

# GP PATIENT SURVEY

National report

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**2022 survey**



Ipsos MORI

**NHS**

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

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See reports which show the results broken down by **ICS**, **PCN**, and **GP 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



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- The GP Patient Survey (GPPS) is an England-wide survey of patients aged 16+. It **provides GP practice-level data** about patients' experiences of general practice.
- Ipsos administers the survey on behalf of NHS England.
- This report sets out the national headline and summary findings for the **2022 GPPS survey**.
- **2,471,497** questionnaires were sent out nationally, and **719,137** were returned completed between 10 January and 11 April 2022. This represents a response rate of **29.1%**.
- Minor changes were made to the questionnaire in 2022 to ensure that it continued to reflect how primary care services are delivered and how patients experience them. This followed more substantial changes in 2021. Prior to this it was significantly redeveloped in 2018 in response to changes to primary care services as set out in the GP Forward View. The 2018 changes are fully documented in a report available on the website at [www.gp-patient.co.uk/surveysandreports2018](http://www.gp-patient.co.uk/surveysandreports2018).
- The questionnaire (and past versions) 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.

**c. 2.47m** 

surveys to adults  
registered with an  
English GP practice

**719,137**  
completed surveys

**29.1%**  
national response  
rate

- A stratified random sample of patients for each GP practice is taken from the national Personal Demographics Service (PDS). All patients aged 16 years or over and registered with the practice for at least 6 months are eligible to be sampled.
- As well as the online and paper versions, the questionnaire was available for online completion in British Sign Language and in 14 additional languages as well as over the phone, in large print or Braille.
- A weighting scheme has been applied to the data in this report to ensure it is as representative as possible of the GP registered population.
- All bases in the report are unweighted. Base sizes differ between questions as not all questions are completed by all patients. In addition, if a patient ticked more than one box when only one response was required or if they answered a question that is not relevant, then those responses are excluded.
- Trend data is shown where available for each question.
- In many cases the 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.
- All percentages are rounded to one decimal place; where combinations of answers do not 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.
- An asterisk (\*) indicates a percentage greater than 0% but less than 0.5%.

For more details please see:

- [National Results and Trends document](#).
- [Presentation of Statistics document](#).
- Survey methodology in the ['Technical Annex' for 2022](#).

**426,208**

paper  
questionnaires  
completed

**292,929**

questionnaires  
completed online

**5,391**

questionnaires  
completed in a  
foreign language

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## Headline findings



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### 72.4%

reported a good overall experience of their GP practice (**83.0%** in 2021, **81.8%** in 2020)

#### At their last appointment...

### 93.1%



said they had confidence and trust in the healthcare professional (**95.6%** in 2021, **95.3%** in 2020)



### 91.0%

said their needs were met (**94.0%** in 2021, **94.2%** in 2020)



### 51.2%

got an appointment at a time they wanted or sooner (**58.9%** in 2021, **56.5%** in 2020)

### 83.5%



said the healthcare professional was good at treating them with care and concern (**88.4%** in 2021, **87.0%** in 2020)

### 56.2%



reported a good overall experience of making an appointment (**70.6%** in 2021, **65.5%** in 2020)



### 52.7%

said they found it easy to get through to their practice by phone (**67.6%** in 2021, **65.2%** in 2020)



### 55.1%

used an online general practice service in the past 12 months (**44.3%** in 2021)



### 55.4%

of patients who needed an appointment said they had avoided making one in the last 12 months for any reason (**42.3%** in 2021)

### 26.5%



of patients who needed an appointment said they had avoided making one in the last 12 months as they found it too difficult (**11.1%** in 2021)

### 50.2%



reported a good overall experience of NHS services when their GP practice was closed (**65.6%** in 2021, **67.3%** in 2020)

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## Overall experience of GP practice

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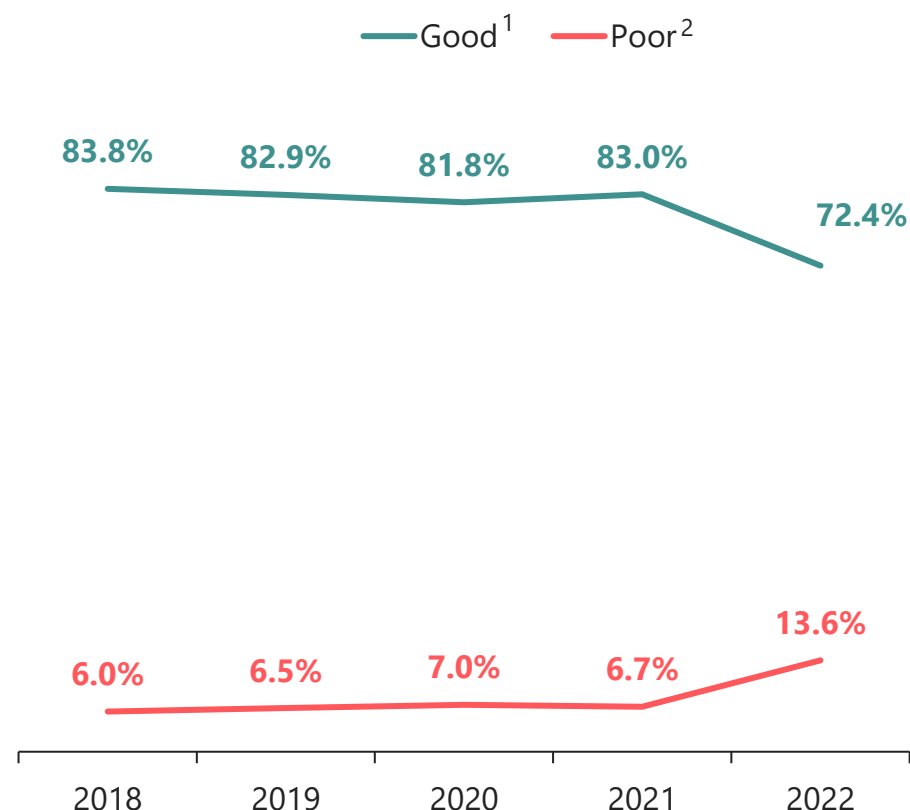
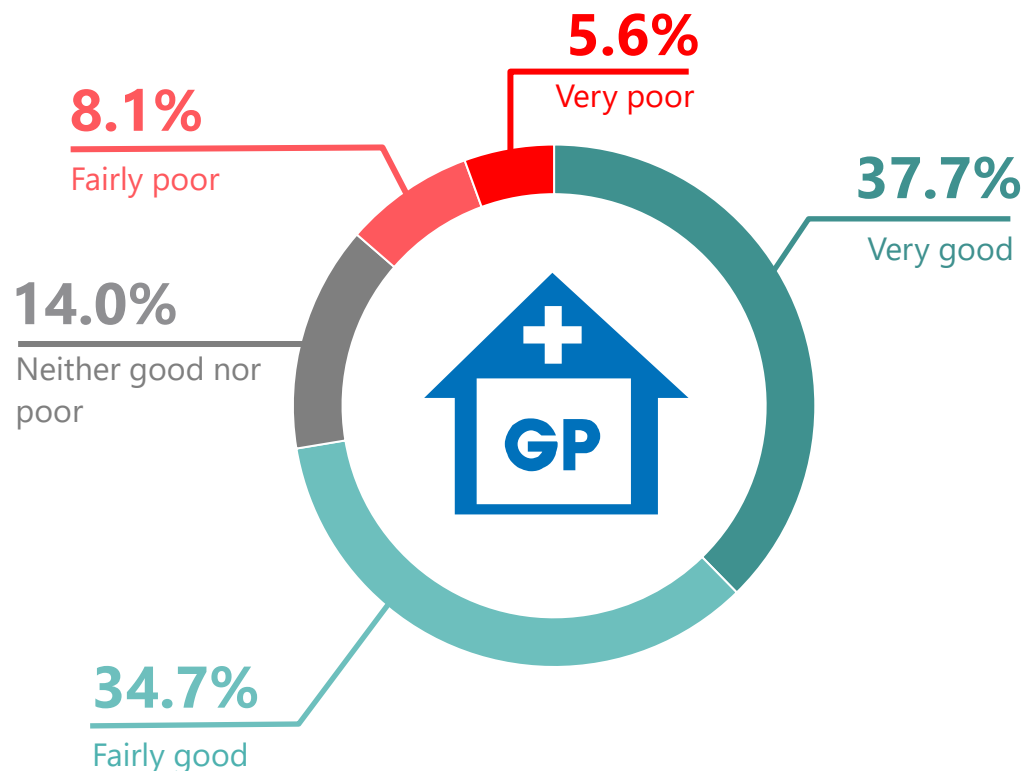


## How did patients describe their overall experience of their GP practice?

More than seven in ten patients (72.4%) had a good<sup>1</sup> overall experience of their GP practice, with 37.7% describing their experience as 'very good'. Meanwhile, 13.6% said their experience was poor<sup>2</sup>, with 5.6% describing their experience as 'very poor'. Another 14.0% of patients said their experience of their GP practice was 'neither good nor poor'.

The proportion of patients reporting a good<sup>1</sup> overall experience of the GP practice decreased to its lowest level for five years (72.4%) – a 10.6 percentage point decrease compared with the 2021 survey (83.0%). This had steadily declined from 2018 to 2020, followed by an increase in 2021.

### Q32. Overall, how would you describe your experience of your GP practice?



<sup>1</sup>Good = 'very good' + 'fairly good'

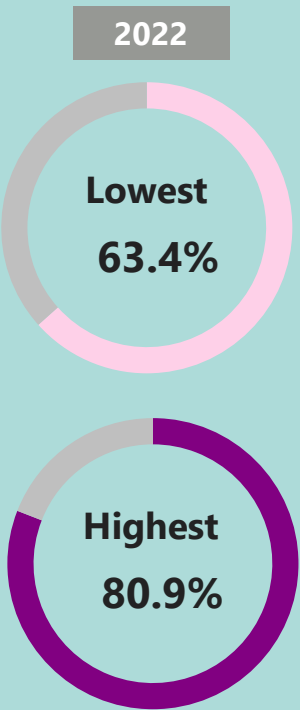
<sup>2</sup>Poor = 'very poor' + 'fairly poor'

Base: all patients: 2022 (709,235) 2021 (836,008) 2020 (710,945) 2019 (760,037) 2018 (746,847)

# How did overall experience of GP practices vary between Integrated Care Systems (ICSs)?

The proportion of patients who reported a good<sup>1</sup> overall experience of their GP practice varied between ICSs by 17.5 percentage points (ranging from 63.4% to 80.9%).

ICS range - % Good<sup>1</sup>

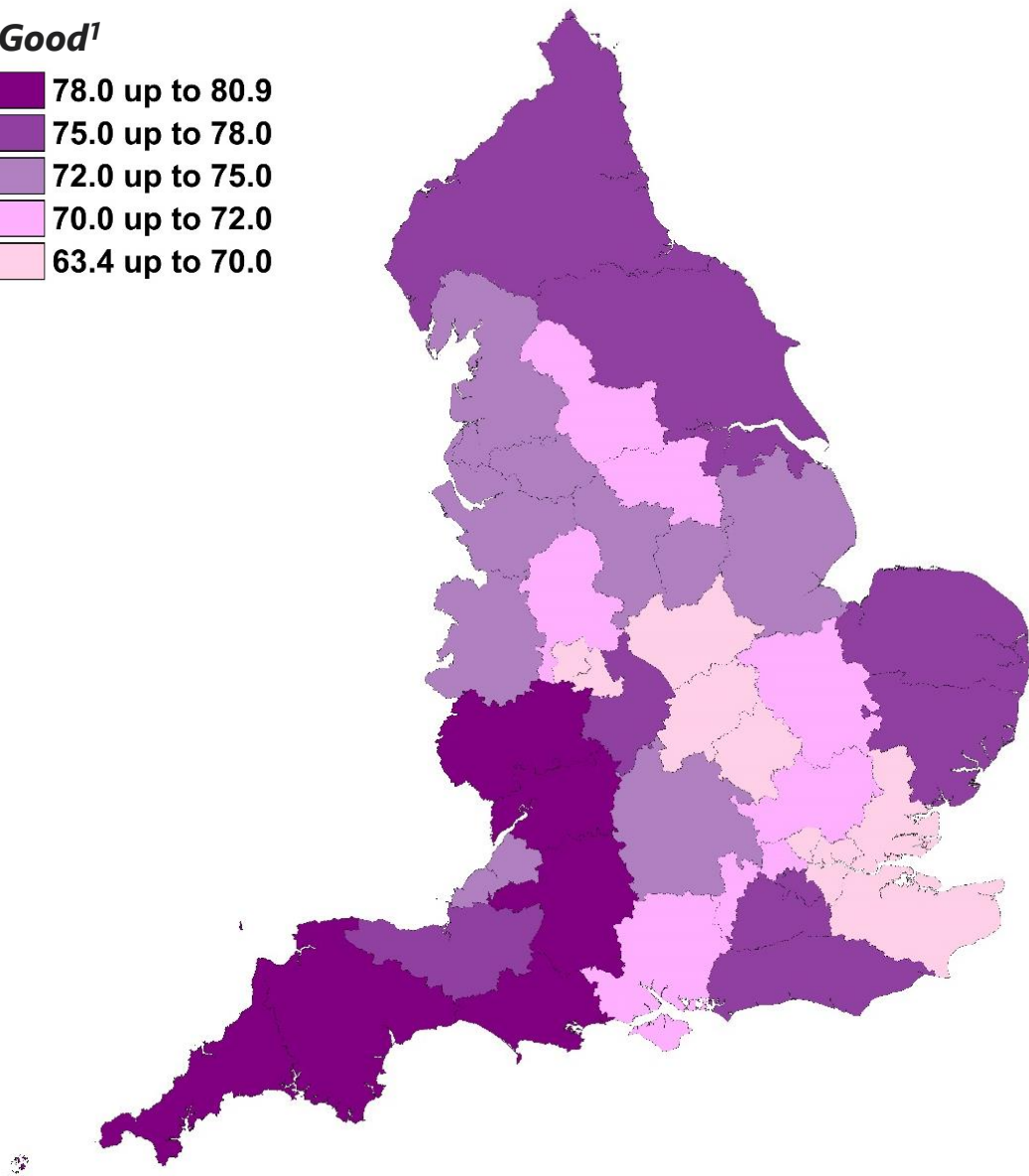


<sup>1</sup>Good = 'very good' + 'fairly good'

## Overall experience of GP practice

Q32. Overall, how would you describe your experience of your GP practice?

% Good<sup>1</sup>



ICSs are divided into five equal sized groups based on their results, each group represents 20% of the ICSs  
Base: all patients: 2022 (709,235)

## How did overall experience of GP practice vary by patient demographics?

Patients' overall experience of their GP practice varied among different patient groups<sup>1</sup>.

### Gender

- Patients who identify as female reported the most positive overall experience.
- Patients who prefer to self-describe or identify as non-binary reported a less positive overall experience.

### Gender identity

- Patients whose gender identity is different from their sex registered at birth reported a less positive overall experience.

