

About the survey

720,000 responses received¹

293,000 took part online

Includes data on:

427,000 patients with a long term condition, disability, or illness

143,000 carers

83,000 smokers



720,000

Overall experience of GP practice:

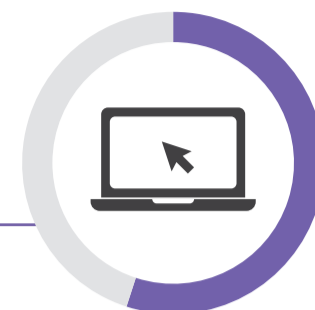
The majority of patients had a good overall experience of their GP practice (83% in 2021 and 82% in 2020)



This year's survey was conducted from 10 Jan to 11 Apr 2022. This was after a rise in Covid-19 cases in Dec 2021 but as restrictions were being eased. The 2021 survey took place during the third Covid-19 lockdown. This wider context should be taken into account when looking at results over time.

Access:

More than half of patients have used a general practice online service in the past 12 months, to book appointments, order repeat prescriptions, access medical records, or have an online consultation or appointment [44% in 2021]



Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



listening to them [89% in 2021 and 88% in 2020]²



giving them enough time [89% in 2021 and 86% in 2020]²



treating them with care and concern [88% in 2021 and 87% in 2020]²

90% were involved as much as they wanted to be in decisions about their care and treatment [93% in 2021 and 93% in 2020]²

93% say they have confidence and trust in the healthcare professional they saw [96% in 2021 and 95% in 2020]²

91% say their needs were met at their last appointment [94% in 2021 and 94% in 2020]²



Type of appointment:

The type of appointment patients received when they last tried to make a general practice appointment.

	2020	2021	2022
Phone appointment	10%	47%	49%
At their GP practice	85%	48%	46%
Another general practice location	4%	3%	3%
Online appointment	Less than 0.5%	3%	2%
Home visit	1%	Less than 0.5%	Less than 0.5%

Making an appointment:

84% of patients needed a general practice appointment in the last 12 months. Of these patients:



55% Avoided making an appointment^{2,4}

Avoided because they found it too difficult^{2,4} 26%

Avoided because they were worried about the burden on the NHS^{2,4} 20%

Avoided because of the risk of catching COVID-19^{2,4} 12%

Avoided for another reason^{2,4} 9%

Avoided because they didn't have time^{2,4} 8%

Choice and satisfaction with appointment offered:

31% Offered a choice of time or day^{2,4}

22% Offered a choice of type of appointment^{2,4}

13% Offered a choice of place^{2,4}

7% Offered a choice of healthcare professional^{2,4}



Isolation

12% said they felt isolated from others in the last year [15% in 2021 and 7% in 2020]



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See reports which show the results broken down by ICS, PCN, 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)