Overall experience of GP practice:
The majority of patients had a good overall experience of their GP practice (82% in 2020)

83% good experience

Healthcare professional:
96% say they have confidence and trust in the healthcare professional they saw (95% in 2020)
94% say their needs were met at their last appointment (94% in 2020)

Making an appointment:
59% saw or spoke to someone at a time they wanted to or sooner (56% in 2020)
60% who wanted a same day appointment got one (52% in 2020)
71% say they had a good experience of making an appointment (65% in 2020)

Choice and satisfaction with appointment offered:
40% offered a choice of time or day¹
24% offered a choice of type of appointment¹
14% offered a choice of place¹
8% offered a choice of healthcare professional¹

Rating of care at last appointment:
The majority of patients say the healthcare professional they saw was good at...
89% listening to them (88% in 2020)²
89% giving them enough time (86% in 2020)²
88% treating them with care and concern (87% in 2020)²
93% were involved as much as they wanted to in decisions about their care and treatment (93% in 2020)²

Isolation
15% said they felt isolated from others in the last year (7% in 2020)

Access:
The majority of patients find it easy to get through to their practice by phone (65% in 2020)³
68% find it easy
70% had an appointment in the last 12 months (85% in 2020)³

Avoided making an appointment
20%
Avoided because they were worried about the burden on the NHS
17%
Avoided because of the risk of catching COVID-19
11%
Avoided for another reason
6%
Avoided because they didn't have time
4%

Avoided for another reason³

850,000 responded online
850,000 responses received
314,500 took part online
Survey running since 2007

Includes data on:
- 472,000 patients with a long term condition, disability or illness
- 162,000 carers
- 58,000 smokers

About the survey

This year’s survey was conducted during the COVID-19 pandemic, the effect of which should be taken into account when looking at results over time.

www.gp-patient.co.uk
See reports which show the national results broken down by CCG and GP practice

Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity and more)

¹Approximate figures only ²Exclusions apply, please see the Presentation of Statistic document for more detail - https://www.gp-patient.co.uk/surveysandreports
³These figures take into account those who did not accept an appointment