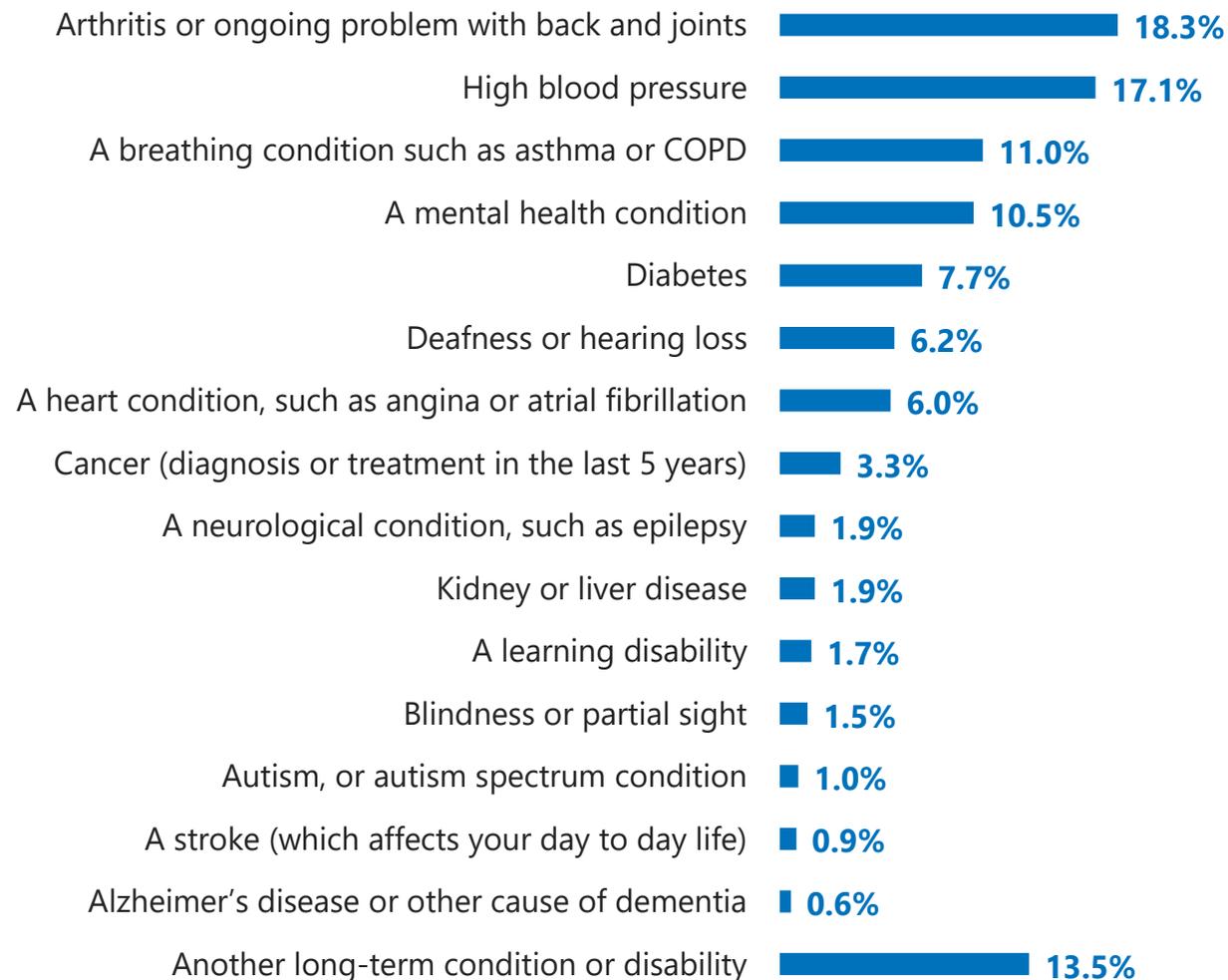
Base: all patients excluding 'don't know / can't say': 2020 (701,472)

The results presented here are based on a recoded version of this question. Anyone who initially answered anything other than 'Yes' has been recoded to 'Yes' if they went on to select any medical condition at the following question.

## Types of long-term condition(s)

Which, if any, of the following long-term conditions do you have? (multiple responses allowed)

The prevalence of long-term conditions reported by patients is similar to previous years, with the exception of a mental health condition which has slightly increased since the 2018 survey (+1.5 percentage points).



Base: all patients with one or more long-term condition(s), excluding those who would prefer not to say: 2020 (648,549)

## How does having a long-term condition(s) affect patients' day-to-day lives?

Over half of patients (59.6%) with a long-term condition (or conditions) said that their condition(s) reduce their ability to carry out their day-to-day activities.

Nearly one in ten (9.6%) patients with a long-term condition (or conditions) said they have had unexpected stays in hospital in the last 12 months because of their condition(s).

### Ability to carry out activities

Do any of these conditions reduce your ability to carry out your day-to-day activities?



**59.6%**

of patients said that their condition(s) **reduce their ability** to carry out their day-to-day **activities**, compared with

**59.4%**

in 2019.

### Unexpected stays in hospital

In the last 12 months, have you had any unexpected stays in hospital because of your condition (or conditions)?



**9.6%**

of patients have had **unexpected stays in hospital** because of their condition(s), in the last 12 months, compared with

**9.8%**

in 2019.

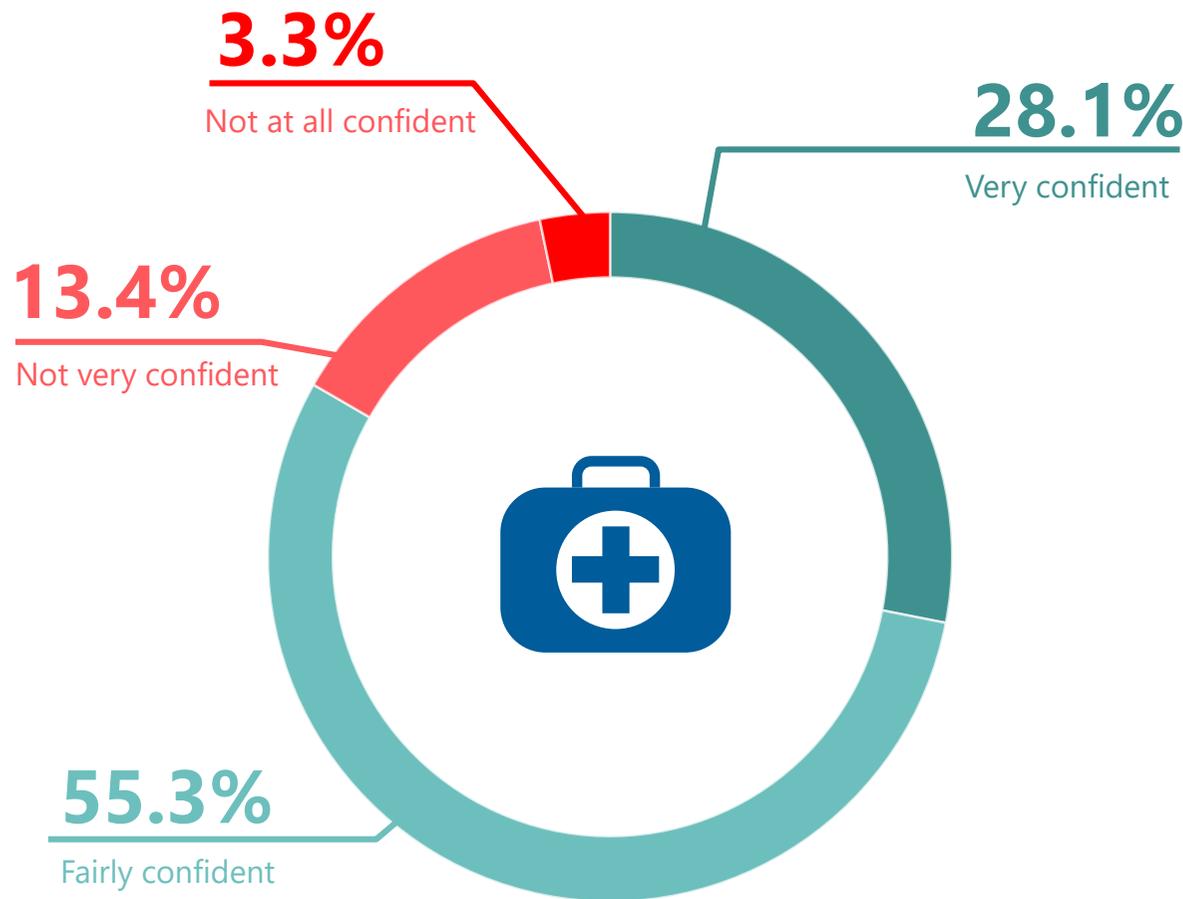
Base: all patients with one or more long-term condition(s): 2020 (415,316) 2019 (434,675)

Base: all patients with one or more long-term condition(s): 2020 (414,569) 2019 (434,159)

# Are patients confident about managing their long-term condition (or conditions)?

## How confident are you that you can manage any issues arising from your condition (or conditions)?

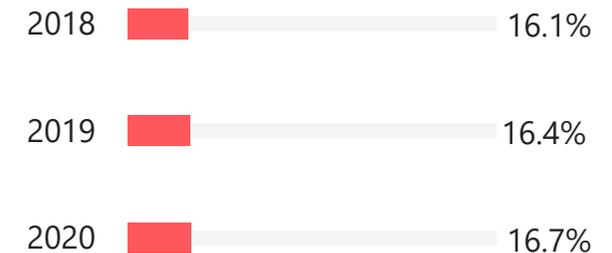
More than four in five patients (83.3%) were confident\* that they could manage any issues that arise from their condition or conditions, with 28.1% saying they were 'very confident'. Fewer patients (16.7%) were not confident\* in managing condition related issues, including 3.3% saying they were 'not at all confident'.