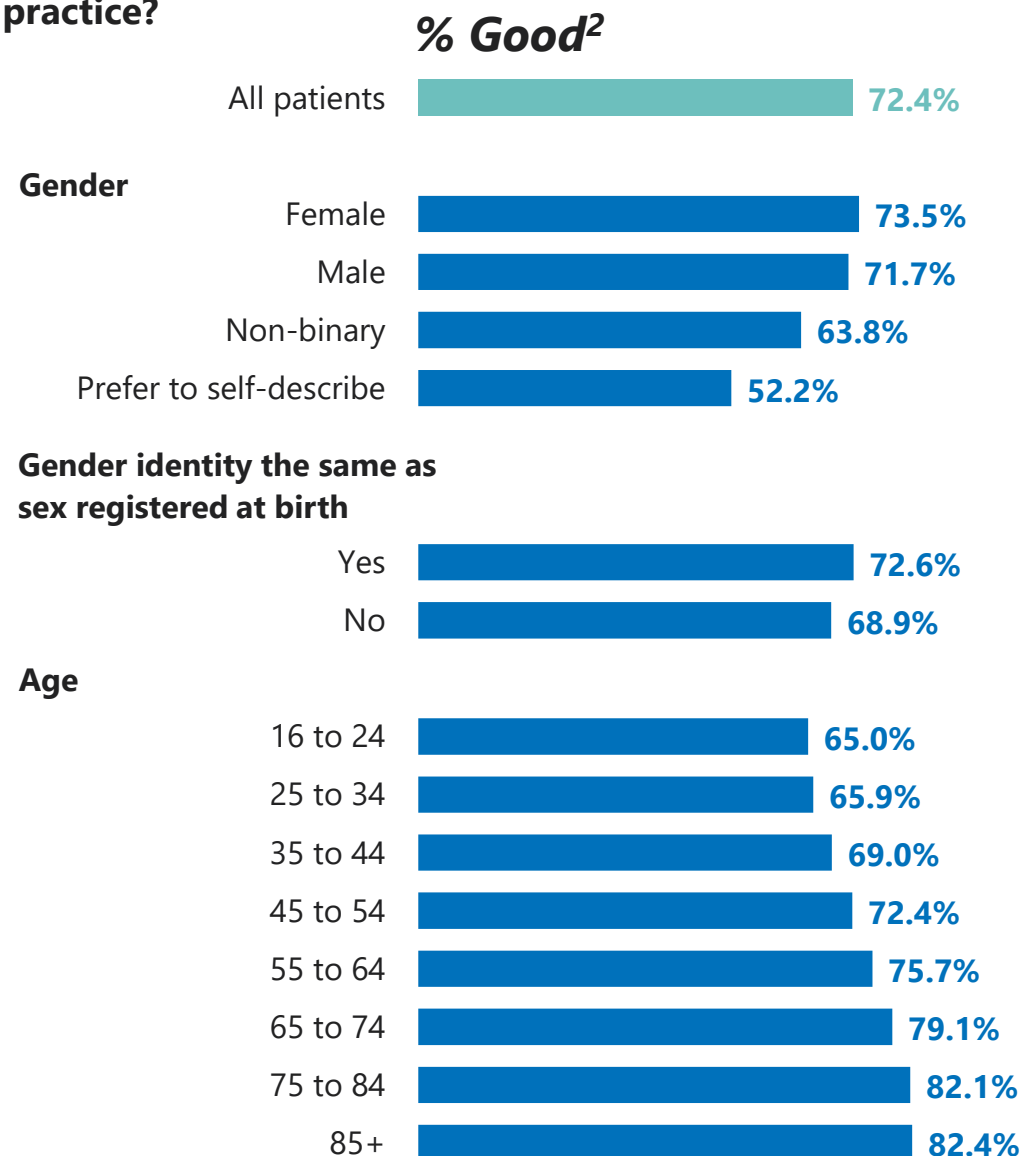
### Age

- Older patients reported a more positive overall experience than younger patients.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of GP practice

Q32. Overall, how would you describe your experience of your GP practice?



<sup>2</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (709,235). Base ranges: Gender (1341 to 400,099), Gender identity (3,830 to 686,397), Age (25,659 to 152,579)

## How did overall experience of GP practice vary by patient demographics?

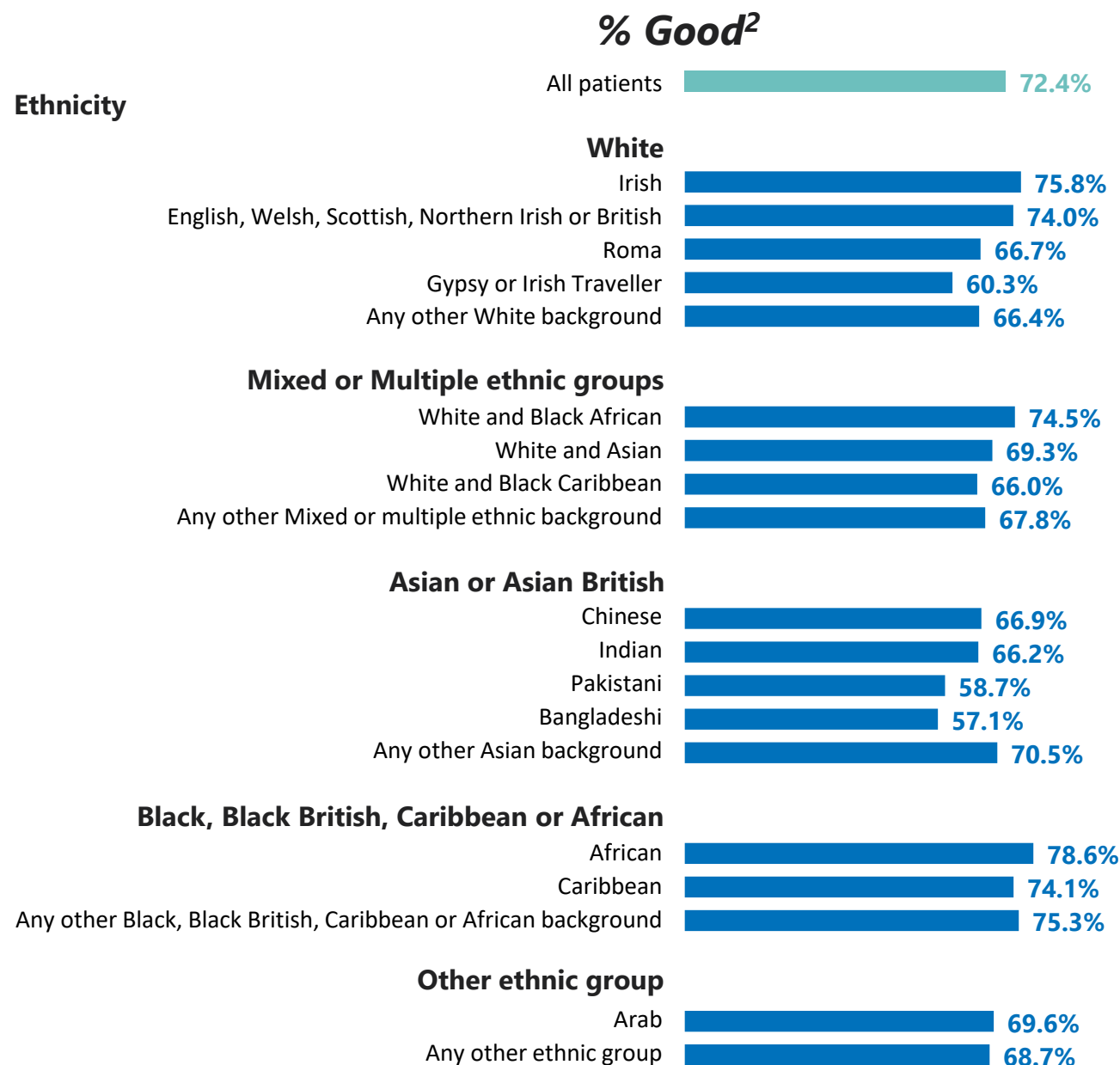
Patients' overall experience of their GP practice varied by ethnicity<sup>1</sup>.

- Patients from African, Irish, Any other Black, Black British, Caribbean or African background, and White and Black African ethnic groups reported a more positive overall experience.
- Patients from Bangladeshi, Pakistani, and Gypsy or Irish Traveller backgrounds reported the least positive overall experience.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of GP practice

Q32. Overall, how would you describe your experience of your GP practice?



<sup>2</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (709,235). Base ranges: Ethnicity (274 to 534,434)

## How did overall experience of GP practice vary by patient demographics?

Patients' overall experience of their GP practice varied among different patient groups<sup>1</sup>.

### Sexuality

- Gay or lesbian and bisexual patients reported a less positive overall experience, along with those who would prefer not to say about their sexuality.

### Religion

- Christian patients were more likely to report a positive overall experience.
- Muslim and Sikh patients were less likely to report a positive overall experience, along with those who preferred not to say.

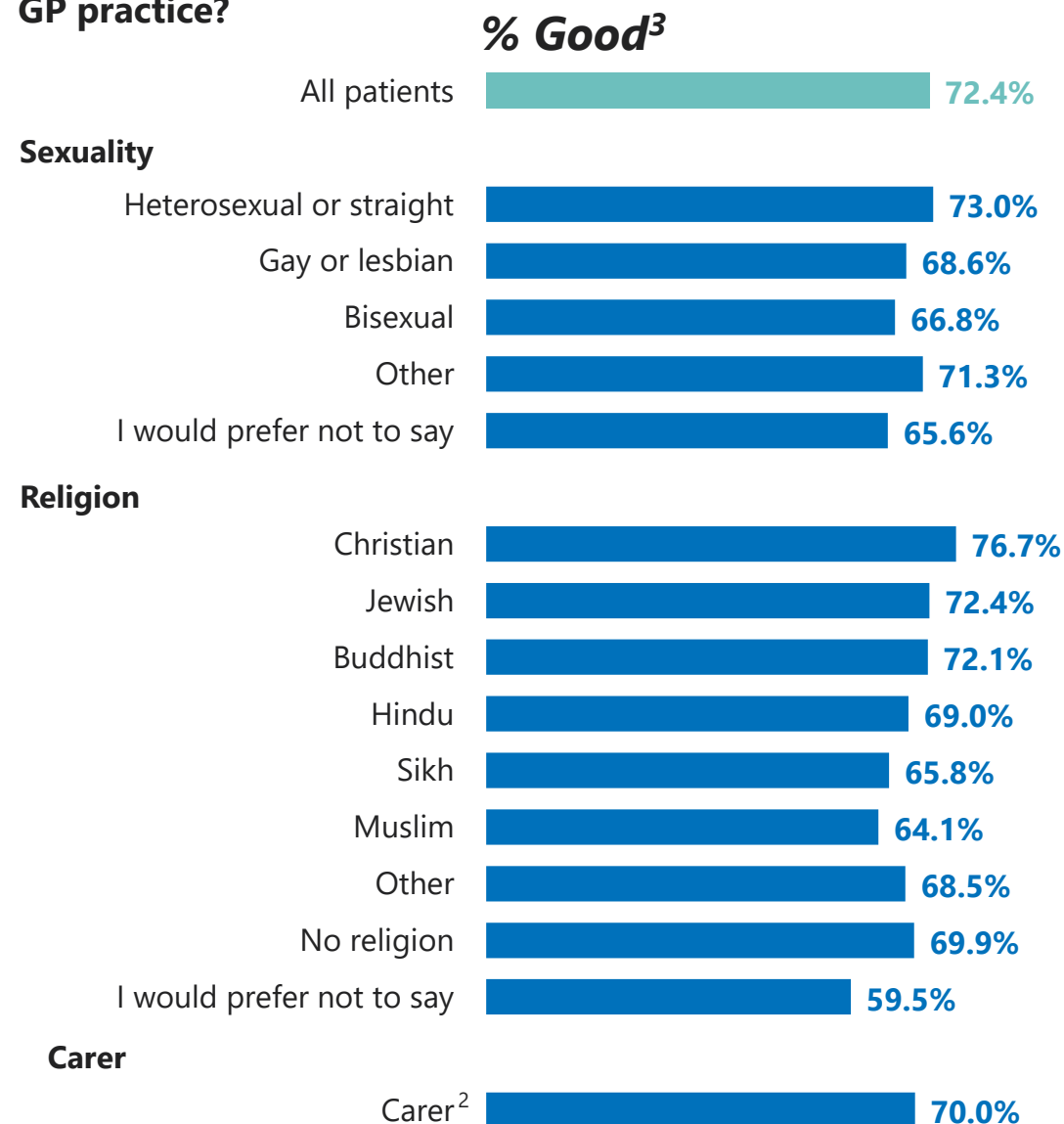
### Carer

- Patients who are carers<sup>2</sup>, especially those caring for 35 or more hours per week<sup>3</sup>, were less likely to report a positive overall experience.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of GP practice

Q32. Overall, how would you describe your experience of your GP practice?



<sup>2</sup>Carer = Any 'yes' at Q58. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

<sup>3</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (709,235). Base ranges: Sexuality (6,671 to 632,554), Religion (4,095 to 398,994), Carer (141,994)

## How did overall experience of GP practice vary by patient demographics?

Patients' overall experience of their GP practice varied among different patient groups<sup>1</sup>.

### Deprivation

- As deprivation increased, the proportion of patients reporting a good overall experience decreased, with patients living in the most deprived areas reporting the least positive overall experience.

### Disability<sup>2</sup>

- Patients with a disability reported a less positive overall experience compared with patients overall.

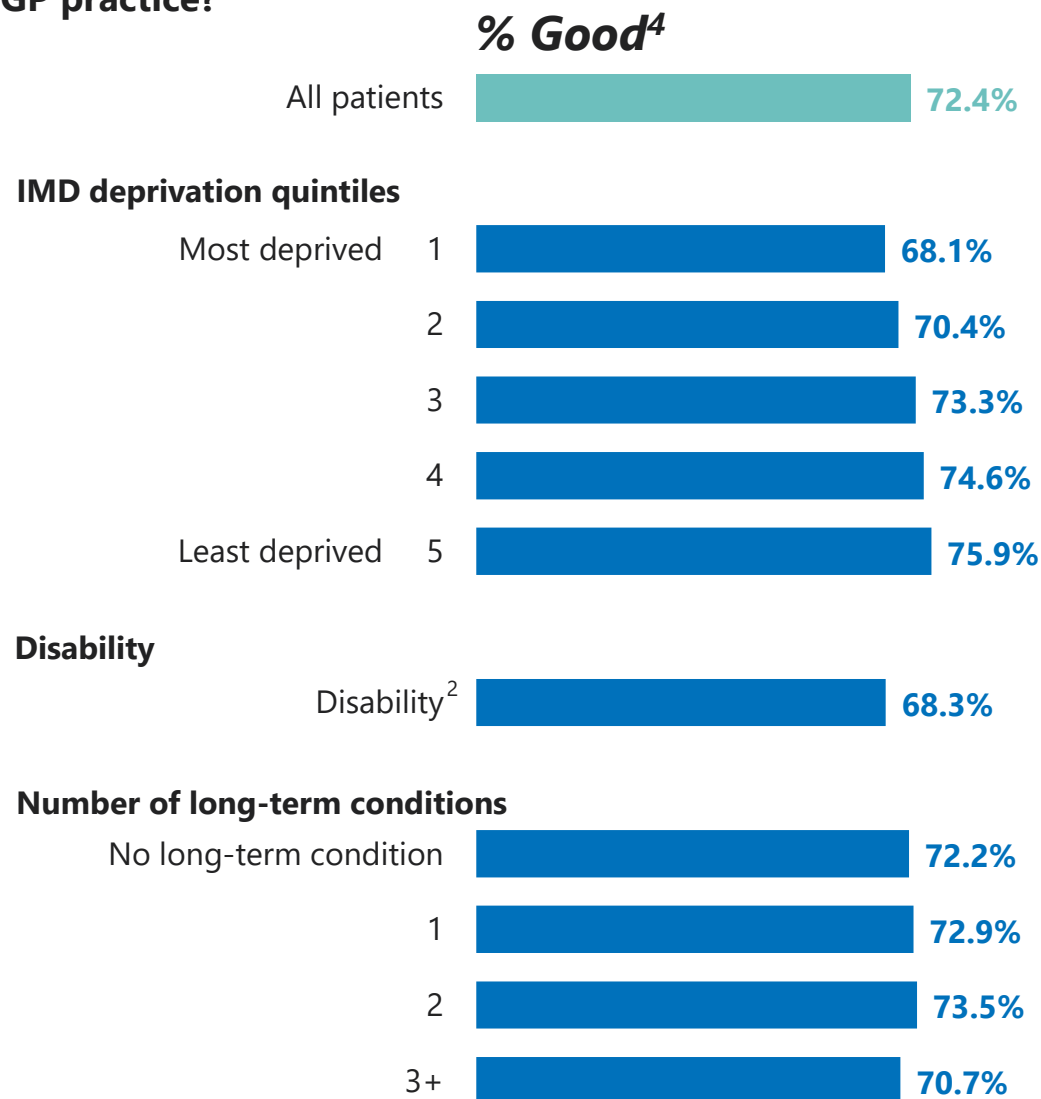
### Number of long-term conditions<sup>3</sup>

- While patients with one or two long-term conditions were more likely to report a positive overall experience than those with no long-term condition, patients with three or more conditions were less likely to report a positive overall experience.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of GP practice

Q32. Overall, how would you describe your experience of your GP practice?



<sup>2</sup>Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions reduce your ability to carry out your day-to-day activities?

<sup>3</sup>Number of long-term conditions = Number of long-term conditions identified at Q36. Which, if any, of the following long-term conditions do you have?