### Confident\*



### Not confident\*\*



\*Confident = 'very confident' + 'fairly confident'

\*\*Not confident = 'not very confident' + 'not at all confident'

Base: all patients with one or more long-term condition(s), excluding 'don't know': 2020 (404,295) 2019 (422,742) 2018 (414,084)

## Does confidence to manage issues relating to a condition vary by long-term condition?

Overall, more than four in five (83.3%) with at least one long-term condition said they were confident\* they could manage any issues arising from their condition(s).

Patients with high blood pressure and cancer (diagnosis or treatment in the last five years) were most likely to feel confident\* (85.7% and 85.1% respectively).

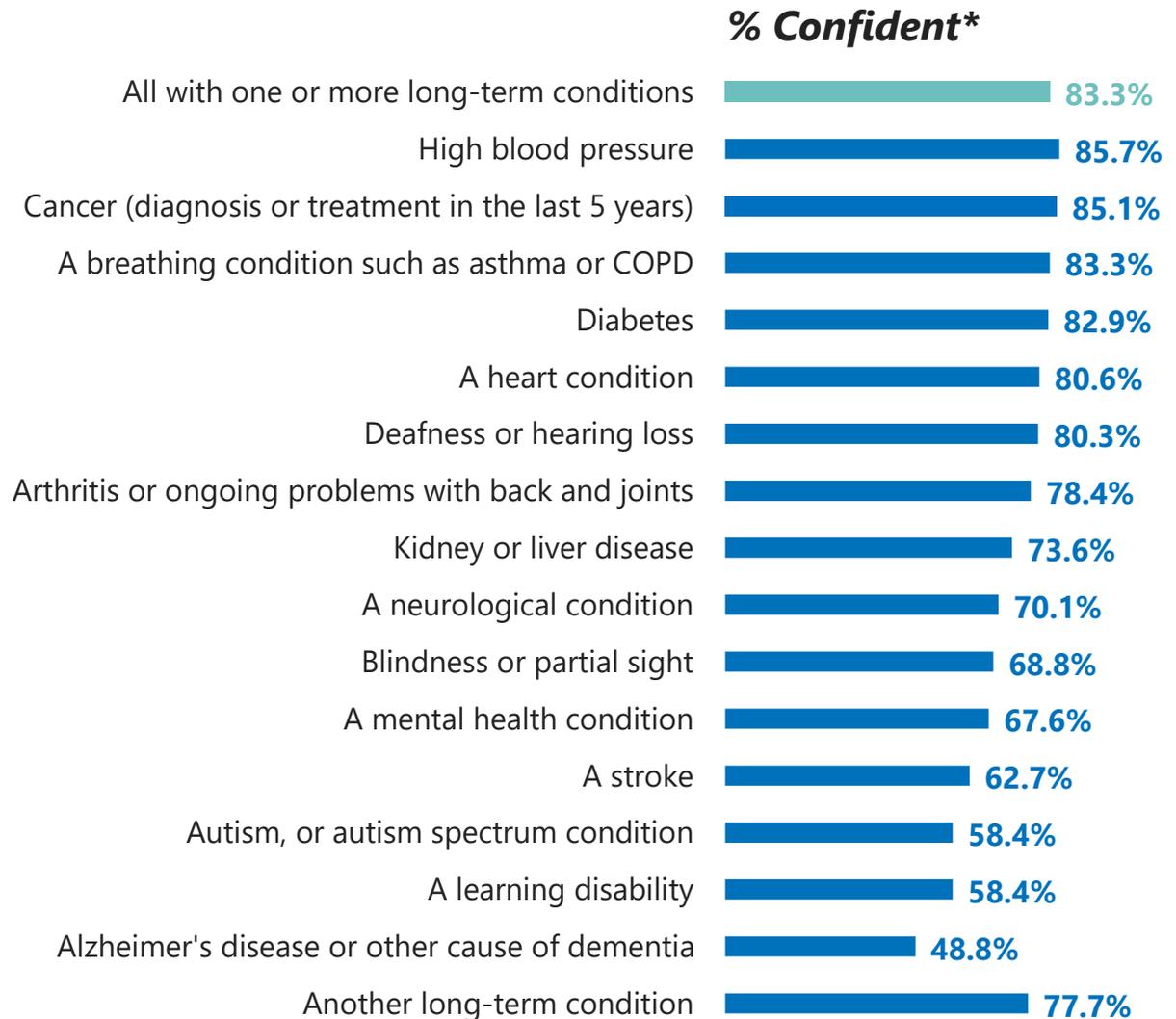
In contrast, patients who were less likely to feel confident\* in their ability to manage any issues arising from their condition(s) included those with mental health conditions (67.6%), those who have had a stroke (62.7%), patients with autism, or autism spectrum condition (58.4%), and with learning disabilities (58.4%).

Fewer than half of patients with Alzheimer's disease or another cause of dementia (48.8%) were confident\* in managing their condition(s).

## Confidence in managing long-term conditions

Which of the following long-term conditions do you have? (multiple responses allowed)

How confident are you that you can manage any issues arising from your condition (or conditions?)



\*Confident = 'very confident' + 'fairly confident'

Base: all patients with one or more long-term condition(s), excluding those who don't know how confident they are: 2020 (404,295)

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

A quarter of patients (26.3%) said that they did not need support from local services to manage their condition (or conditions). This is similar to previous surveys (26.4% in 2019 and 26.9% in 2018).

Of those patients who said they did need support, over three quarters (77.5%) felt that they had enough support\* from local services or organisations to help them manage their condition(s).

Around two in five felt they had 'definitely' had enough support (40.2%), and 37.3% said they were supported 'to some extent'.

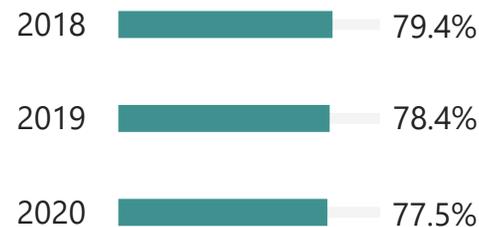
However, over one in five (22.5%) did not feel that they had received enough support, a slight increase compared with previous surveys.

## Support managing long-term conditions

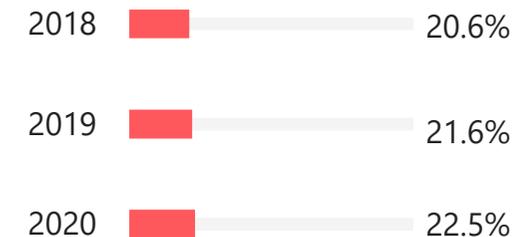
In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?



### Had enough support\*



### No



\*Had enough support = 'yes, definitely' + 'yes, to some extent'

Base: all patients with one or more long-term condition(s), excluding 'I haven't needed support' and 'don't know / can't say': 2020 (279,703) 2019 (292,168) 2018: (284,887)

## Does support received vary by long-term condition?

Three quarters of patients (77.5%) with a long-term condition, who needed support from local services or organisations to help manage their condition, said they had received enough support\*.

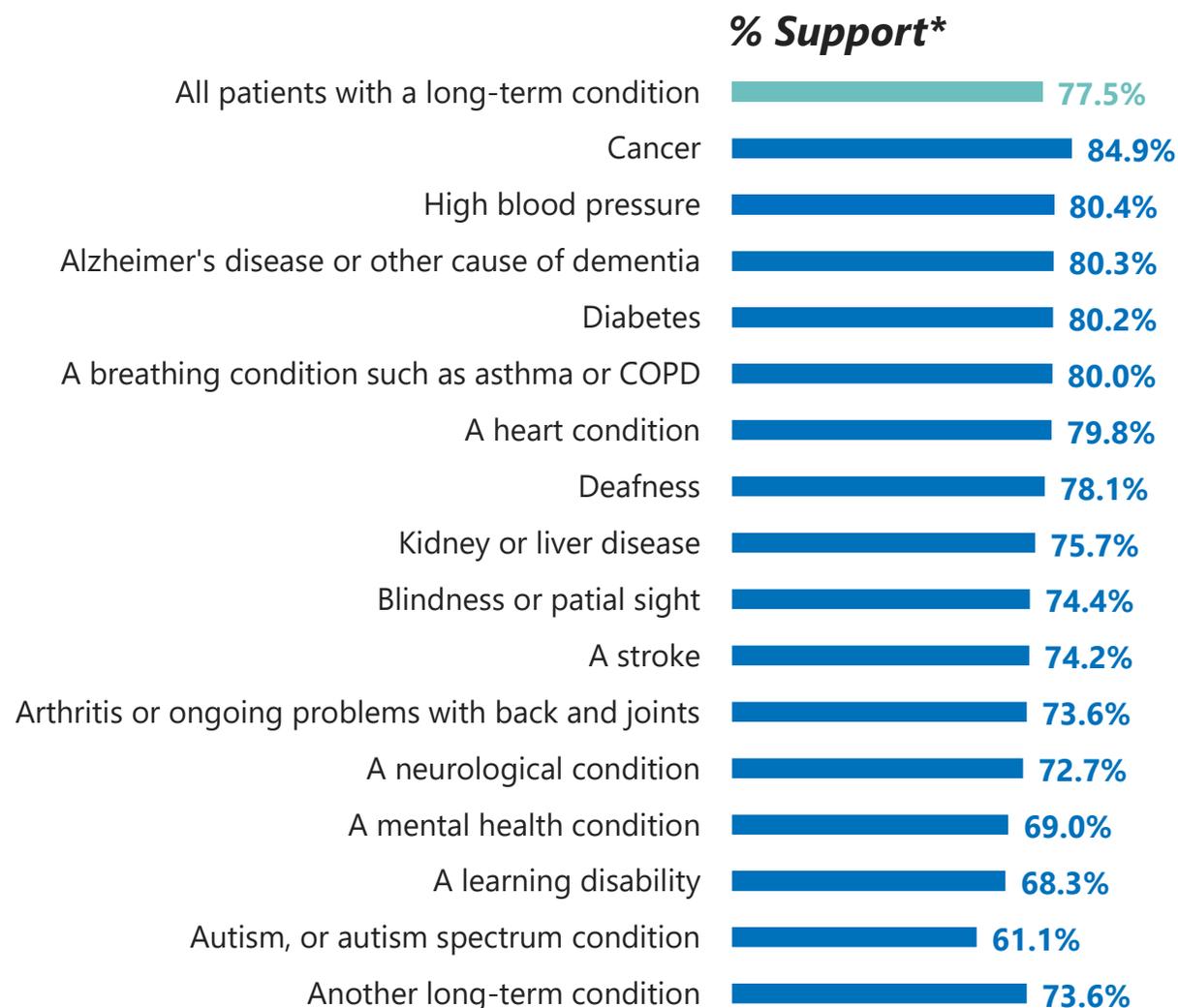
Patients with cancer (diagnosis or treatment in the last five years) were most likely to feel supported\* by local services or organisations to help manage their condition(s) (84.9%), followed by those with high blood pressure (80.4%), with Alzheimer's disease or other cause of dementia (80.3%) and patients with diabetes (80.2%).

However, those with a mental health condition (69.0%), a learning disability (68.3%) or autism or autism spectrum condition (61.1%) were least likely to feel supported\* by local services or organisations.

## Support managing long-term conditions

Which of the following long-term conditions do you have? (multiple responses allowed)

In the last 12 months, have you had enough support from local services or organisations to help you manage your condition (or conditions)?



\*Support = 'yes definitely' + 'yes, to some extent'

Base: all patients with one or more long-term condition(s), excluding 'I haven't needed support' and 'don't know / can't say': 2020 (279,703)

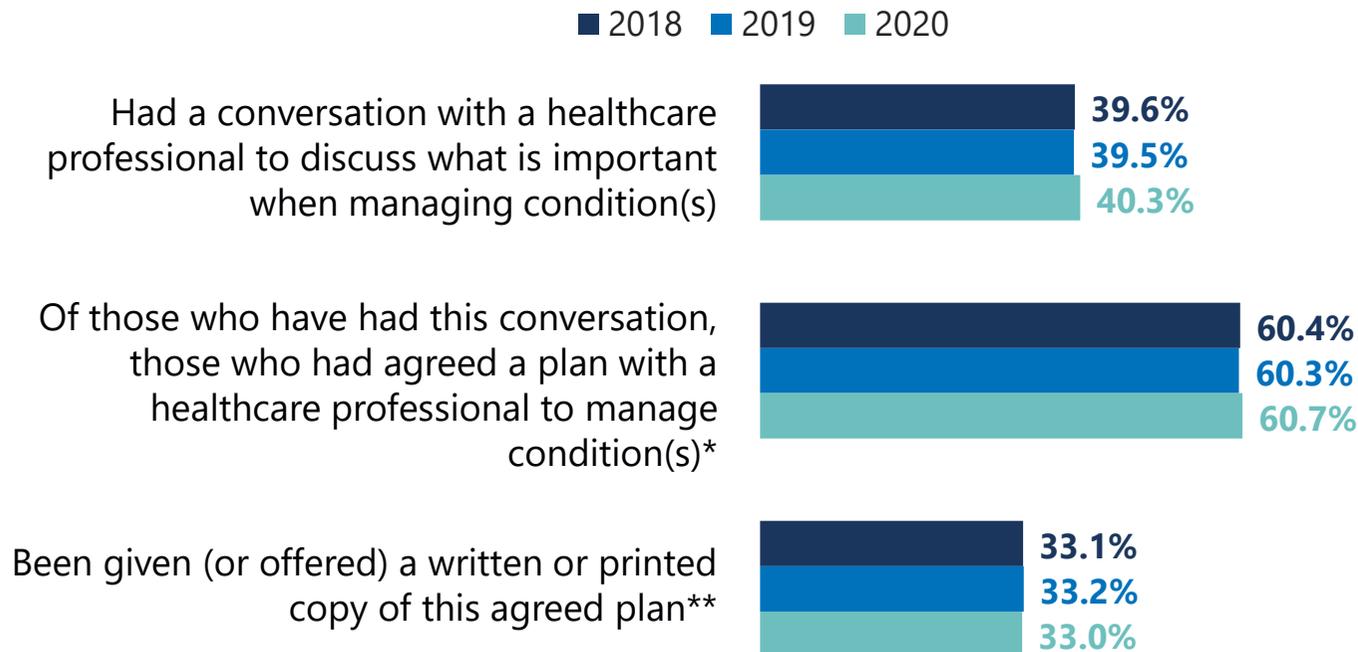
# How are patients supported by healthcare professionals at their GP practice?

Two in five patients with one or more long-term condition (40.3%) said they'd had a conversation with a healthcare professional from their GP practice to discuss what is important to them when managing their condition (or conditions).

Of those who'd had this conversation, three in five (60.7%) had agreed a plan, with the majority (94.1%) finding this plan helpful+ in managing their condition (or conditions).

A third of patients (33.0%) who agreed a plan had been given or offered a written or printed copy of this plan.

## How patients are supported by healthcare professionals in managing condition(s)



Base: all patients with one or more long-term condition(s): 2020 (401,480) 2019 (422,368) 2018 (413,648)

\*Base: all patients who have had a conversation with a healthcare professional from their GP practice about managing their long-term condition(s): 2020 (149,831) 2019 (154,201) 2018 (153,070)

\*\*Base: all patients who have agreed a care plan to manage their long-term condition(s): 2020 (90,662) 2019 (93,166) 2018 (93,126)

# 94.1%

of patients with a care plan found it **helpful**+ in managing their condition (or conditions), compared with 94.2% in 2019 and 94.4% in 2018.



# 5.9%

of patients with a care plan found that it was **not helpful**++ in managing their condition (or conditions), compared with 5.8% in 2019 and 5.6% in 2018.



+ Helpful = 'very helpful' + 'fairly helpful'

++ Not helpful = 'not very helpful' + 'not at all helpful'

Base: all patients who have agreed a care plan to manage their long-term condition(s), excluding 'don't know': 2020 (89,690) 2019 (92,409) 2018 (92,334)

# 8

## When the GP practice is closed

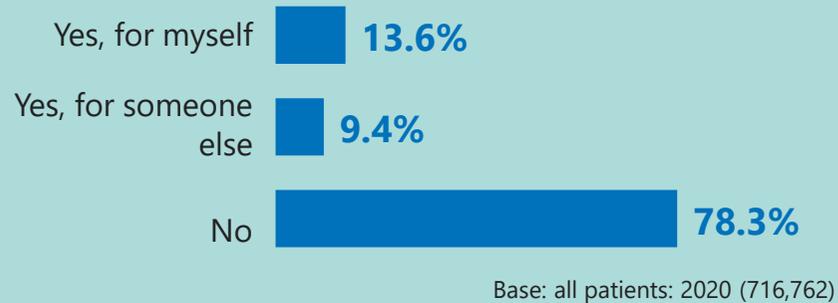
### MENU:

- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
- 4 Local GP services
- 5 Making an appointment
- 6 Patient's last appointment
- 7 Patient health
- ▶ When the GP practice is closed**
- 9 Patient demographics
- 10 COVID-19 analysis

# Have patients recently contacted an NHS service when their GP practice was closed?

One in five patients (21.7%) had tried to contact an NHS service\* in the past twelve months, either for themselves or for someone else, when they wanted to see a GP but their GP practice was closed.