<sup>4</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (709,235). Base ranges: IMD deprivation quintile (135,065 to 146,086), Disability (221,432), Number of long-term conditions (105,364 to 284,149)

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## Local GP services

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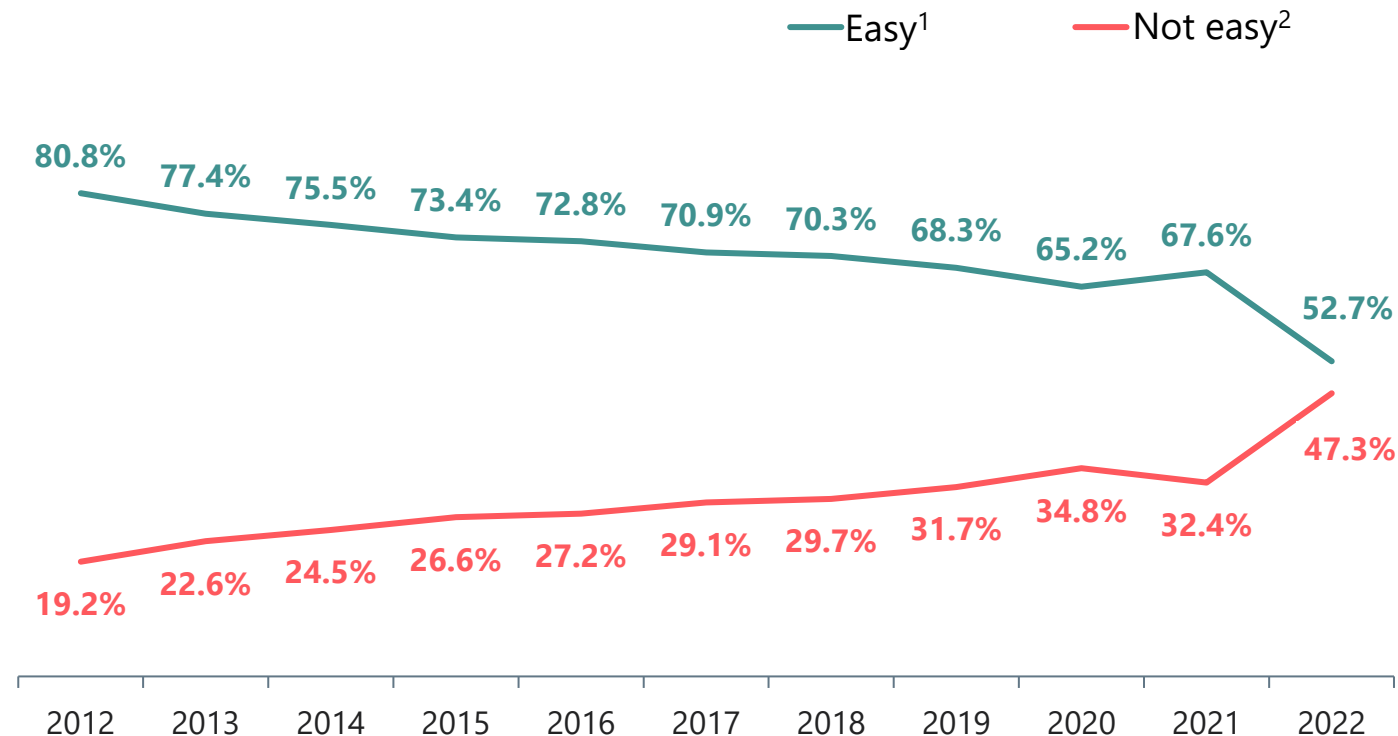
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When the GP practice is closed

# How easy did patients find getting through to their GP practice on the phone?

In the 2022 survey, just over half (52.7%) of patients said it was easy<sup>1</sup> to get through to someone at their GP practice on the phone. This is lower than all previous years since the question was introduced in 2012, with the largest decrease within the last year (a decline of 14.9 percentage points from 67.6% in the 2021 survey).

## Q1. Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?



<sup>1</sup>Easy = 'very easy' + 'fairly easy'

<sup>2</sup>Not easy = 'not very easy' + 'not at all easy'

Base: all patients excluding 'haven't tried': 2022 (687,159) 2021 (809,235) 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)

## Q2. How helpful do you find the receptionists at your GP practice?

# 82.1%

found the receptionists at their GP practice helpful<sup>3</sup> (including 37.3% who found the receptionists 'very helpful') (88.7% helpful in 2021)



# 17.9%

did not find the receptionists helpful<sup>4</sup> (11.3% in 2021)

<sup>3</sup>Helpful = 'very helpful' + 'fairly helpful'

<sup>4</sup>Not helpful = 'not very helpful' + 'not at all helpful'

Base: all patients excluding 'don't know': 2022 (685,426) 2021 (815,587)

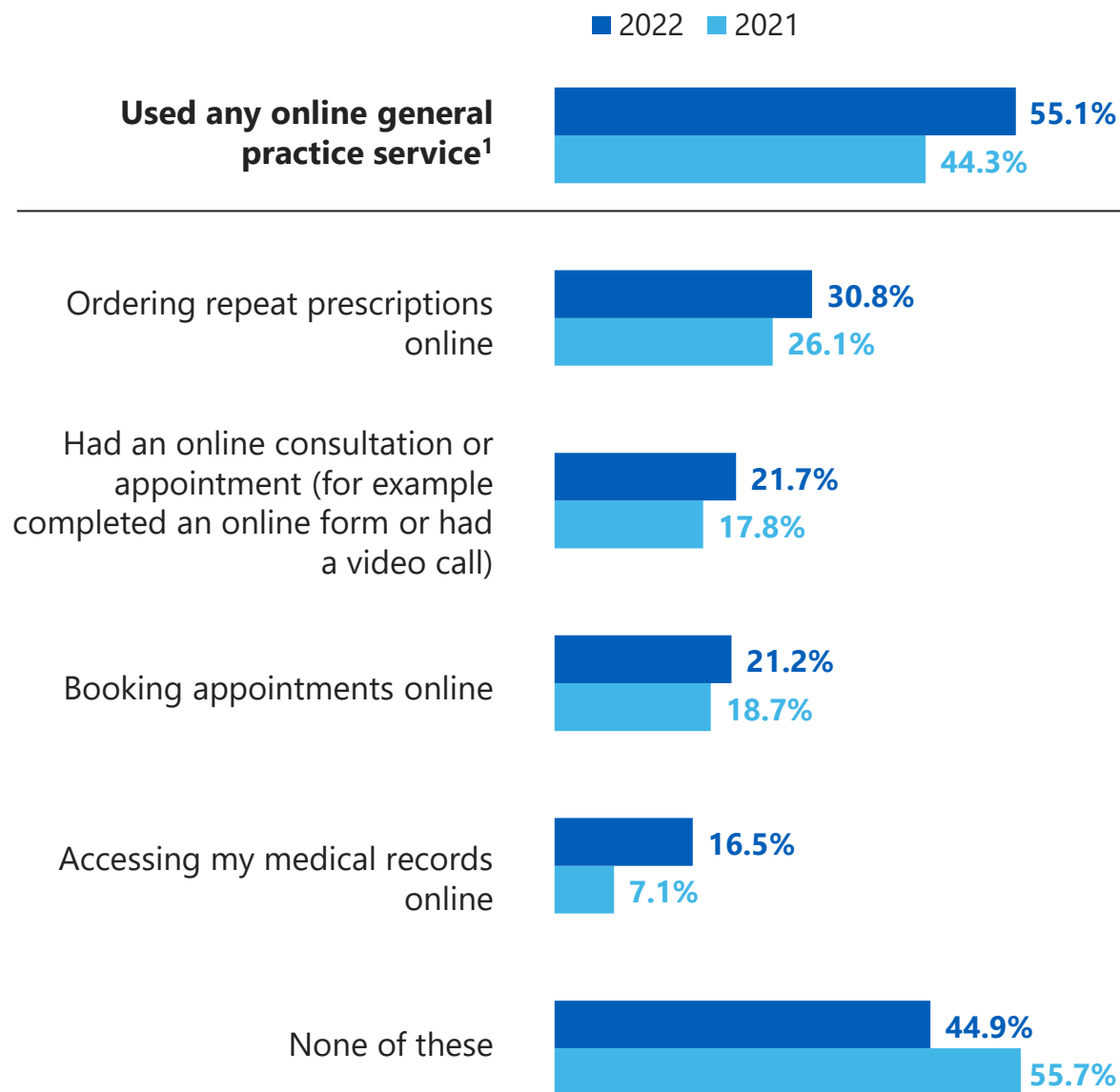


## Had patients used online general practice services in the past 12 months?

Overall, 55.1% had used at least one online general practice service in the 12 months before taking part in the survey, an increase compared with the 2021 survey (up 10.8 percentage points from 44.3%).

- Patients most commonly reported ordering repeat prescriptions online (30.8% compared with 26.1% in 2021).
- Over one in five said they had an online consultation or appointment (including filling in an online form or a video call) (21.7% compared with 17.8% in 2021), or had booked an appointment online (21.2% and 18.7% in 2021).
- The proportion of patients who reported accessing their medical records online more than doubled over the last year (16.5% compared with 7.1% in the 2021 survey), but this was the least commonly reported of all online services.
- Just under half (44.9%) reported not using any of the online services listed in the past 12 months, fewer than the 2021 survey (55.7%).

### Q3. Which of the following general practice online services have you used in the past 12 months? (multiple responses allowed)

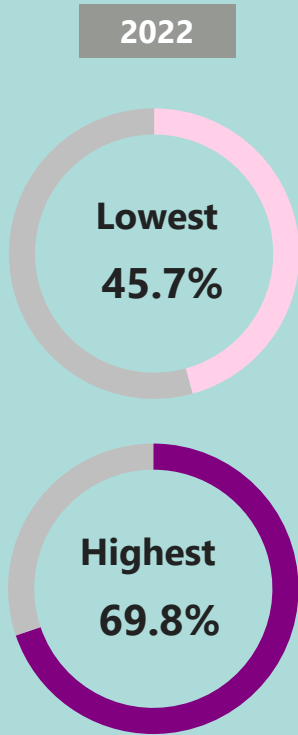


<sup>1</sup>Used any online general practice service = 'Ordering repeat prescriptions' or 'booking appointments' or 'online consultation or appointment' or 'accessing medical records'  
Base: all patients: 2022 (706,605) 2021 (832,291)

# How did use of online general practices services vary between ICSs?

The proportion of patients who used an online general practice service in the past 12 months<sup>1</sup> varied between ICSs by 24.1 percentage points (ranging from 45.7% to 69.8%).

ICS range - % Used any online general practice service<sup>1</sup>

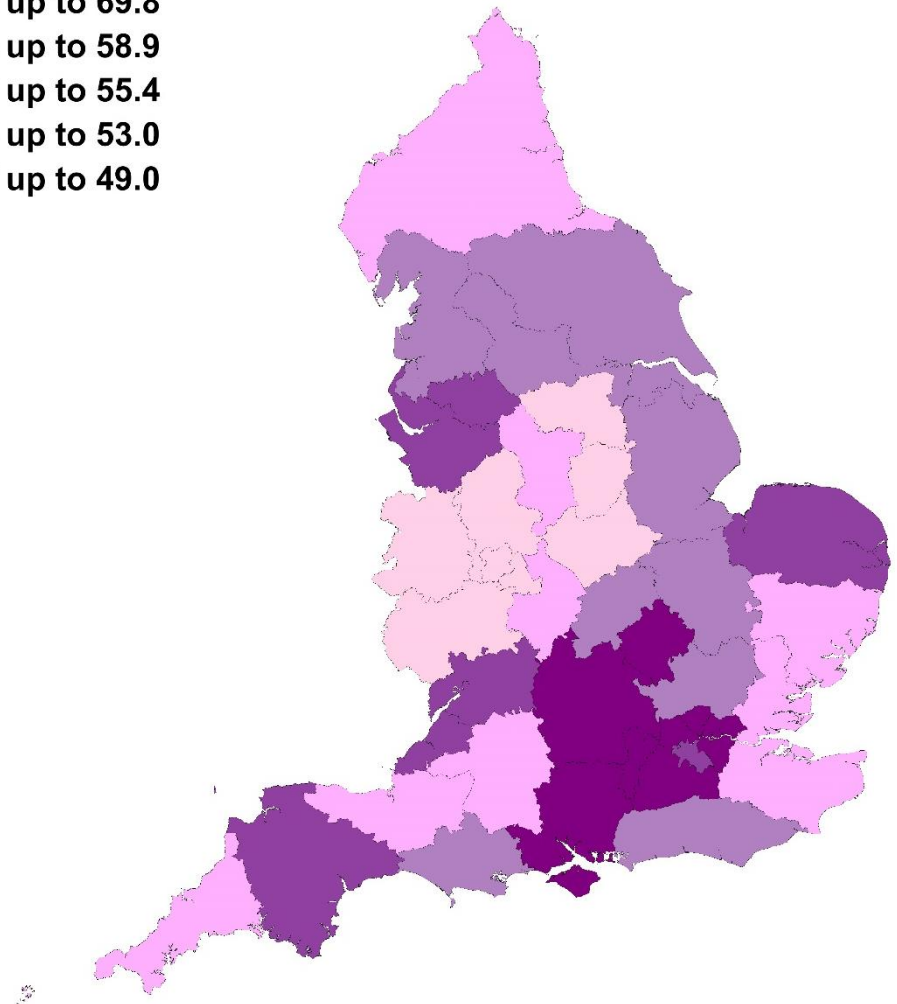
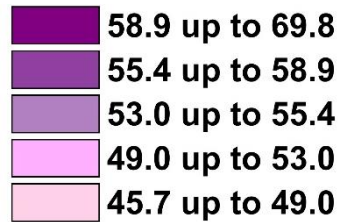


<sup>1</sup>Used any online general practice service = 'Booking appointments' or 'ordering repeat prescriptions' or 'accessing medical records' or 'online consultation or appointment'

## Had patients used online general practice services in the past 12 months?

Q3. Which of the following general practice online services have you used in the past 12 months?

% Used any online general practice service<sup>1</sup>



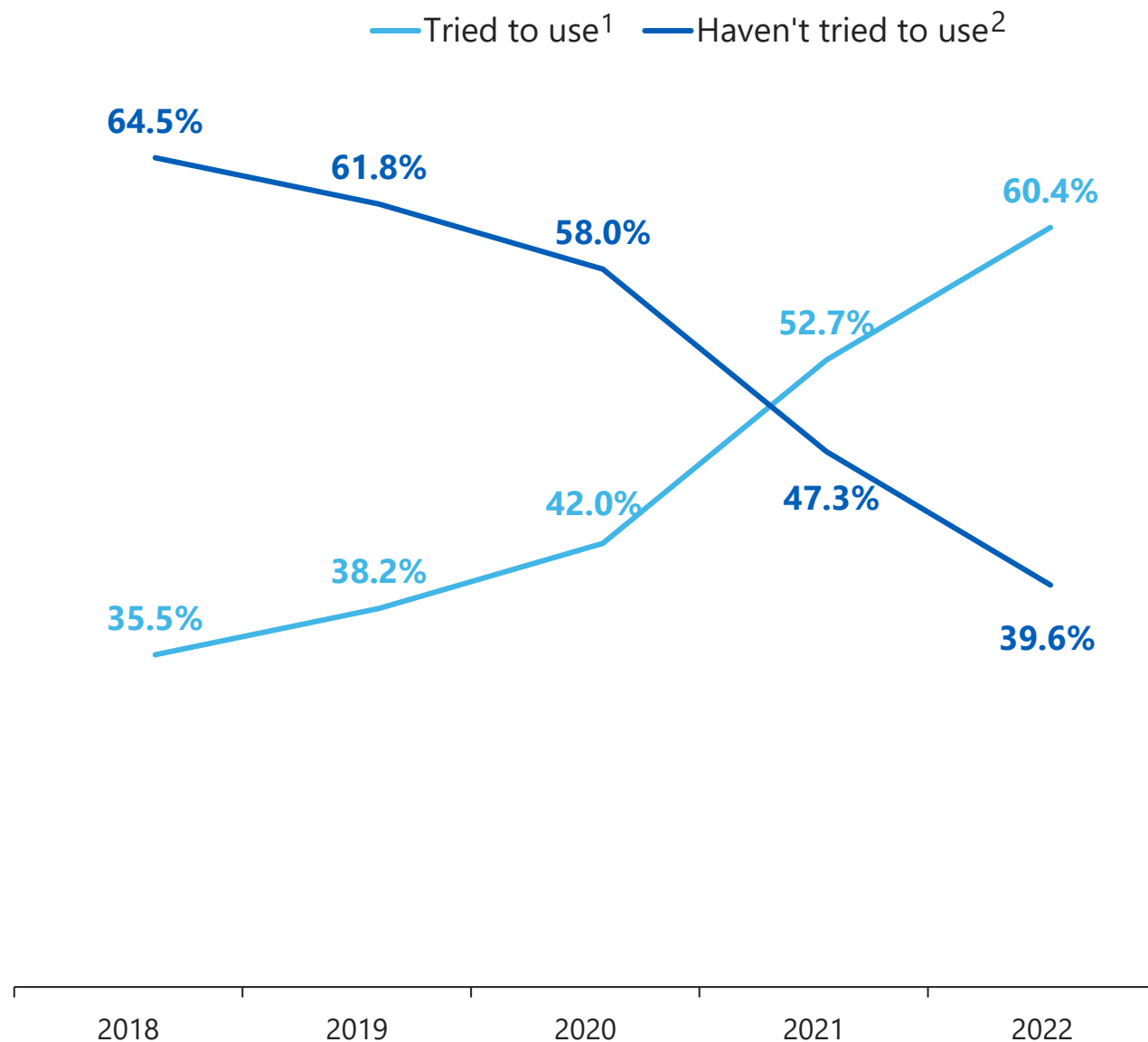
ICSs are divided into five equal sized groups based on their results, each group represents 20% of the ICSs  
Base: all patients: 2022 (706,605)

## Had patients tried to use their GP practice's website?

Three in five (60.4%) patients had tried to use their GP practice's website<sup>1</sup> compared with just over half (52.7%) in the 2021 survey.