## In the past 12 months, have you contacted an NHS service when you wanted to see a GP but your GP practice was closed? (multiple responses allowed)



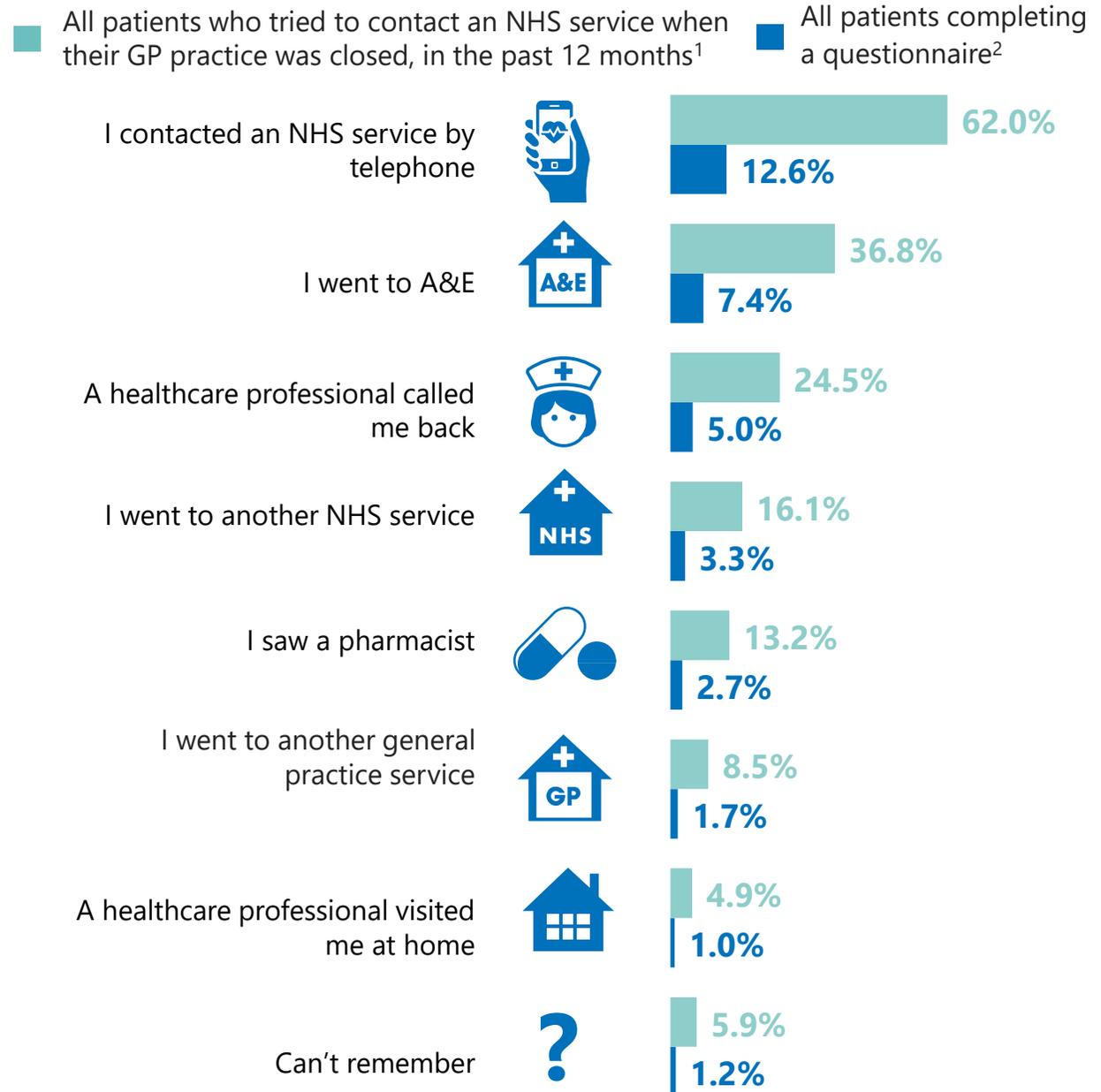
Of these patients, three in five (62.0%) contacted an NHS service by telephone. More than a third (36.8%) went to A&E, while a quarter (24.5%) received a call back from a health professional.

Analysing these results based on *all patients* responding to the survey, shows that 12.6% contacted an NHS service by telephone, 7.4% went to A&E when their GP practice was closed, and 5.0% received a call back from a healthcare professional.

\*Tried to contact an NHS service = 'yes, for myself' and/or 'yes, for someone else'

## What patients did when their GP practice was closed

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

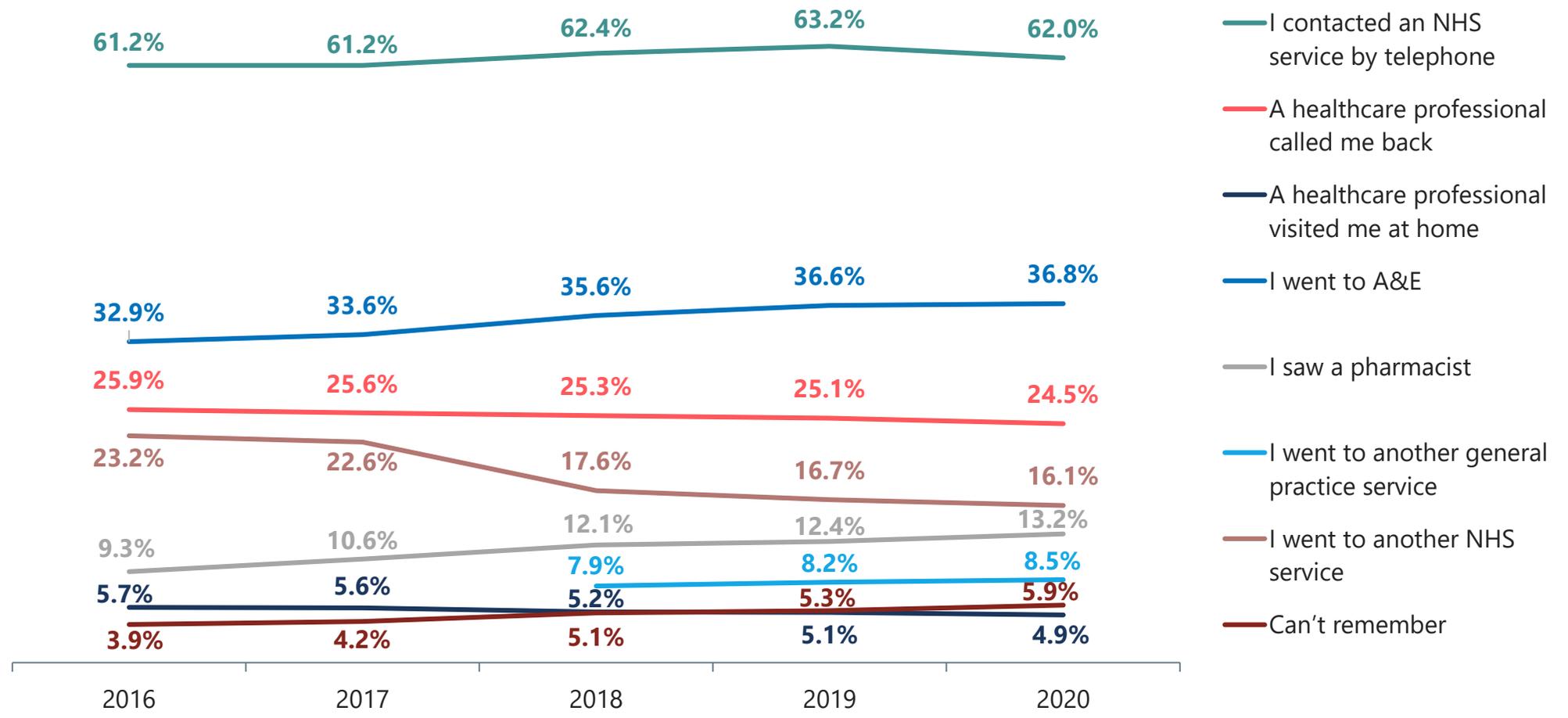


Base 1: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months: 2020 (133,689). Base 2: all patients completing a questionnaire: 2020 (739,637)

# What patients did when their GP practice was closed

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

Of those patients who had tried to contact an NHS service in the past 12 months when their GP practice was closed, since 2016 there has been an increase in those who contacted the NHS by telephone, went to A&E or saw a pharmacist. However, this increase has levelled off more recently. There has been a decrease in those who tried to contact another NHS service between 2017 and 2018, which may be due to the addition of the answer code 'I went to another general practice service'. There has been little change in the proportion of patients being contacted or visited by a healthcare professional.