The proportion of patients who had tried to use their GP practice's website to look for information or to access services has increased year on year since the question was first introduced in 2018.

### Q4. How easy is it to use your GP practice's website to look for information or access services?



<sup>1</sup>Tried to use GP practice website = 'very easy' + 'fairly easy' + 'not very easy' + 'not at all easy'

<sup>2</sup>Haven't tried to use GP practice website = 'haven't tried'

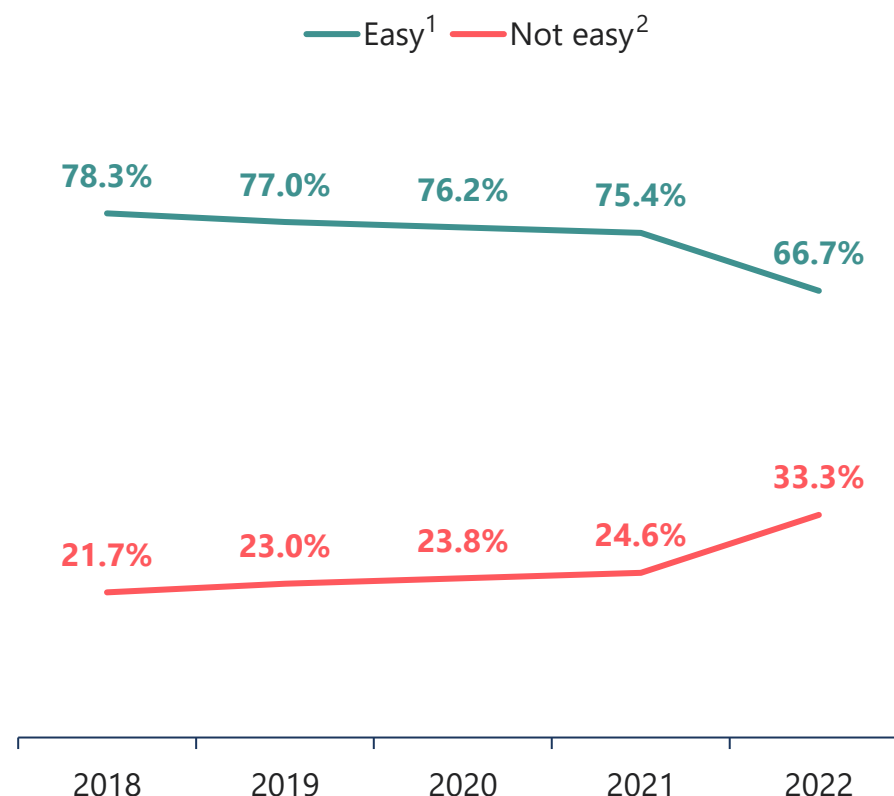
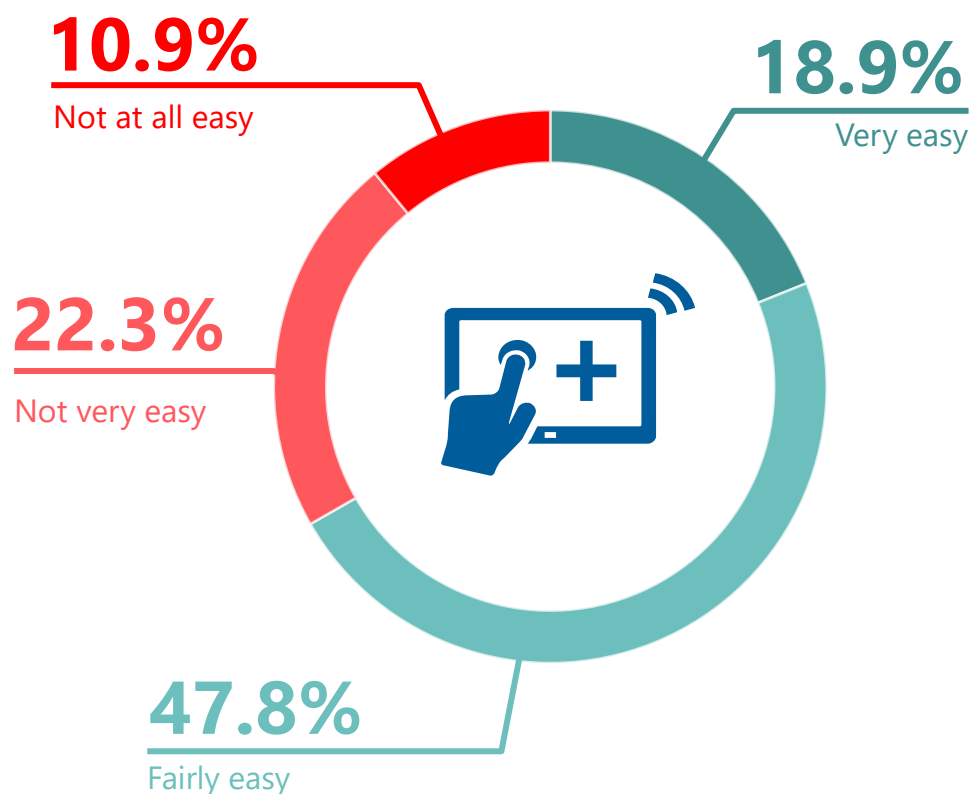
Base: all patients: 2022 (705,037) 2021 (832,250) 2020 (723,603) 2019 (759,006) 2018 (745,221)

## Was 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, two thirds (66.7%) found it easy<sup>1</sup> to use. One third (33.3%) did not find it easy<sup>2</sup>.

While the proportion of patients who have used their GP practice's website has increased year on year, the proportion who found it easy<sup>1</sup> to use has declined, with the largest decline over the last year - an 8.7 percentage point decrease compared with the 2021 survey.

### Q4. How easy is it to use your GP practice's website to look for information or access services?



<sup>1</sup>Easy = 'very easy' + 'fairly easy'

<sup>2</sup>Not easy = 'not very easy' + 'not at all easy'

Base: all patients excluding 'haven't tried': 2022 (381,986) 2021 (398,398) 2020 (273,048) 2019 (259,817) 2018 (234,144)

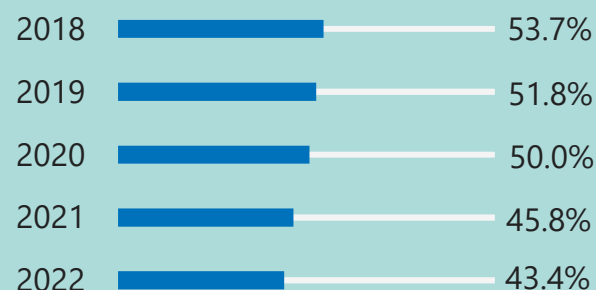
## Did patients have a preferred GP?

### Q7. Is there a particular GP you usually prefer to see or speak to?

Just over two in five (43.4%) had a preferred GP<sup>1</sup>, including 21.6% for all appointments, and 21.8% for some but not all appointments.

The proportion of patients who had a preferred GP has decreased year on year since 2018.

#### Had a preferred GP<sup>1</sup>



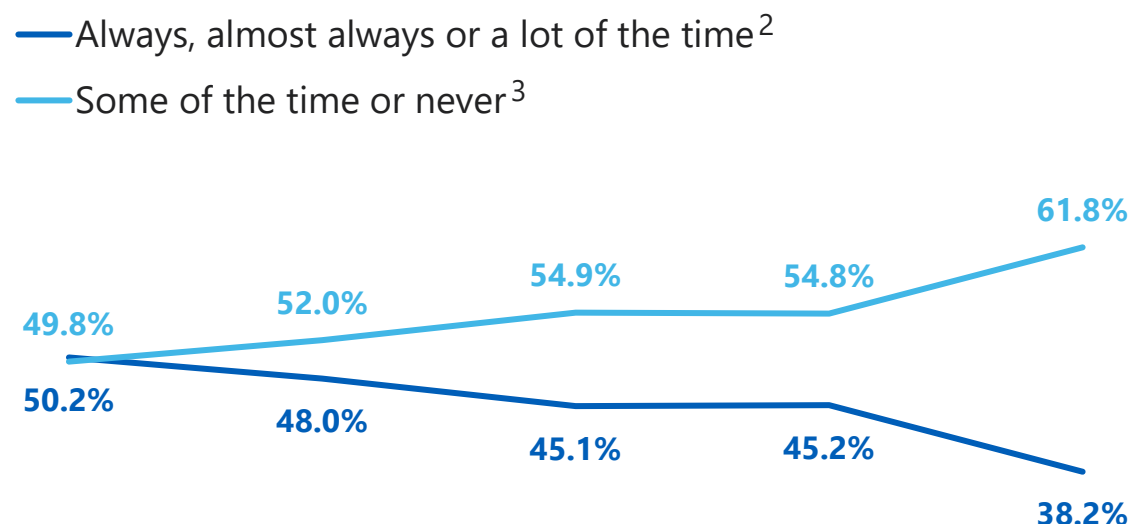
<sup>1</sup>Had a preferred GP = 'yes, for all appointments' + 'yes, for some appointments but not others'

Base: all patients excluding 'there is usually only one GP in my GP practice': 2022 (669,134) 2021 (794,925) 2020 (679,975) 2019 (707,995) 2018 (698,646)

## How often did patients see their preferred GP?

Of those who had a preferred GP, 38.2% said they saw or spoke to their preferred GP 'always or almost always' or 'a lot of the time'<sup>2</sup>. This has mostly been decreasing since 2018, with the largest decline over the last year (from 45.2% in 2021).

### Q8. How often do you see or speak to your preferred GP when you would like to?



<sup>2</sup>Always, almost always or a lot of the time = 'Always or almost always' + 'a lot of the time'

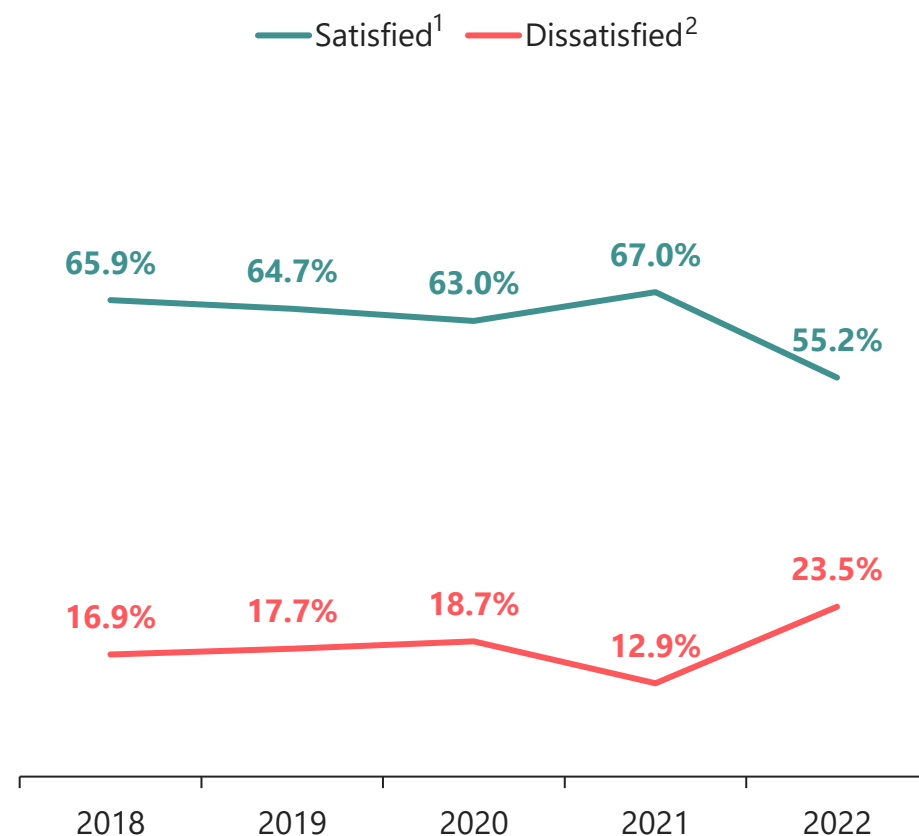
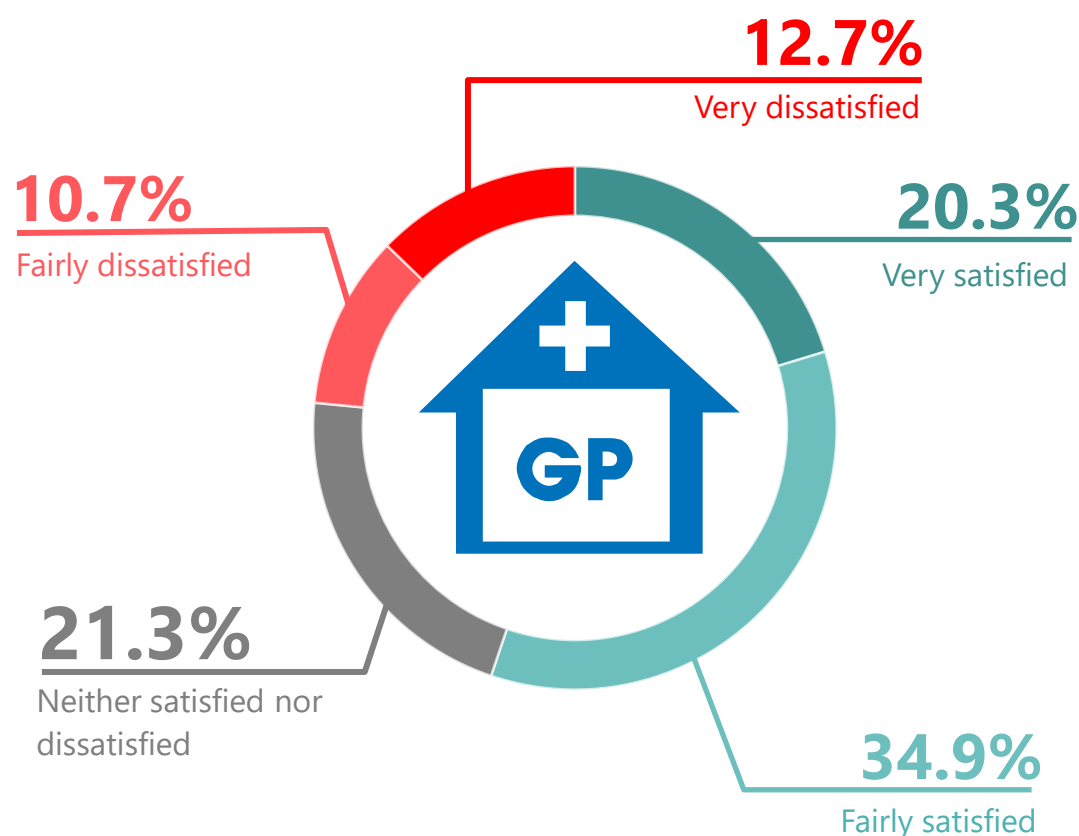
<sup>3</sup>Some of the time or never = 'Some of the time' + 'never or almost never'  
Base: all patients who have a GP they prefer to see at their practice, excluding 'I have not tried': 2022 (300,882) 2021 (372,064) 2020 (352,181) 2019 (382,243) 2018 (387,536)

# Were patients satisfied with the general practice appointment times that were available to them?

Over half (55.2%) were satisfied<sup>1</sup> with the general practice appointment times that were available to them, with 20.3% 'very satisfied' and 34.9% fairly satisfied.

Satisfaction with appointment times decreased to the lowest level for five years (55.2%) – an 11.8 percentage point decrease compared with the 2021 survey (67.0%). This had steadily declined from 2018 to 2020, followed by an increase in 2021.

## Q6. How satisfied are you with the general practice appointment times that are available to you?



<sup>1</sup>Satisfied = 'very satisfied' + 'fairly satisfied'

<sup>2</sup>Dissatisfied = 'very dissatisfied' + 'fairly dissatisfied'

Base: all patients excluding 'I'm not sure when I can get an appointment': 2022 (600,933) 2021 (733,038) 2020 (663,563) 2019 (696,898) 2018 (689,659)

## How does satisfaction with available appointment times vary between patient groups?

Patients' satisfaction with available GP appointment times varied among different patient groups<sup>1</sup>. For example:

### Parent or legal guardian

- Parents of or legal guardians for any children aged under 16 living in their home were less satisfied with the GP appointment times that were available to them.