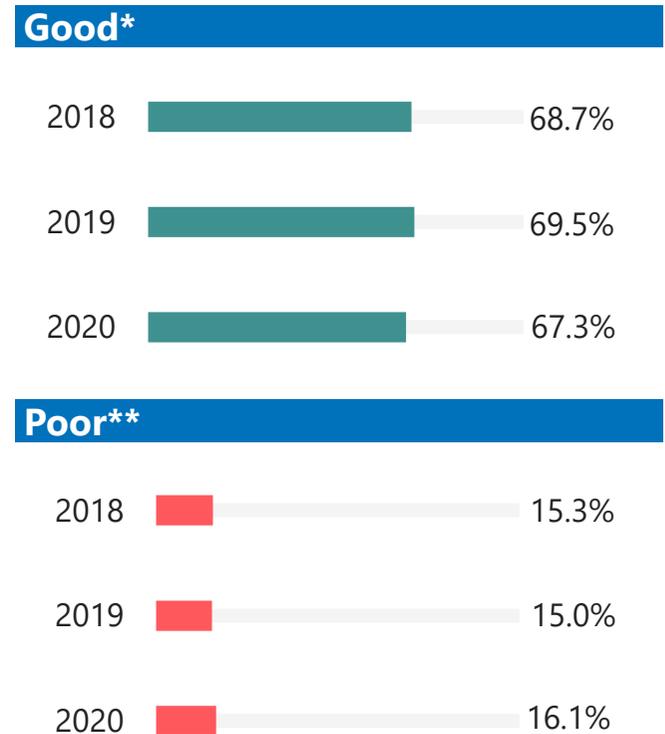
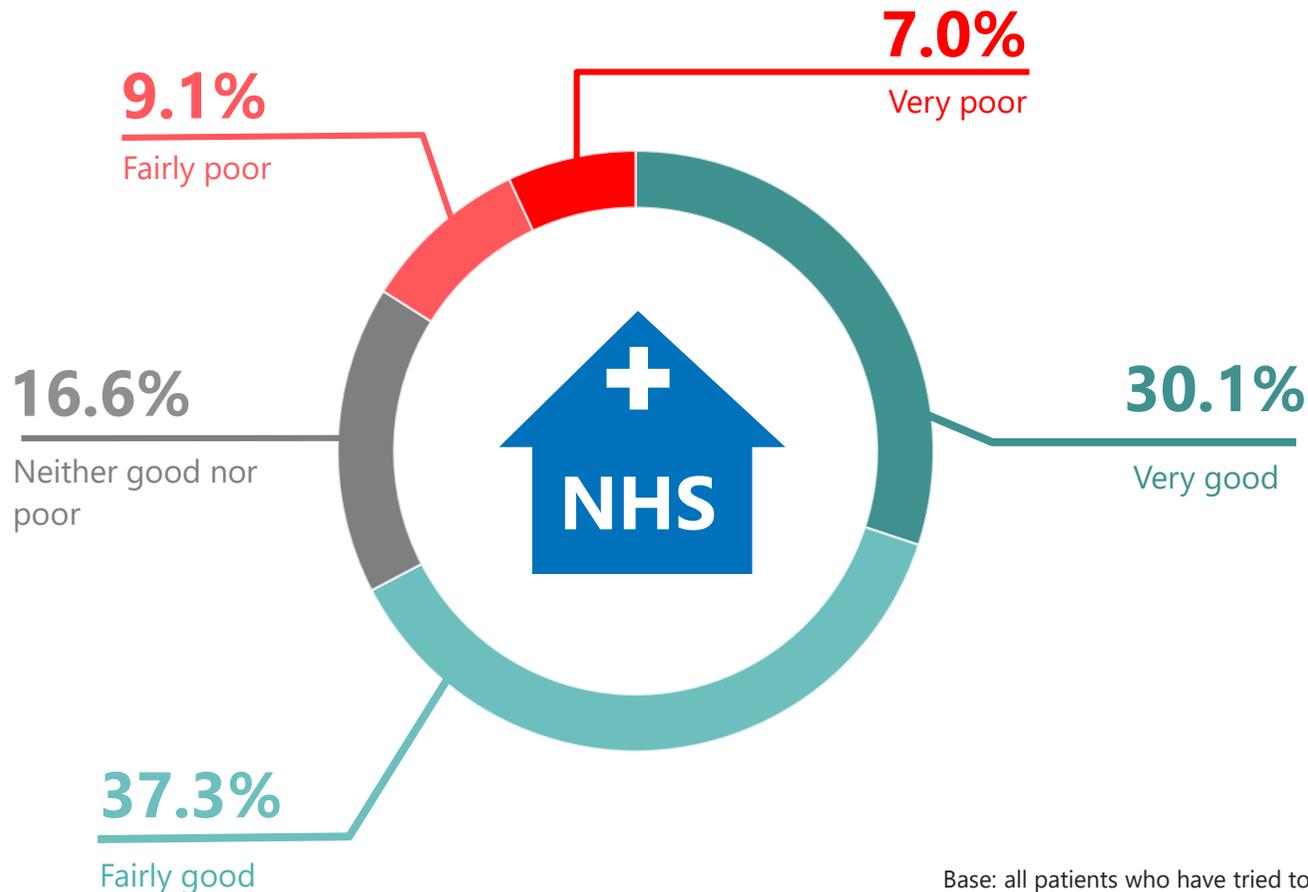


Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months: 2020 (133,689) 2019 (139,476) 2018 (138,025) 2017 (124,736) 2016 (63,061)

# How did patients rate their overall experience of NHS services when their GP practice was closed?

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

More than two thirds of patients (67.3%) said their overall experience of NHS services when their GP practice was closed was good\*, with 30.1% saying it was 'very good'. Fewer rated their experience as 'neither good nor poor' (16.6%) or poor\*\* (16.1%). There has been a fall in overall experience of NHS services when the practice is closed compared with previous years.



\*Good = 'very good' + 'fairly good'  
 \*\*Poor = 'very poor' + 'fairly poor'

Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / can't say': 2020 (128,756) 2019 (134,770) 2018 (133,444),

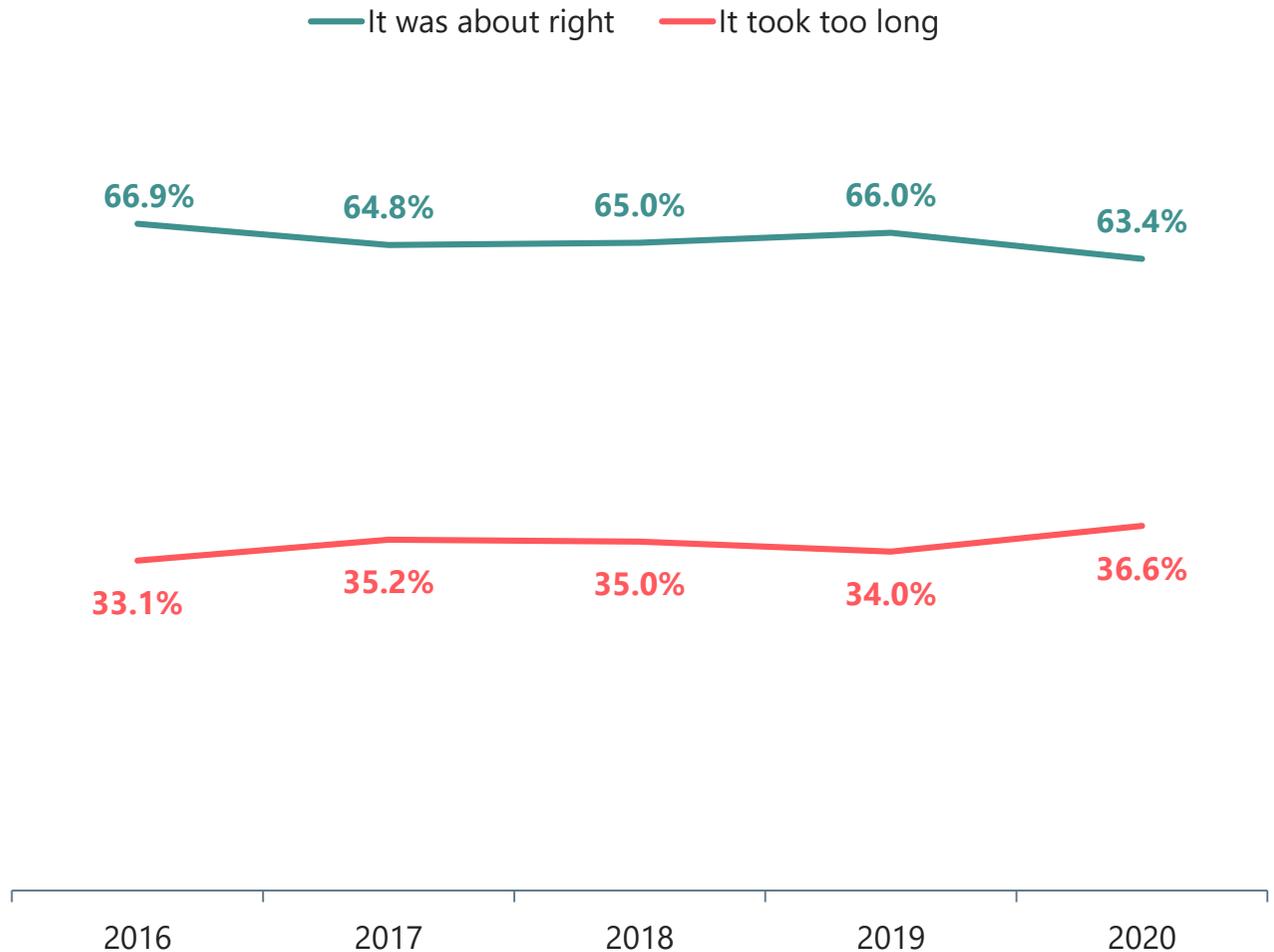
## How did patients feel about how quickly they received care or advice when their GP practice was closed?

Around two thirds (63.4%) of patients felt that the time it took to receive care or advice when their GP practice was closed was 'about right'. This has fluctuated since 2016, and declined compared with the 2019 survey (66.0%).