### Work status

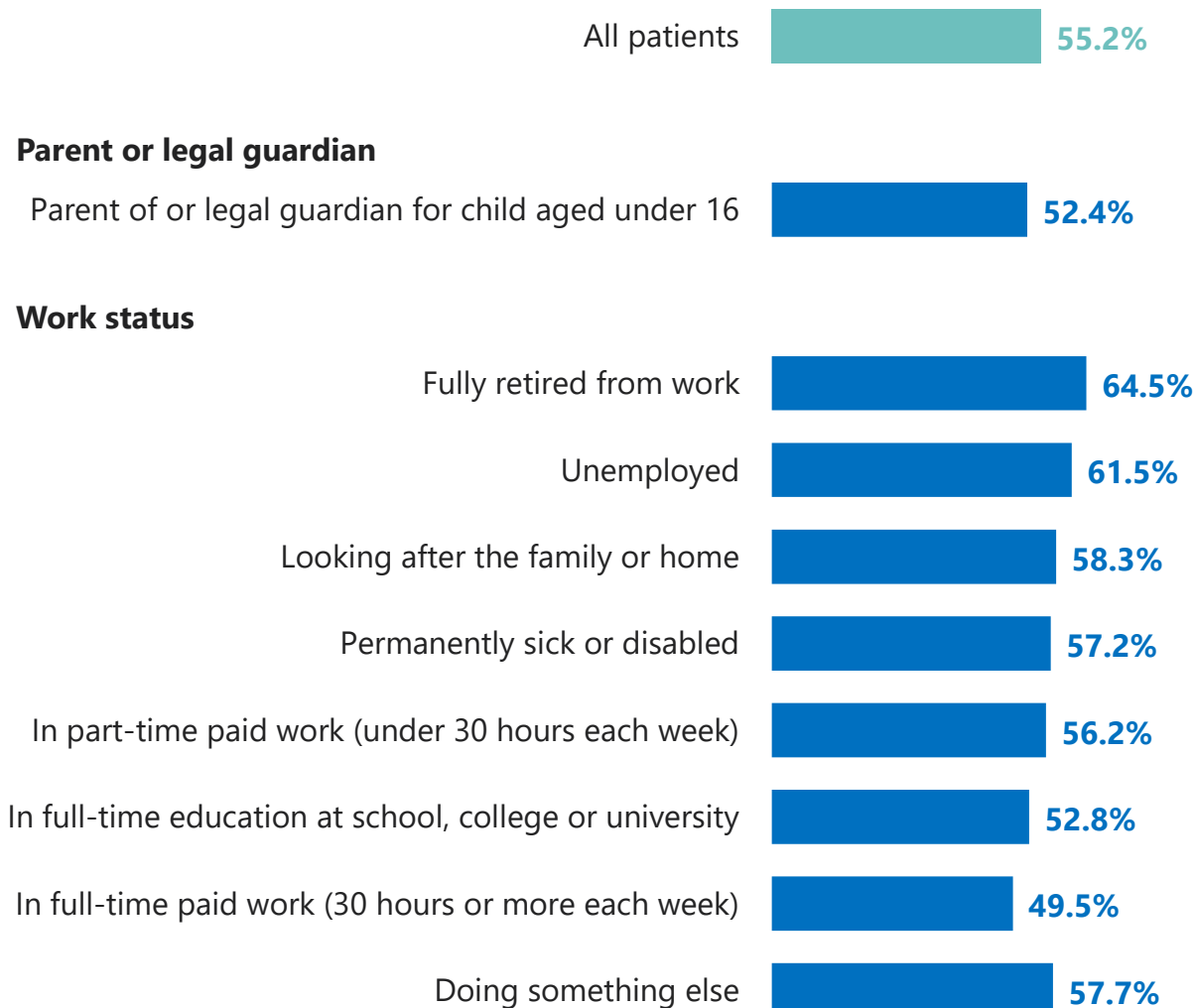
- Patients who were fully retired from work, unemployed, or looking after the family or home were the most satisfied with the GP appointment times that were available to them.
- Patients in full-time paid work or full-time education were the least satisfied with the GP appointment times available to them.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Satisfaction with GP appointment times available

**Q6. How satisfied are you with the general practice appointment times that are available to you?**

### % Satisfied<sup>2</sup>



<sup>2</sup>Satisfied = 'very satisfied' + 'fairly satisfied'

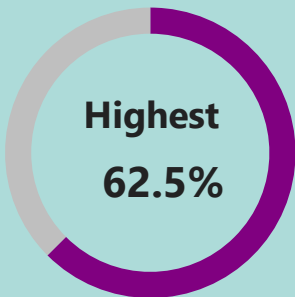
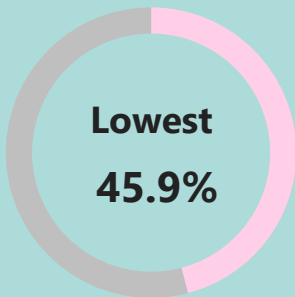
Base: all patients excluding 'I'm not sure when I can get an appointment': 2022 (600,933).  
Base ranges: Parent / legal guardian of under 16 (113,939), Work status (12,146 to 200,951)

# How did satisfaction with available appointment times vary between ICSs?

The proportion of patients who were satisfied<sup>1</sup> with the general practice appointment times that were available to them varied between ICSs by 16.6 percentage points (ranging from 45.9% to 62.5%).

ICS range - % Satisfied<sup>1</sup>

2022

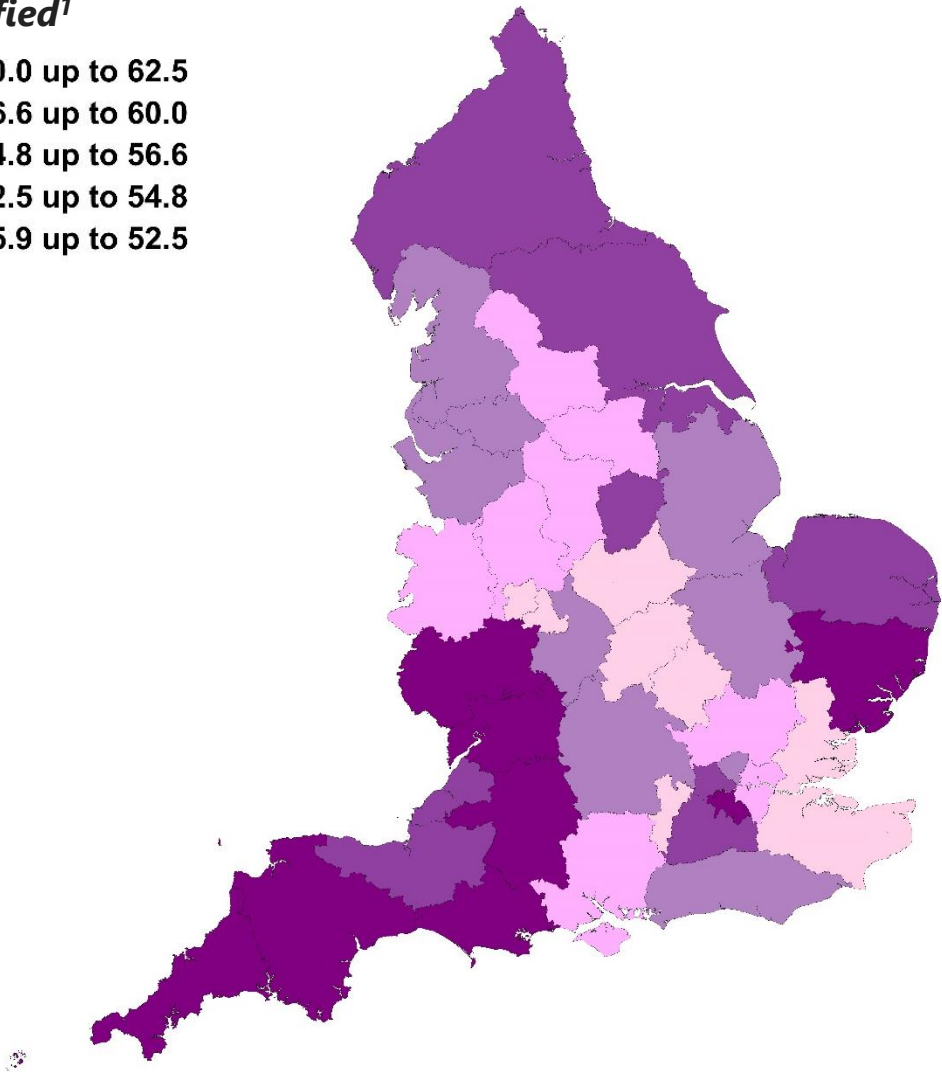


<sup>1</sup>Satisfied = 'very satisfied' + 'fairly satisfied'

## Satisfaction with GP appointment times available

Q6. How satisfied are you with the general practice appointment times that are available to you?

% Satisfied<sup>1</sup>



ICSs are divided into five equal sized groups based on their results, each group represents 20% of the ICSs  
Base: all patients excluding 'I'm not sure when I can get an appointment': 2022 (600,933)



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## Making an appointment

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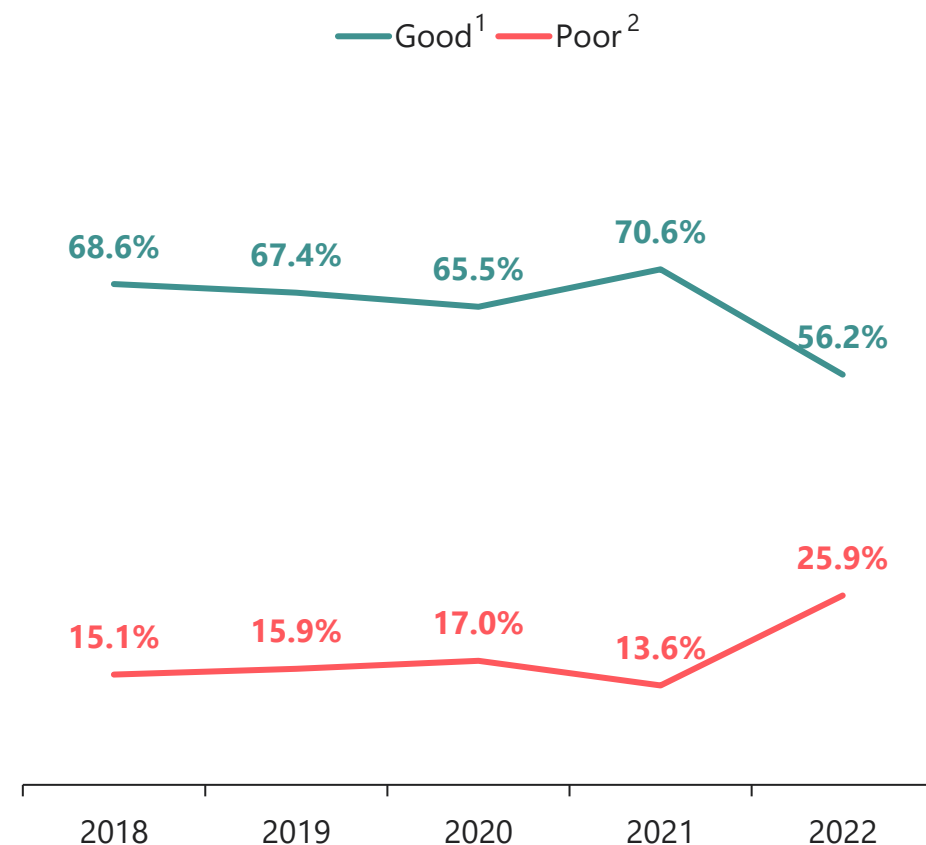
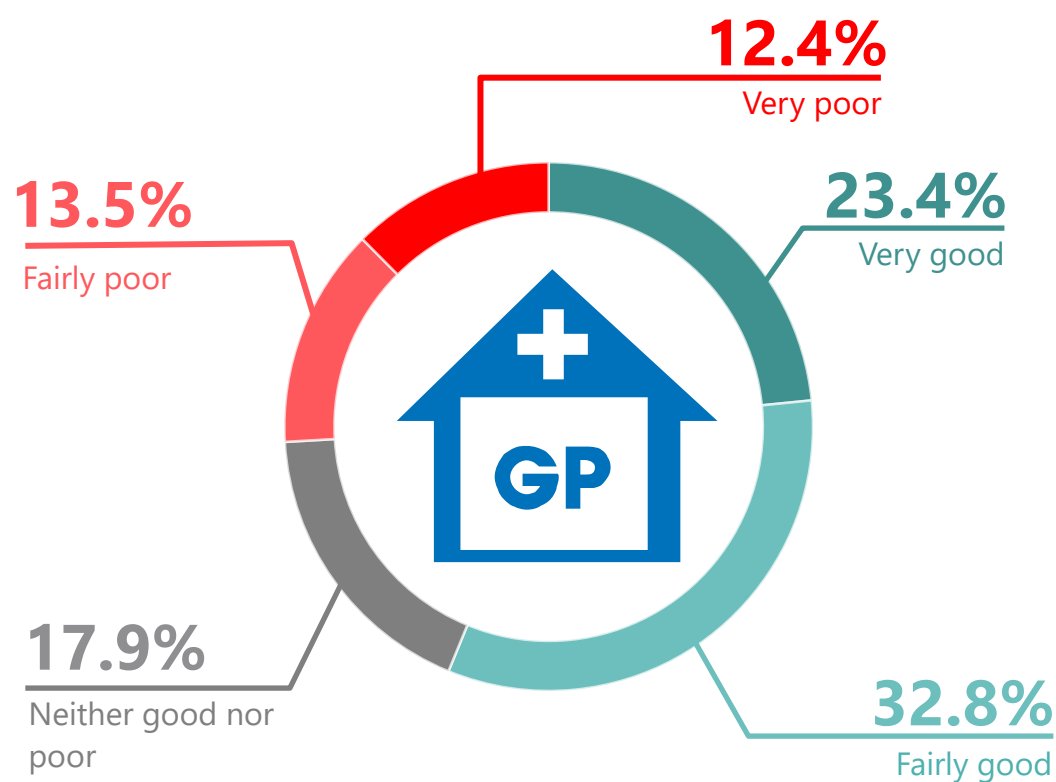
When the GP practice is closed

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

Over half (56.2%) of patients had a good<sup>1</sup> overall experience of making an appointment, with almost a quarter (23.4%) describing their experience as 'very good'. However, around a quarter (25.9%) said their overall experience was poor<sup>2</sup> and 17.9% said it was 'neither good nor poor'.

The proportion of patients reporting a good<sup>1</sup> overall experience of making an appointment decreased to its lowest level for five years (56.2%) – a 14.5 percentage point decrease from the 2021 survey (70.6%). This had steadily declined from 2018 to 2020, followed by an increase in 2021.

### Q21. Overall, how would you describe your experience of making an appointment?



<sup>1</sup>Good = 'very good' + 'fairly good'

<sup>2</sup>Poor = 'very poor' + 'fairly poor'

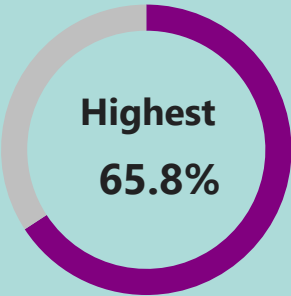
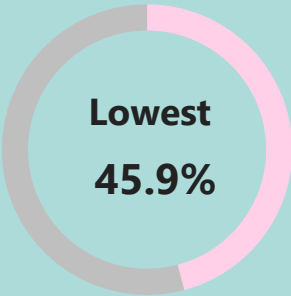
Base: all patients who have tried to make a general practice appointment at their current GP practice: 2022 (667,699) 2021 (769,130) 2020 (670,827) 2019 (705,310) 2018 (693,912)

# How did overall experience of making an appointment vary between ICSs?

The proportion of patients who described their overall experience of making an appointment as good<sup>1</sup> varied between ICSs by 19.9 percentage points (ranging from 45.9% to 65.8%).

ICS range - % Good<sup>1</sup>

2022

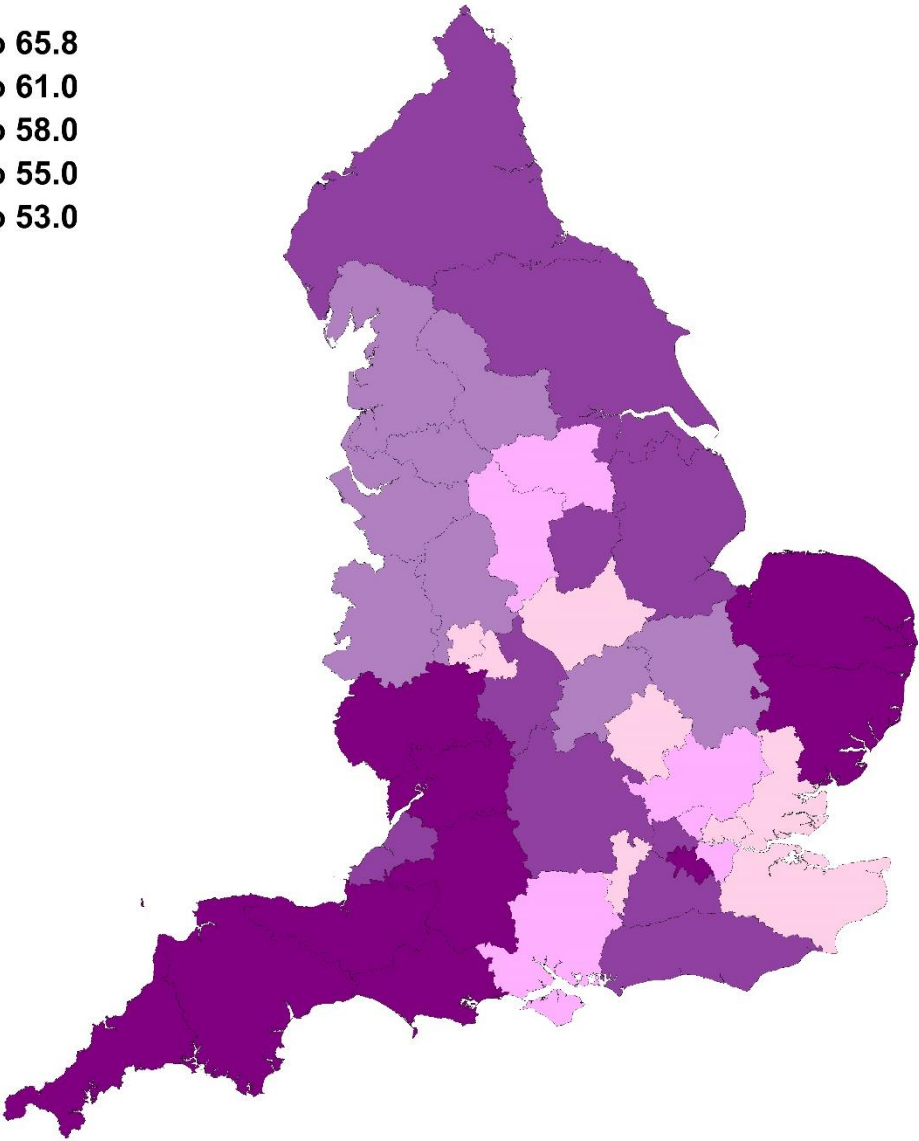


<sup>1</sup>Good = 'very good' + 'fairly good'

# Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?

% Good<sup>1</sup>



ICSs are divided into five equal sized groups based on their results, each group represents 20% of the ICSs  
Base: all patients who have tried to make a general practice appointment at their current GP practice:

2022 (667,699)

## How did overall experience of making an appointment vary by patient demographics?

Patients' overall experience of making an appointment varied among different patient groups<sup>1</sup>.

### Gender

- Patients who identify as female reported the most positive overall experience of making an appointment.
- Patients who prefer to self-describe or identify as non-binary reported a less positive overall experience of making an appointment.

### Gender identity

- Comparing patients whose gender identity was the same as their sex registered at birth to those whose was different, a similar proportion reported a good overall experience of making an appointment across the two groups.

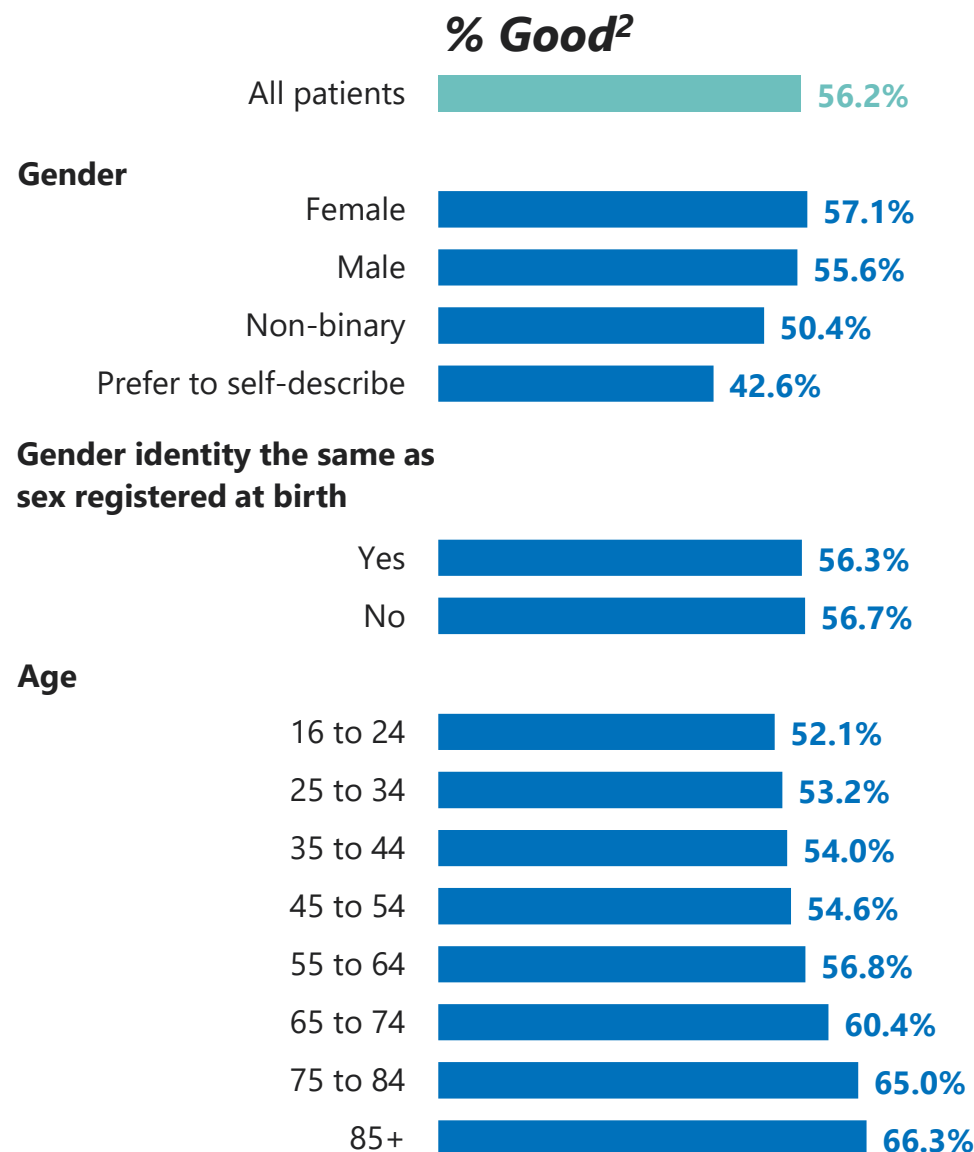
### Age

- Older patients reported a more positive overall experience of making an appointment than younger patients.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?



<sup>2</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (667,699). Base ranges: Gender (1,255 to 380,066), Gender identity (3,528 to 647,453), Age (23,169 to 145,267)

## How did overall experience of making an appointment vary by patient demographics?

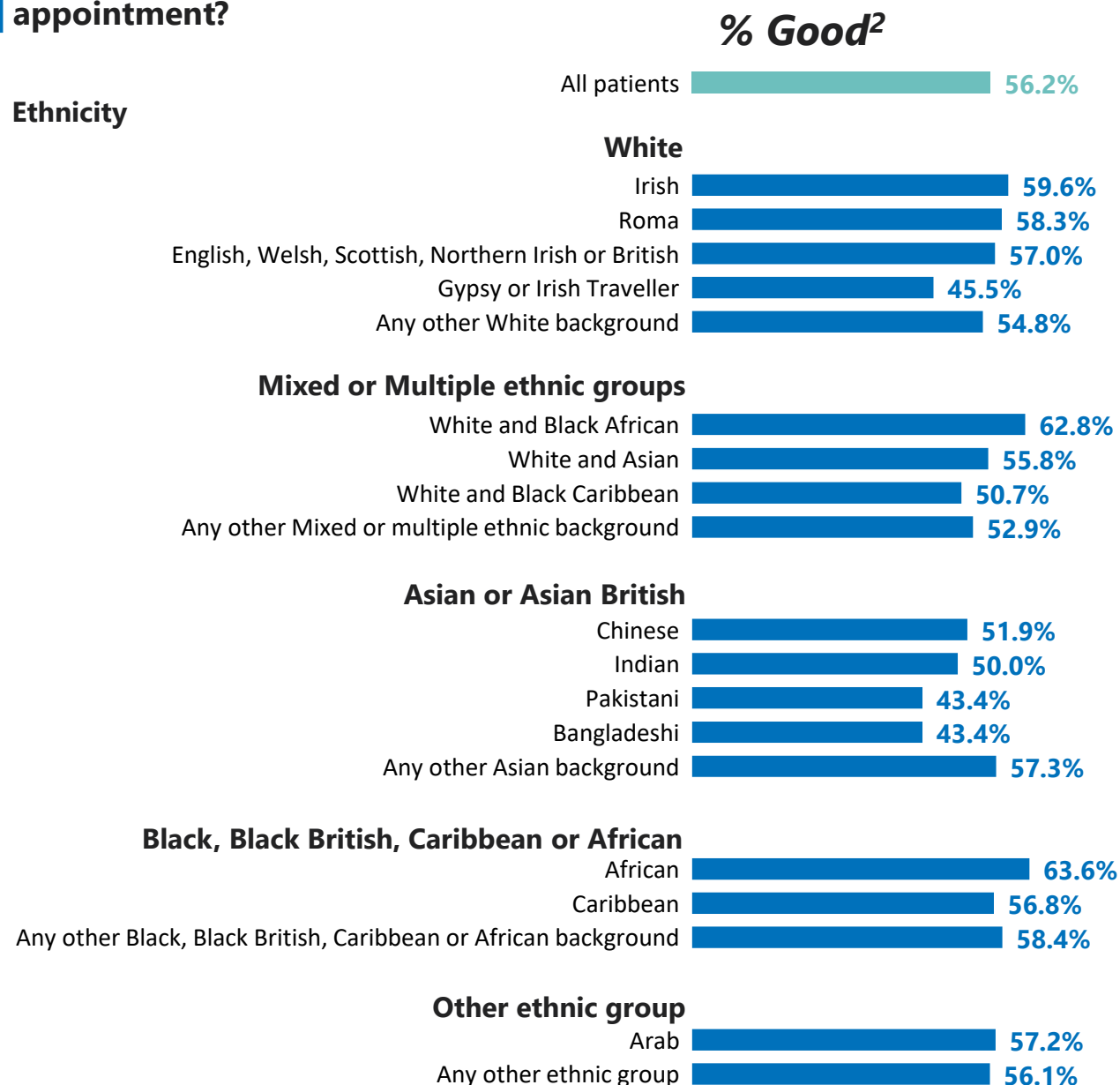
Patients' overall experience of making an appointment varied by ethnicity<sup>1</sup>.

- Patients from African, and White and Black African ethnic groups reported the most positive overall experience of making an appointment.
- Patients from Bangladeshi, Pakistani, and Gypsy or Irish Traveller ethnic groups reported the least positive overall experience of making an appointment.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?



<sup>2</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (667,699). Base ranges: Ethnicity (258 to 504,565)

## How did overall experience of making an appointment vary by patient demographics?

Patients' overall experience of making an appointment varied among different patient groups<sup>1</sup>.

### Sexuality

- Gay or lesbian and bisexual patients reported a less positive overall experience of making an appointment, along with those who would prefer not to say about their sexuality.

### Religion

- Christian and Buddhist patients reported a more positive overall experience of making an appointment.
- Muslim and Sikh patients reported a less positive overall experience of making an appointment, along with those who preferred not to say about their religion.

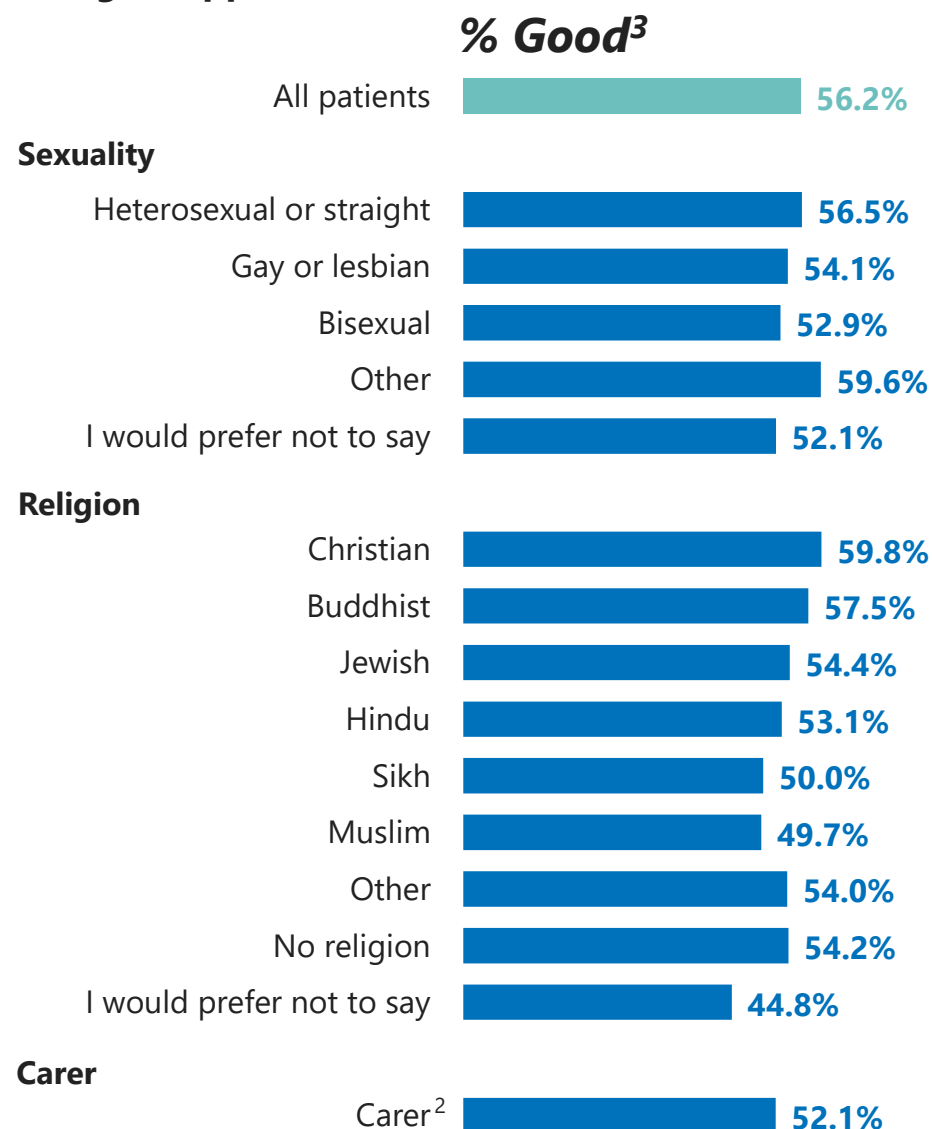
### Carer<sup>2</sup>

- Patients who are carers reported a less positive overall experience of making an appointment.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?



<sup>2</sup>Carer = Any 'yes' at Q58. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

<sup>3</sup>Good = 'very good' + 'fairly good'

Base: all patients: 2022 (667,699). Base ranges: Sexuality (6,111 to 597,377), Religion (3,826 to 374,650), Carer (135,963)

## How did overall experience of making an appointment vary by patient demographics?

Patients' overall experience of making an appointment varied among different patient groups<sup>1</sup>.

### Deprivation

- As deprivation increased, the proportion of patients reporting a good overall experience of making an appointment decreased, with patients living in the most deprived areas reporting the least positive overall experience of making an appointment.

### Disability<sup>2</sup>

- Patients with a disability were less likely to report a positive overall experience of making an appointment compared with patients overall.