Around one third (36.6%) felt the time it took was 'too long', an increased compared with the 2019 survey (34.0%).

## How quickly patients received care or advice when their GP practice was closed

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



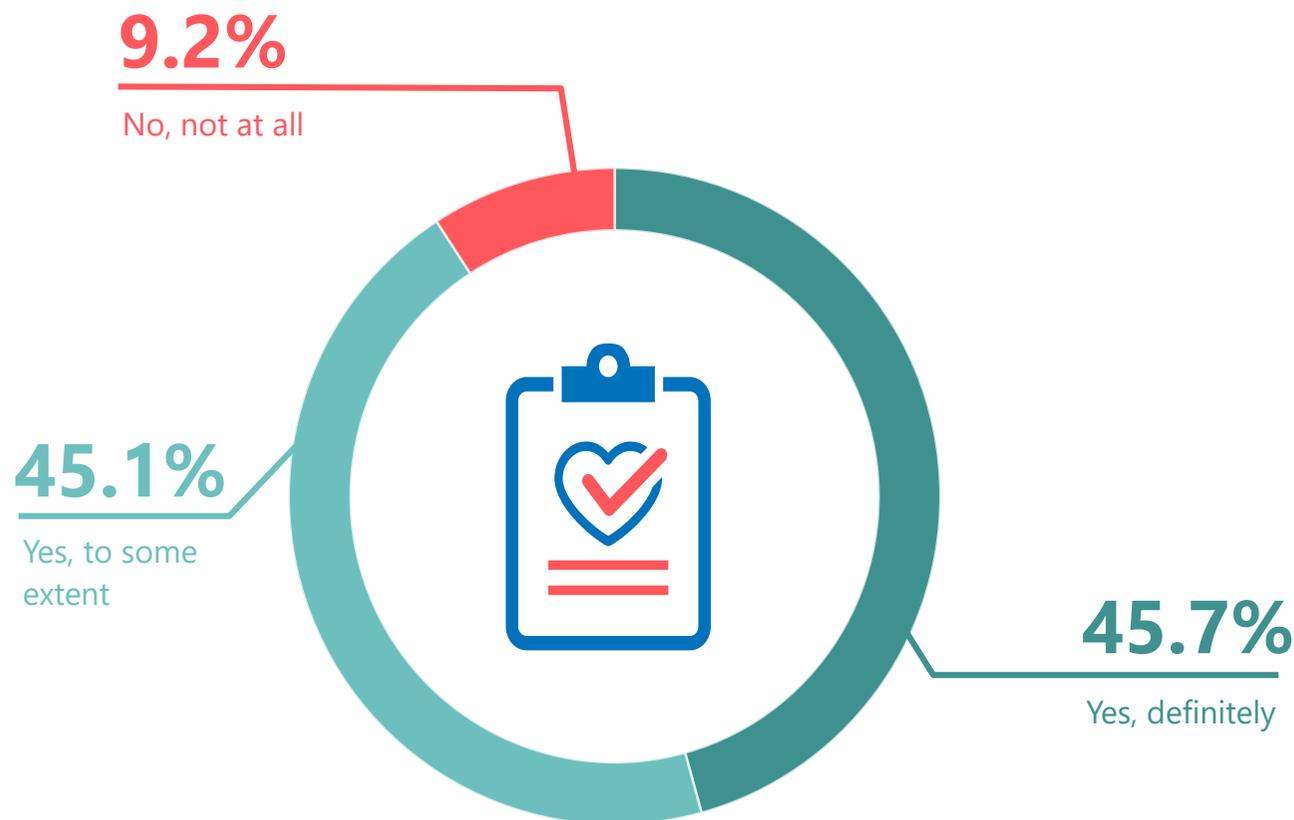
Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / doesn't apply': 2020 (124,765) 2019 (130,757) 2018 (129,429), 2017 (117,256), 2016 (59,301)

# Did patients have confidence and trust in who they saw or spoke to when their GP practice was closed?

## During your last general practice appointment, did you have confidence and trust in the person you saw or spoke to?

The majority (90.8%) had confidence and trust\* in the people they saw or spoke to when their GP practice was closed, with 45.7% saying they 'definitely' had confidence in them. The proportion of patients who 'definitely' had confidence and trust has fluctuated since 2016, but overall levels of confidence and trust\* have remained similar. Fewer than one in ten (9.2%) did not have confidence or trust in the people they last saw or spoke to.

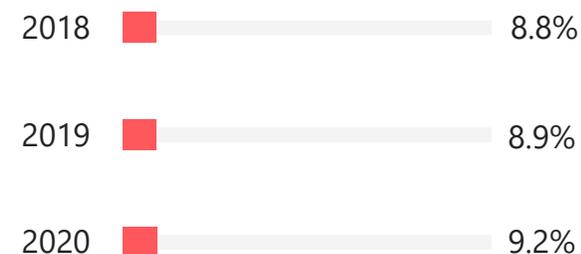
Levels of confidence and trust in NHS services when GP practices are closed were lower than for general practice appointments; 45.7% 'definitely' have confidence and trust in those seen when GP practices are closed compared with 68.1% during the last general practice appointment.



### Confidence and trust\*



### No, not at all



\*Confidence and trust = 'yes, definitely' + 'yes, to some extent'

Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / doesn't apply': 2020 (125,059) 2019 (134,437) 2018 (132,710)

# 9

# Patient demographics



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## MENU:

- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
- 4 Local GP services
- 5 Making an appointment
- 6 Patient's last appointment
- 7 Patient health
- 8 When the GP practice is closed
- ▶ Patient demographics**
- 10 COVID-19 analysis

Main menu ▶ 

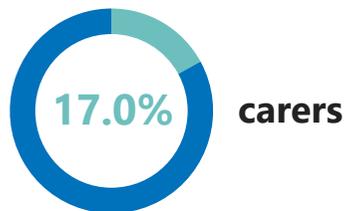
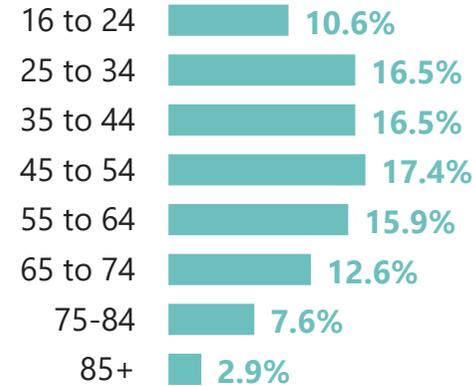
# Patient demographics

As well as providing information on patient experience of primary care (at national, CCG and practice levels), the GP Patient Survey also collects demographic information about patients responding to the survey. This can be used to analyse and compare results for specific groups, including for a number of protected characteristics.

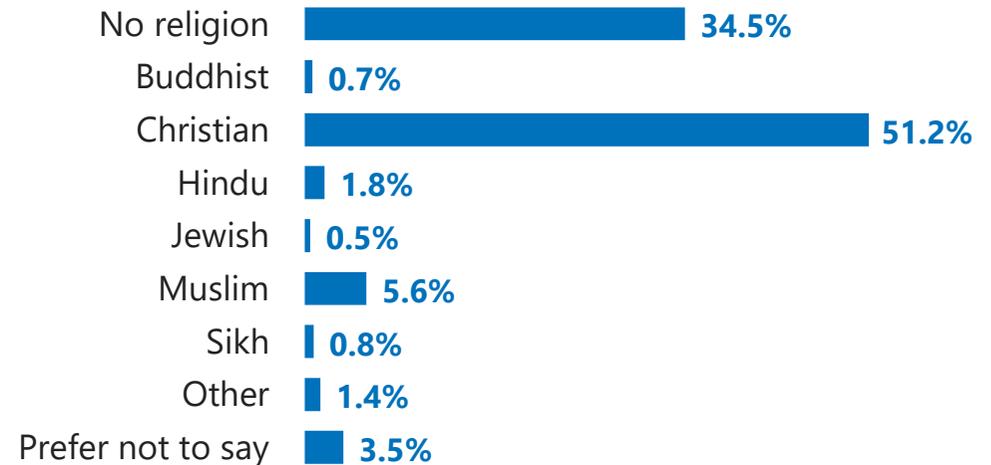
## Gender



## Age



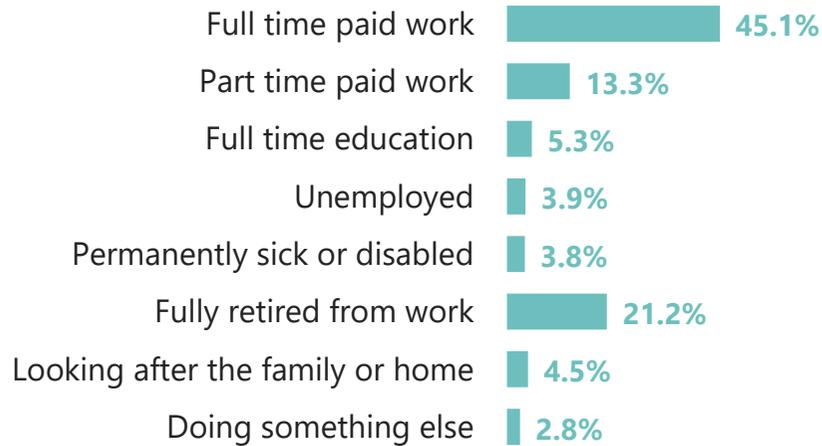
## Religion



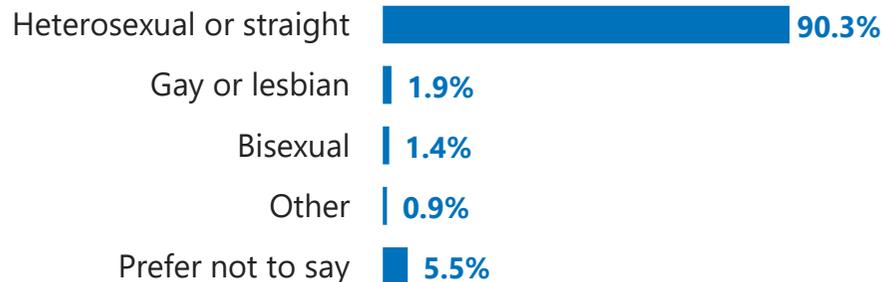
Base: all patients: 2020: gender (709,210) age (721,076), parent or legal guardian (716,964), carer (707,201), smoking status (725,582), religion (721,814)

# Patient demographics

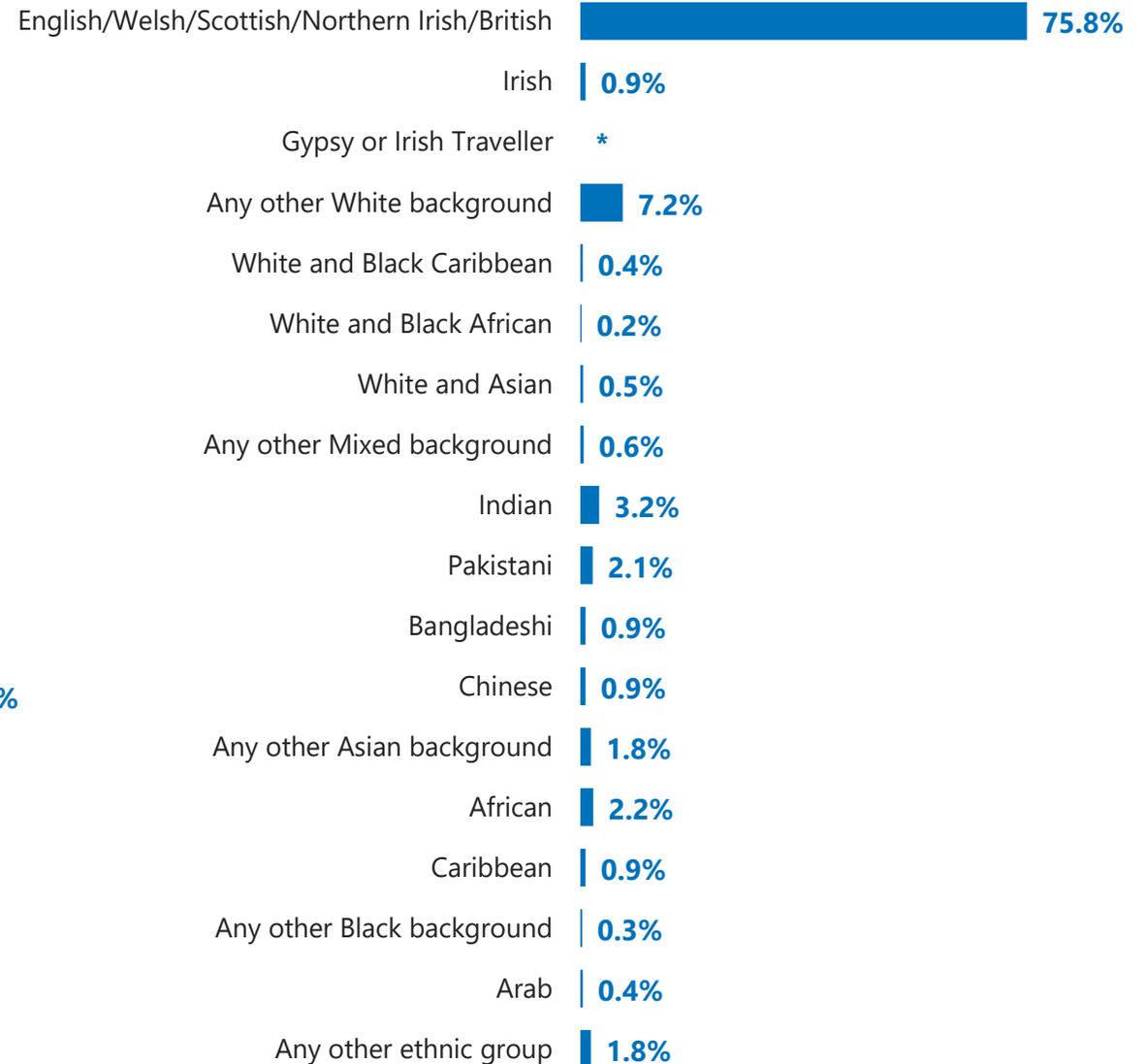
## Work status



## Sexuality



## Ethnicity



Base: all patients: work status (701,807) sexuality (711,343) ethnicity (718,586)

# 10

# COVID-19 analysis



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## MENU:

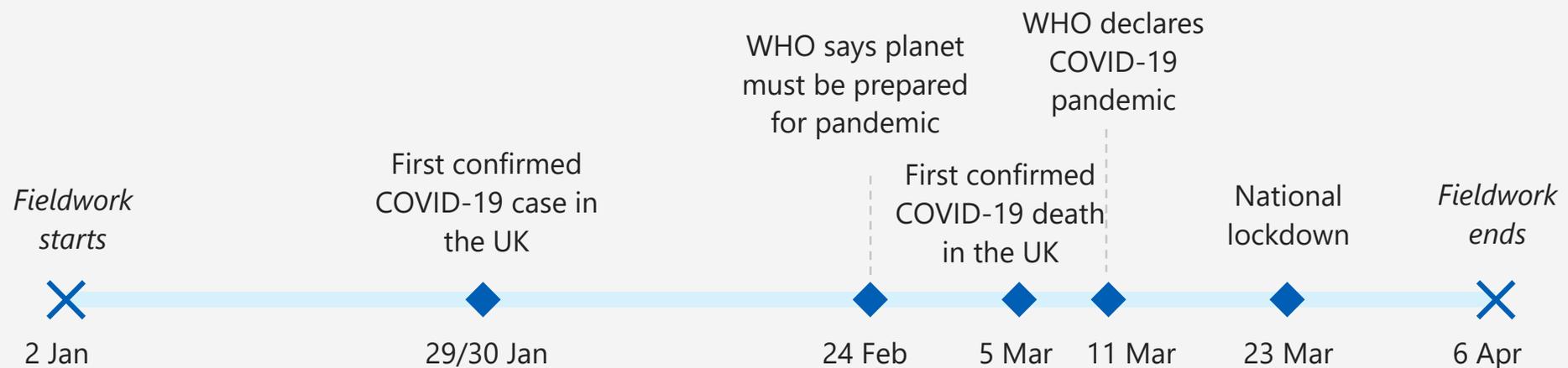
- 1 About the survey
- 2 Headline findings
- 3 Overall experience of GP practice
- 4 Local GP services
- 5 Making an appointment
- 6 Patient's last appointment
- 7 Patient health
- 8 When the GP practice is closed
- 9 Patient demographics
-  **COVID-19 analysis**

Main menu 

## Impact of COVID-19 on GPPS

- Fieldwork for the 2020 GPPS took place between the 2 January and 6 April. This means that some survey responses were collected after key COVID-19 milestones such as the first confirmed death and national lockdown.
- Analysis was conducted in order to understand whether the pandemic had an impact on GPPS results for 2020. This aimed to establish whether overall trends were affected and looked at the effect on attitudes and experiences of local health services among those patients responding later in fieldwork compared with the same period in 2019.
- This analysis indicates that, due to the very small proportion of responses received in the last two weeks of fieldwork, the overall results for GPPS as a whole and the validity of comparisons between the 2020 and previous surveys have not been impacted. However, the analysis does show differences in patterns of response during different time periods across fieldwork. These differences were particularly evident when looking at results received during the last two weeks, after lockdown was introduced, where patients were generally more positive compared with the same period in 2019.
- For more information, see the 2020 survey Technical Annex [here](#).