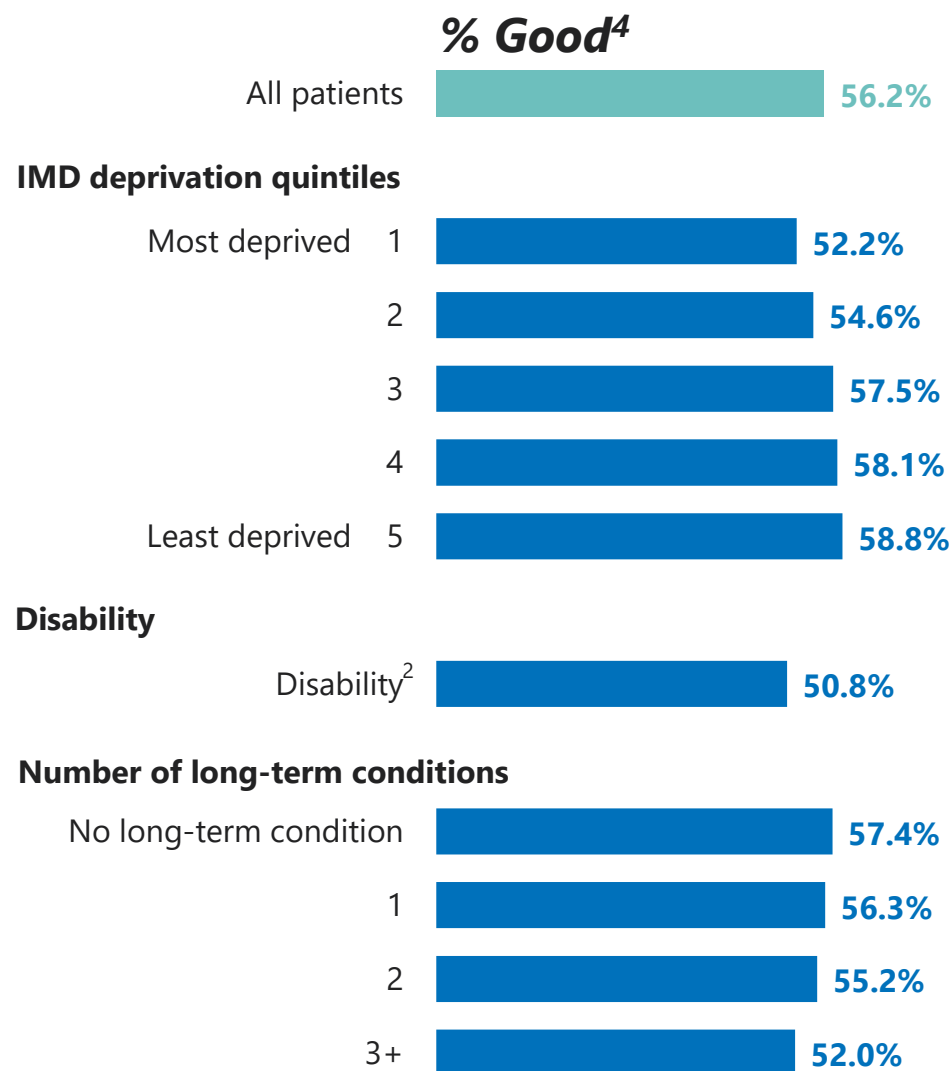
### Number of long-term conditions<sup>3</sup>

- Patients with two, or three or more conditions were less likely to report a positive overall experience of making an appointment.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Overall experience of making an appointment

Q21. Overall, how would you describe your experience of making an appointment?



<sup>2</sup>Disability = 'Yes, a lot' + 'Yes, a little' at Q34. Do any of these conditions reduce your ability to carry out your day-to-day activities?

<sup>3</sup>Number of long-term conditions = Number of long-term conditions identified at Q36. Which, if any, of the following long-term conditions do you have?

<sup>4</sup>Good = 'very good' + 'fairly good'

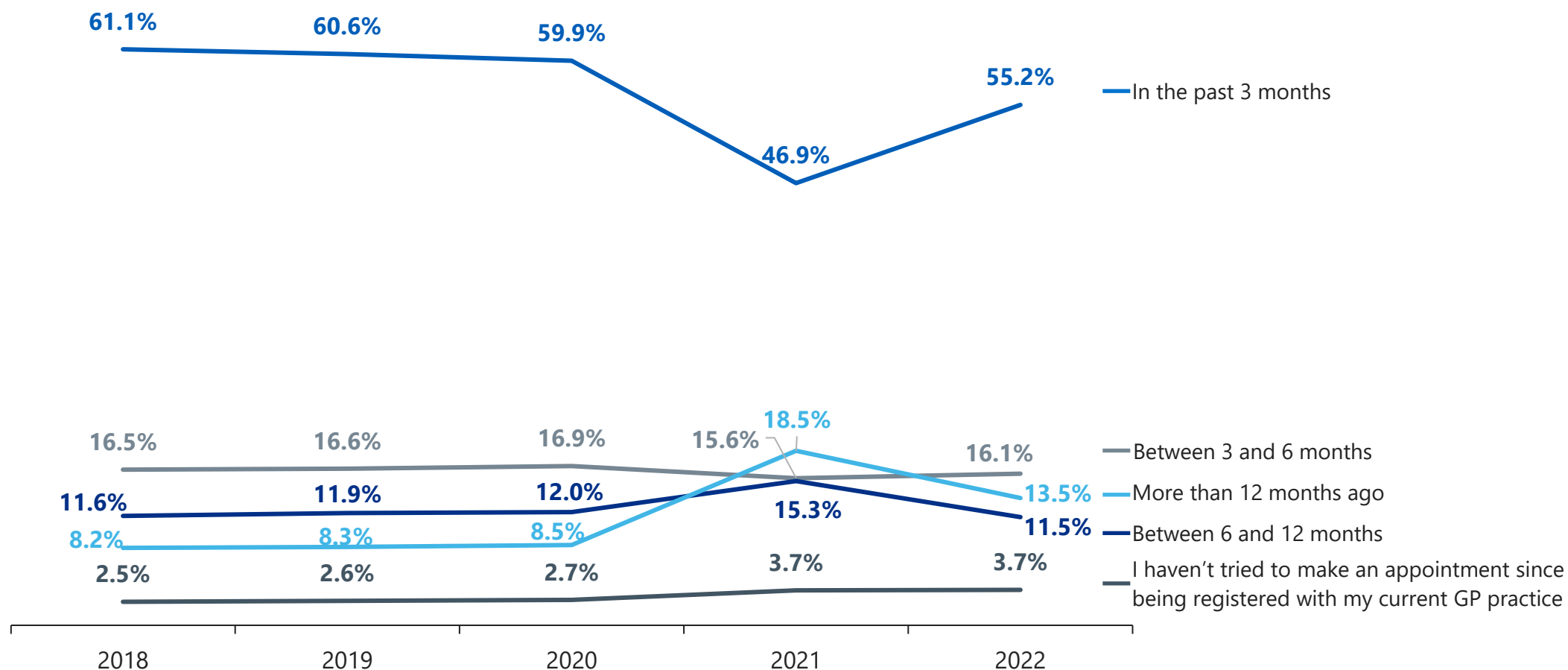
Base: all patients: 2022 (667,699). Base ranges: IMD deprivation quintiles (127,777 to 137,263), Disability (211,014), Number of long-term conditions (99,449 to 265,009)

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

More than half (55.2%) tried to book an appointment in the 3 months before they took part in the 2022 survey. This is an increase of 8.3 percentage points from the 2021 survey (46.9%), and closer to the 2020 survey (59.9%; when fieldwork was mostly completed before the pandemic).

Fewer than four percent (3.7%) said they had not tried to make an appointment since being registered at their current GP practice; this is unchanged compared with the 2021 survey.

### Q9. When did you last try to make a general practice appointment, either for yourself or for someone else?



<sup>1</sup>In the previous 6 months = 'In the past 3 months' + 'between 3 and 6 months'

Base: all patients excluding 'don't know': 2022 (684,631) 2021 (794,985) 2020 (702,006) 2019 (733,761) 2018 (725,098)



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

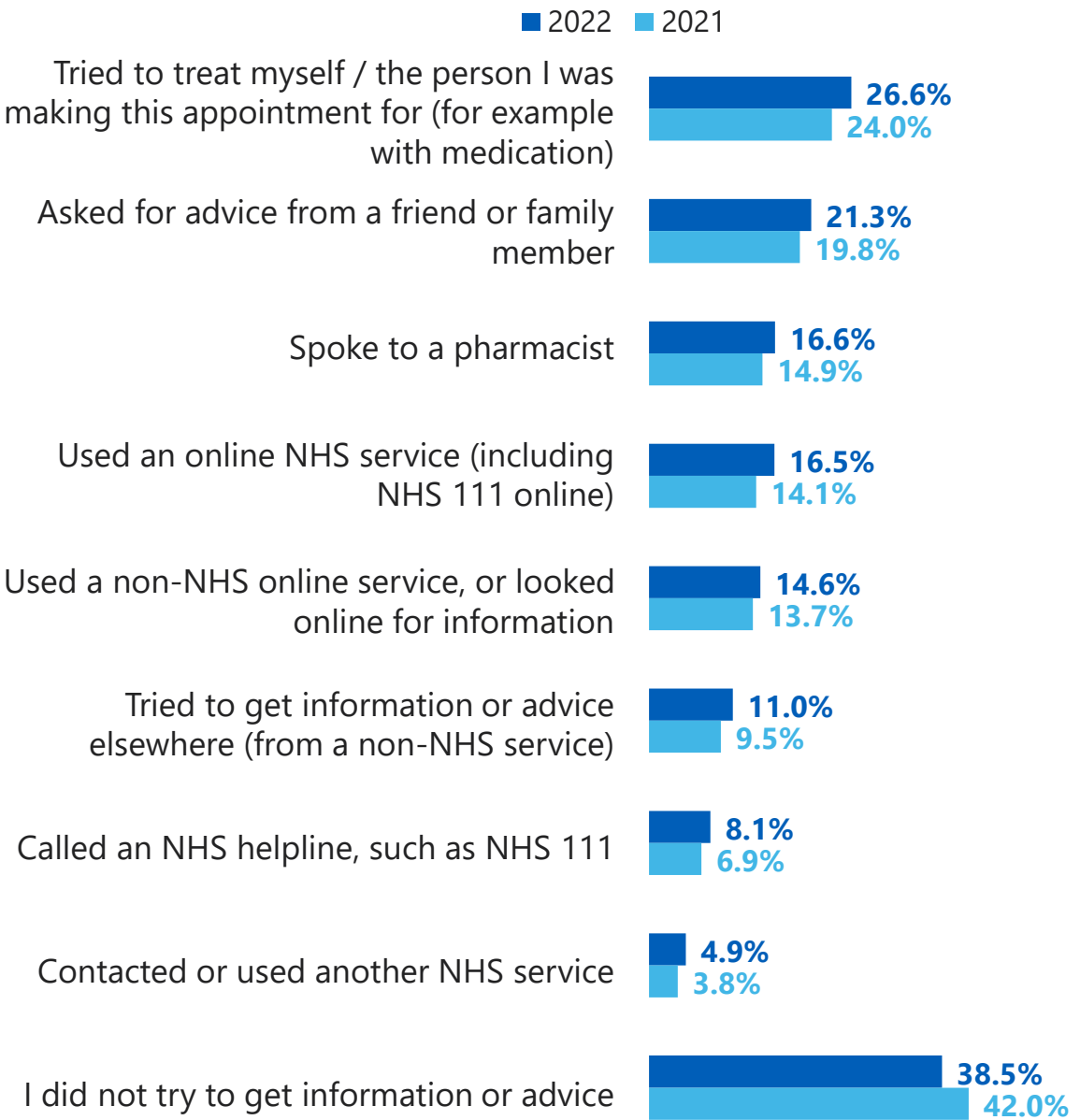
Patients reported taking a variety of actions before trying to make an appointment at their GP practice.

- Over a quarter (26.6%) tried to treat themselves or the person they were booking the appointment for (24.0% in the 2021 survey).
- One in five (21.3%) asked for advice from a friend or family member (19.8% in the 2021 survey).
- 16.6% spoke to a pharmacist (14.9% in the 2021 survey).
- 16.5% had used an online NHS service and 14.6% had used a non-NHS online service or looked online for information (14.1% and 13.7% respectively in the 2021 survey).

Just under two in five patients (38.5%) did not try to get any information or advice before trying to get an appointment, a lower proportion compared with the 2021 survey (42.0%).

## What people did before trying to book an appointment

**Q10. 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: 2022 (661,195) 2021 (758,834)

# How did patients try to book the appointment?

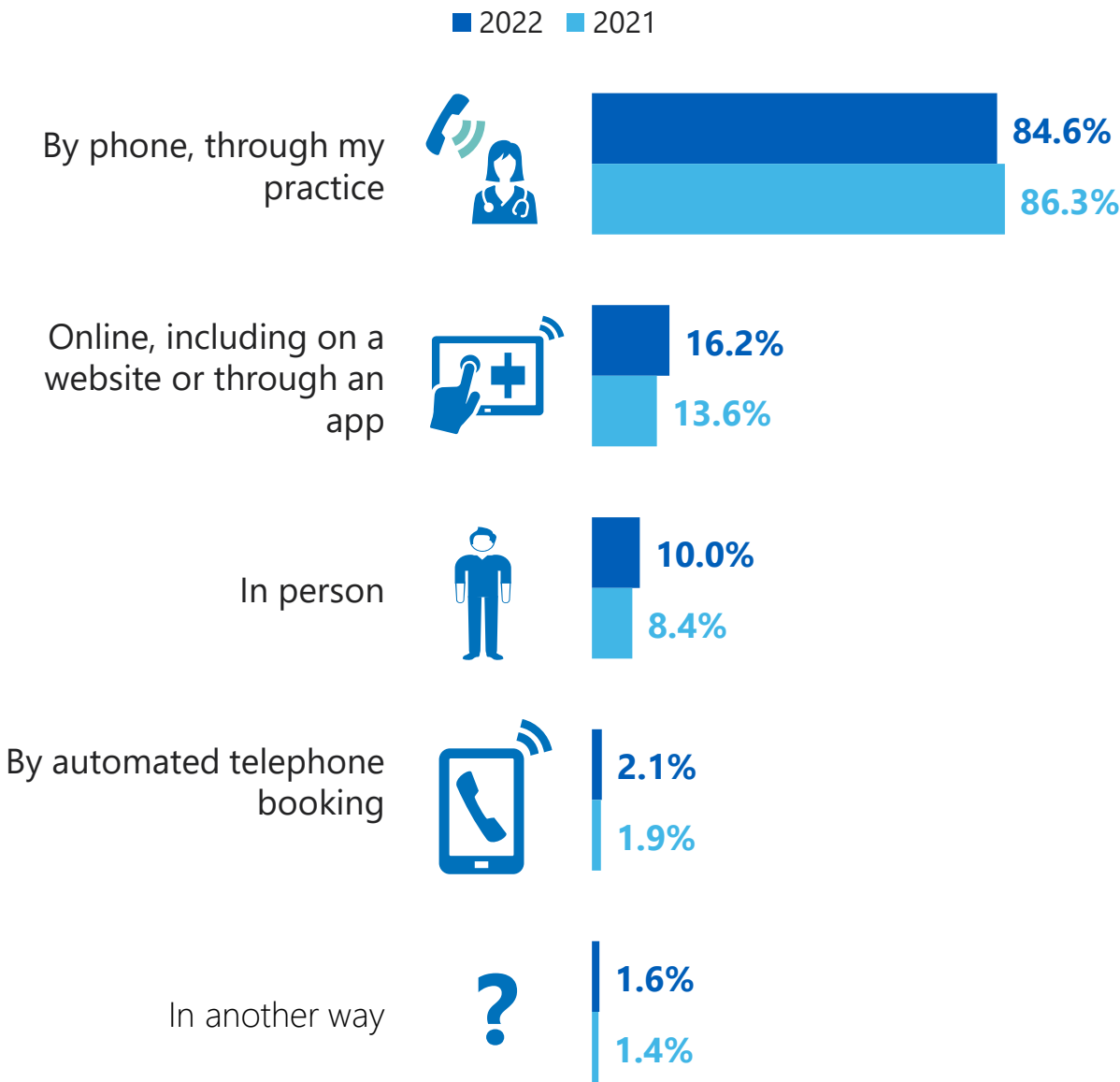
When patients last tried to book an appointment, over four in five (84.6%) called their practice by phone, and a further 2.1% used an automated telephone booking service.

One in six (16.2%) last tried to book an appointment online, including using a website or app.

One in ten (10.0%) tried to book in person, while 1.6% said they had tried in another way.

While the general pattern of booking method is the same as in the 2021 survey, a slightly lower proportion had booked their last appointment using the phone and a higher proportion had booked online or in person.

## Q12. How did you try to book the appointment? (multiple responses allowed)



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2022 (675,914) 2021 (778,477)

# How did overall experience of making an appointment vary by how patients tried to book the appointment?

Over half of patients who tried to book the appointment by phone, through their practice (55.4%), or in person (52.4%) reported a good<sup>1</sup> overall experience of making an appointment.

Less than half of patients who tried to book the appointment online (48.7%), in another way (46.8%), and by automated telephone booking (41.9%) reported a good<sup>1</sup> overall experience of making an appointment.

Q12. How did you try to book the appointment? (multiple responses allowed)

Q21. Overall, how would you describe your experience of making an appointment?