### GPPS 2020 fieldwork and COVID-19 timeline



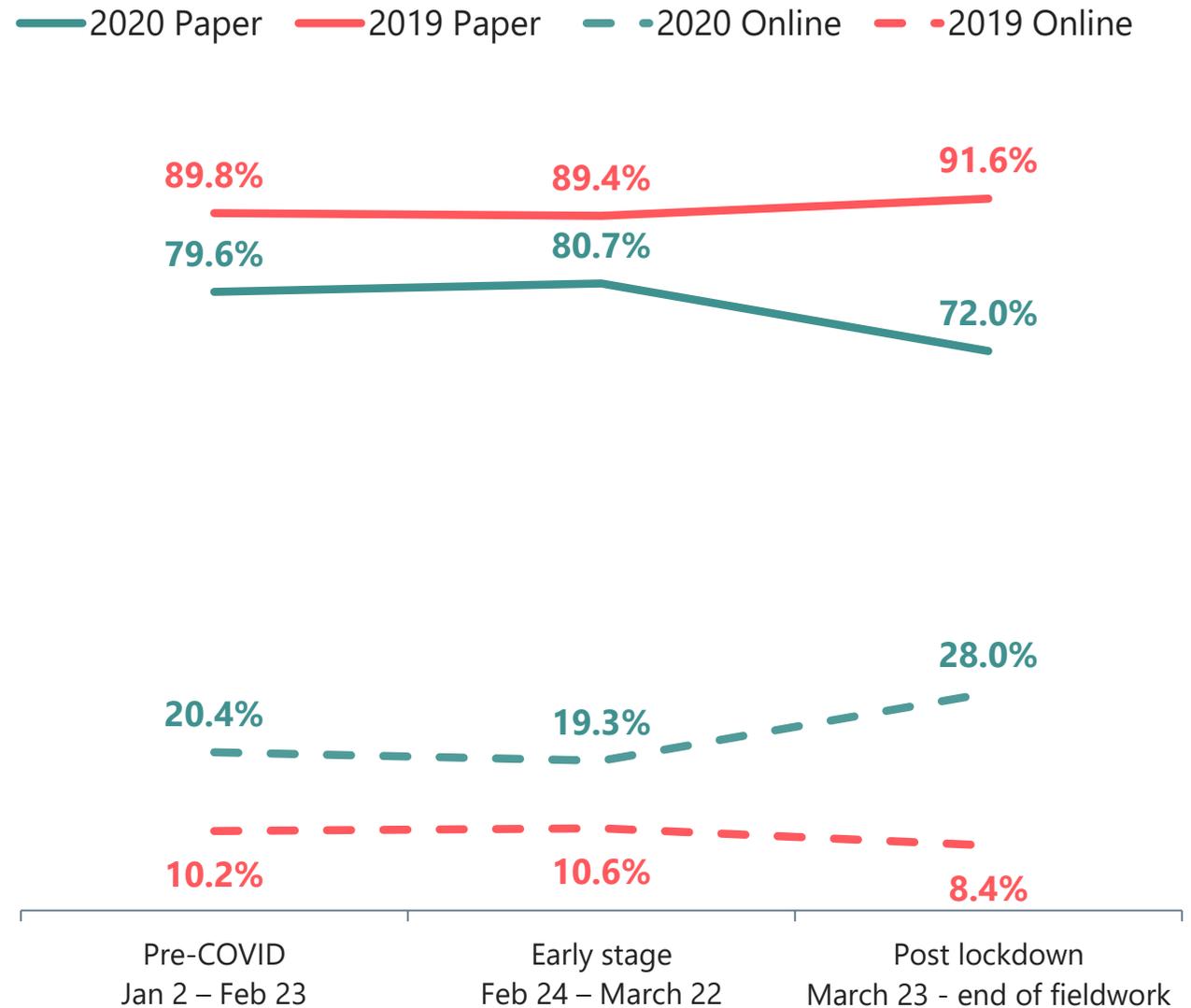
## Impact of COVID-19 on response mode

In 2020 those taking part in the last two weeks of fieldwork (after national lockdown) were more likely to take part online than on paper. This is in contrast to the pattern by response mode in 2019.

This group were more likely to be male, white, working full-time and less likely to be parents compared with the same period in 2019. Further analysis indicates that attitudes for this group also change across fieldwork, suggesting a real shift in views post-lockdown. However, it is also possible that this is the result of differences in the types of people responding that have not been measured.

Note that the higher proportion taking part online in 2020 is the result of a change to the survey materials designed to 'push-to-web', which was experimentally tested in 2019.

## Proportion of responses by mode and fieldwork phase in 2020 and 2019



Base: all patients: 2020 Jan 2-Feb 23 (637,166), Feb 24-March 22 (93,617), March 23-end (8,854)  
2019 Jan 2-Feb 23 (654,718), Feb 24-March 22 (96,374), March 23-end (18,295)

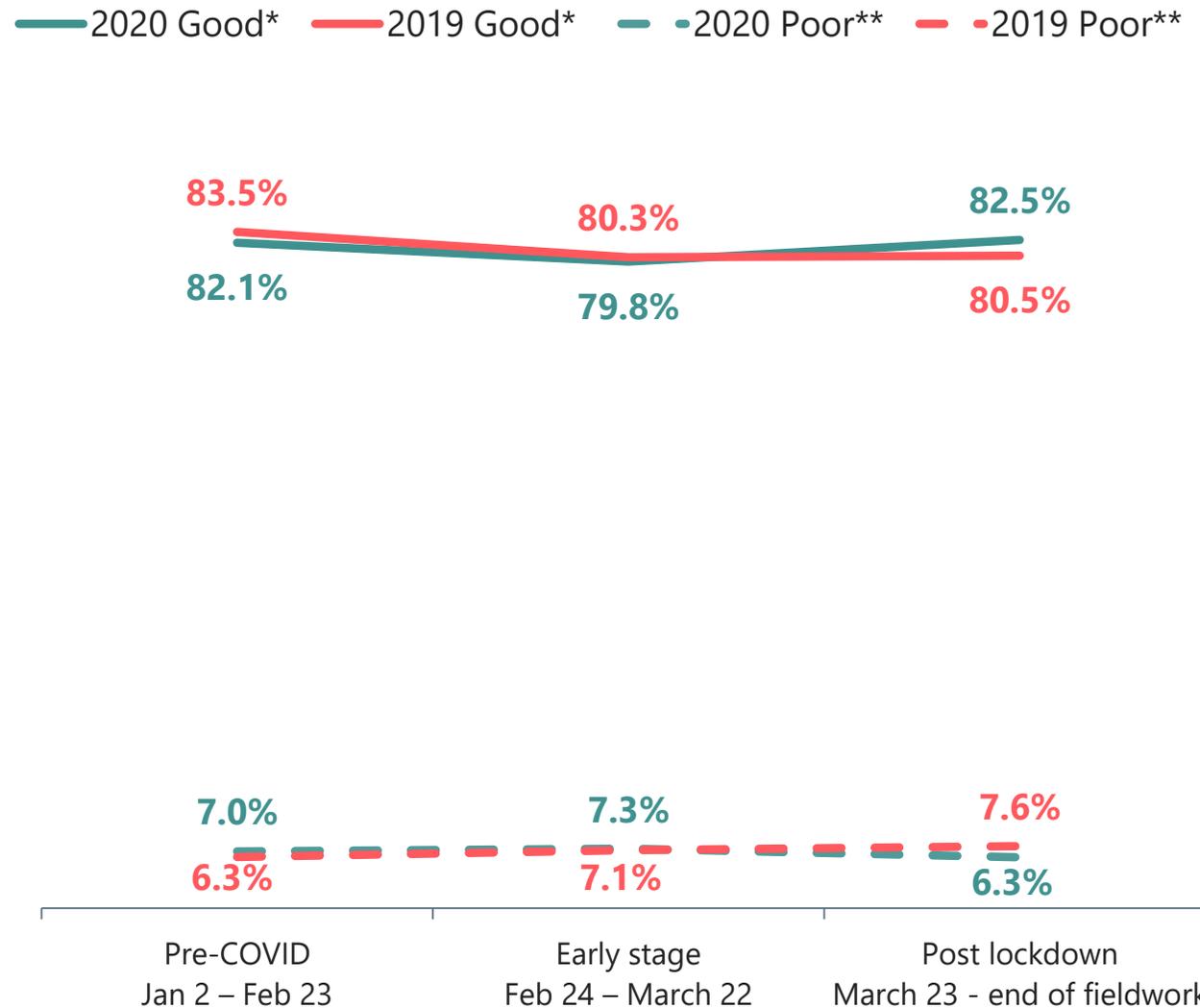
## Impact of COVID-19 on overall experience

Overall the proportion of patients rating their experience of their GP practice as good\* fell overall from the 2019 to 2020 survey. However, among those taking part in the last two weeks of fieldwork, post-national lockdown, this proportion increased compared with the same period in 2019.

In addition, those taking part in the last two weeks of fieldwork in 2020 were less likely to rate their overall experience as poor\*\* compared with the same period in 2019.

This pattern is mirrored across the majority of survey measures. However, due to the small proportion of overall responses received in the final stage of fieldwork, there is no overall impact on GPPS results.

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



\*Good = 'very good' + 'fairly good'

\*\*Poor = 'very poor' + 'fairly poor'

Base: all patients: 2020 Jan 2-Feb 23 (614,035), Feb 24-March 22 (88,513), March 23-end (8,397)  
2019 Jan 2-Feb 23 (646,132), Feb 24-March 22 (94,800), March 23-end (17,996)

# For more information:

- For more information on the survey methodology, go to <https://gp-patient.co.uk/surveysandreports> - you can also find the 2020 Technical Annex [here](#)
- For reports showing the National results broken down by CCG and Practice, go to <https://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 <https://gp-patient.co.uk/analysistool>
- To break down the survey results by survey question as well as by participant demographics, go to <https://gp-patient.co.uk/analysistool>
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>