<sup>1</sup>Good = 'very good' + 'fairly good'

Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2022 (663,325)

# Were patients asked for any information about their reasons for making the appointment?

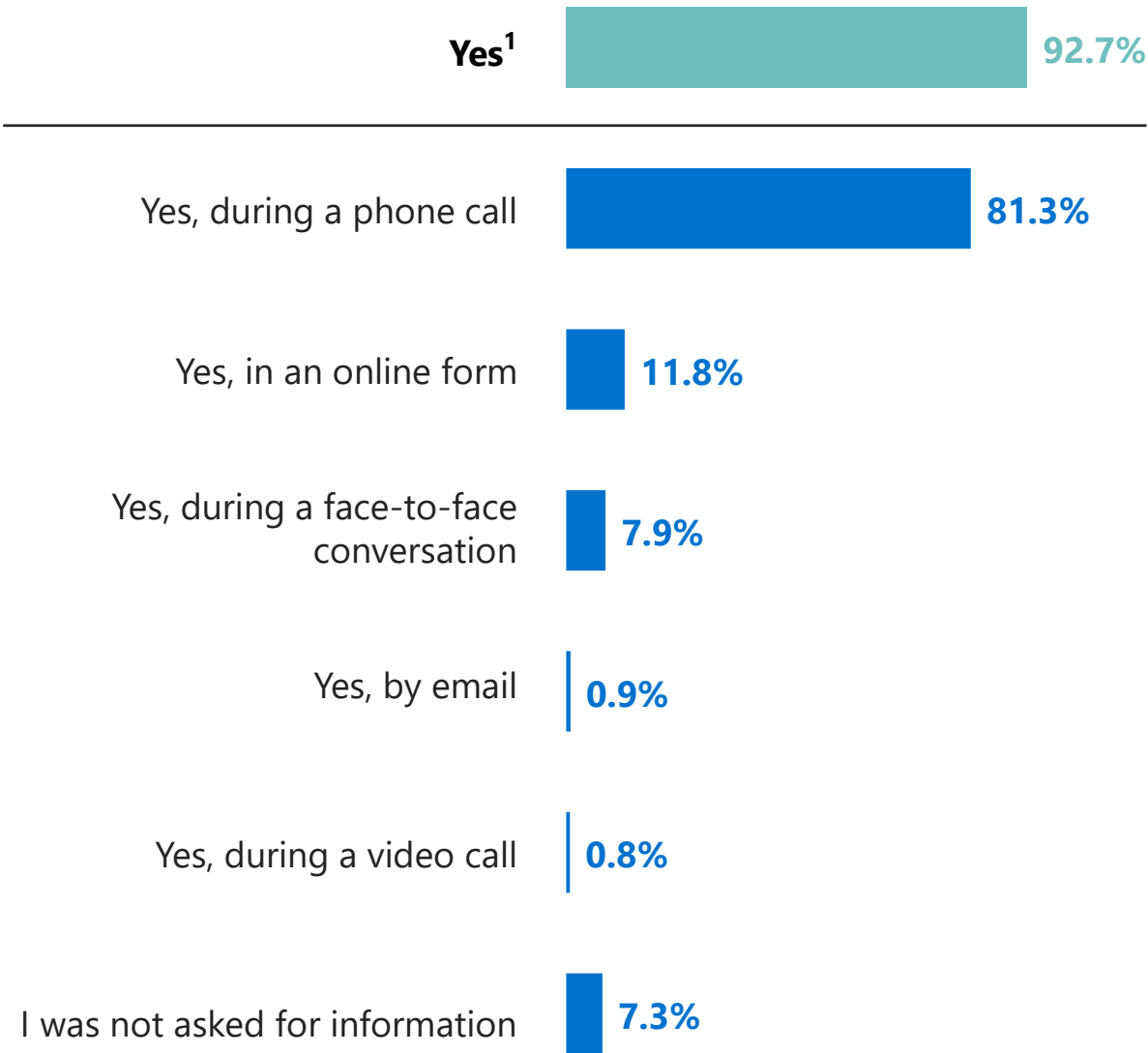
More than nine in ten (92.7%) were asked for information about their reasons for making the appointment when booking<sup>1</sup>.

The majority (81.3%) were asked for this information during a phone call. Just over one in ten (11.8%) were asked for more information in an online form, and 7.9% were asked face-to-face.

A small proportion of patients were asked for information by email (0.9%) or video call (0.8%), while 7.3% were not asked for any information about their reasons for making the appointment.

<sup>1</sup>Yes = any yes response

## Q13. Were you asked for any information about your reasons for making the appointment? (multiple responses allowed)



Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'don't know / can't remember': 2022 (629,116)

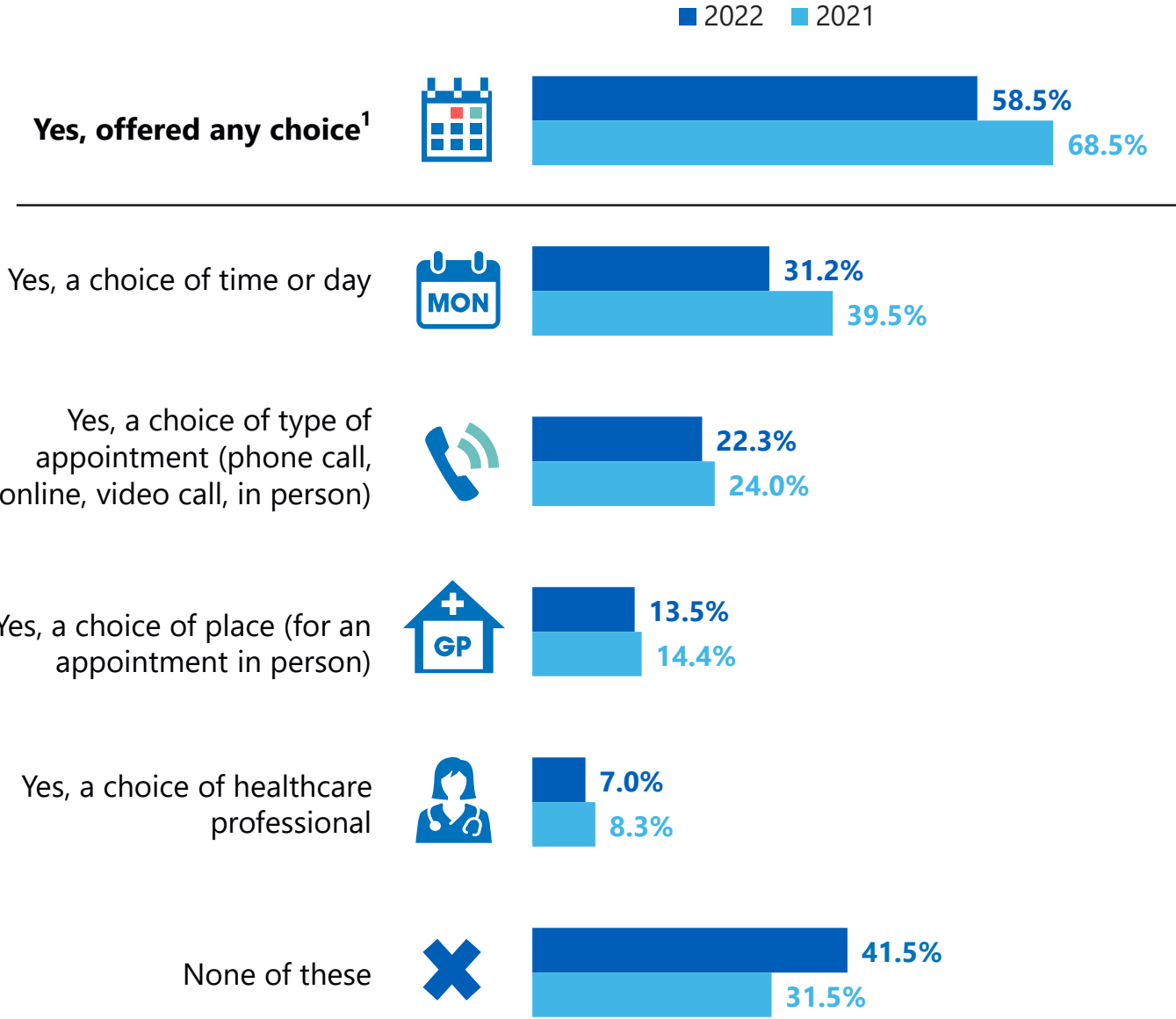
# Were patients offered a choice of appointment?

Overall, 58.5% of patients were offered at least one choice (of type, place, time/day, and/or healthcare professional) when they last tried to make an appointment. Just over four in ten (41.5%) said they were not offered a choice.

- Around three in ten (31.2%) were offered a choice of time or day.
- 22.3% were offered a choice of type of appointment (phone call, online, video call or in person).
- 13.5% were offered a choice of place.
- 7.0% were offered a choice of healthcare professional.

A smaller proportion of patients reported being offered any choice of appointment in the 2022 survey, in particular a choice of time or day (31.2%) – an 8.3 percentage point decrease compared with the 2021 survey (39.5%).

## Q15. On this occasion, were you offered any of the following choices of appointment? (multiple responses allowed)



<sup>1</sup>Yes, offered any choice = ‘a choice of place’ or ‘a choice of type of appointment’ or ‘a choice of time or day’ or ‘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 ‘I did not need a choice’: 2022 (530,428) 2021 (582,756)

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

### Were patients offered an appointment?

One in eight (12.0%) said that they were not offered an appointment, a higher proportion compared with the 2021 survey (8.0%).

### Satisfaction with appointment offered?

Over seven in ten (71.9%) of those offered an appointment were satisfied with the appointment, and accepted it. This is a 9.8 percentage point decrease compared with the 2021 survey (81.7%).

Around one quarter (24.2%) of those who were offered an appointment were not satisfied with the appointment but still accepted it, and 3.9% were not satisfied and did not accept the appointment.

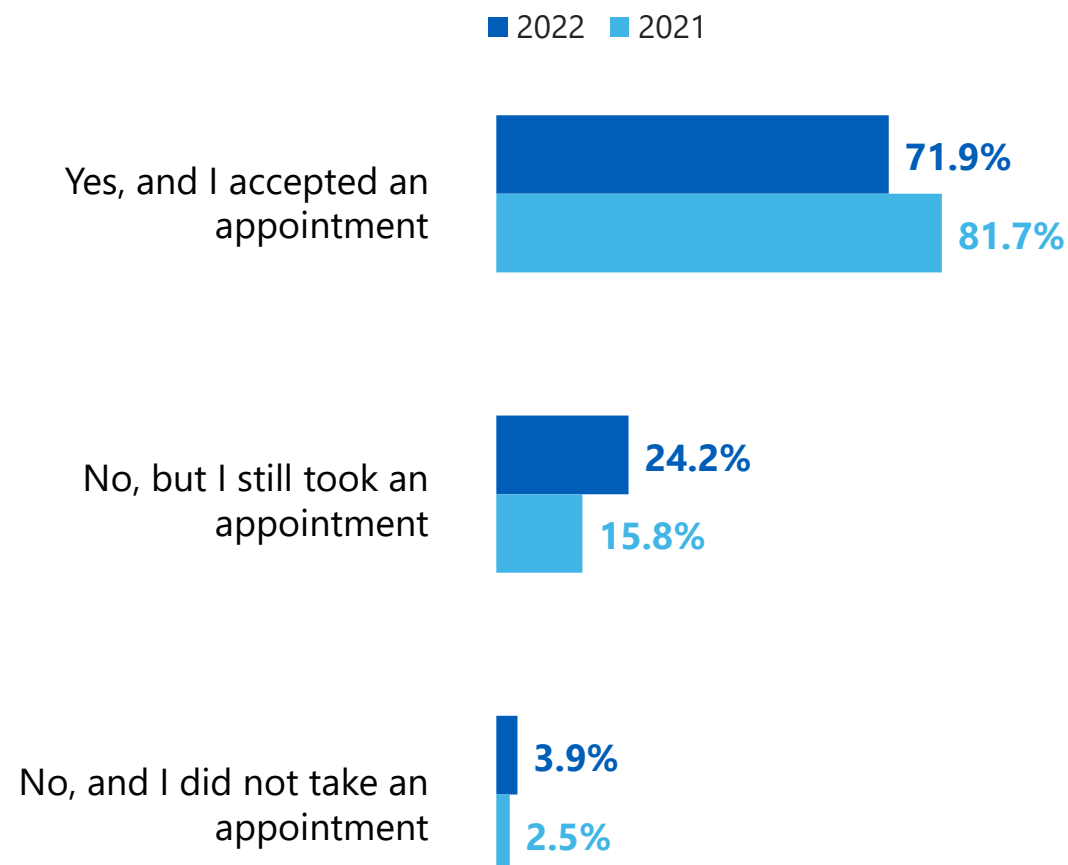
### Was an appointment accepted?

Overall, the majority of patients (96.1%) who were offered an appointment accepted it<sup>1</sup>, compared with 97.5% in the 2021 survey.

<sup>1</sup>Accepted appointment = 'Yes, and I accepted the appointment' + 'No, but I still took the appointment'

## Were patients satisfied with the appointment offered?

### Q16. Were you satisfied with the appointment (or appointments) you were offered?



Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'I was not offered an appointment': 2022 (594,163) 2021 (709,766)

## What type of appointments did patients get?

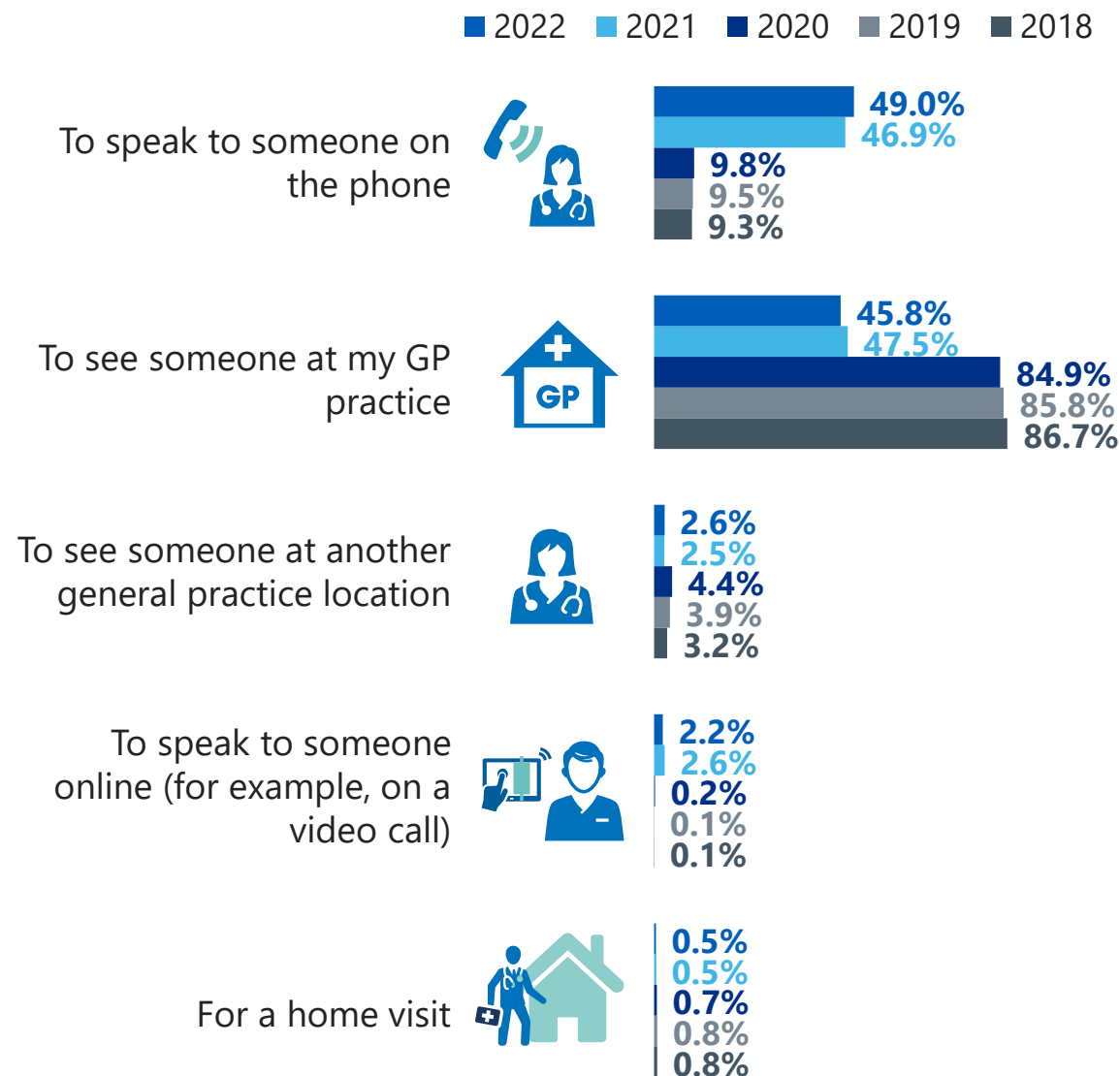
For those who accepted an appointment last time they tried to book one<sup>1</sup>, most got an appointment to speak to someone over the phone (49.0%) or to see someone at their GP practice (45.8%).

Compared with the 2021 survey, a higher proportion had a phone appointment and the proportion who got an appointment to see someone at their GP practice declined.

A small proportion of patients booked an appointment to see someone at another general practice location (2.6%), to speak to someone online (2.2%), or for a home visit (0.5%) when they last tried to book one.

<sup>1</sup>Note that this appointment could have occurred at any time since being registered at their GP practice

### Q19. 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: 2022 (549,479) 2021 (660,716) 2020 (604,323) 2019 (639,104) 2018 (629,936)

## Why did some patients not get an appointment?

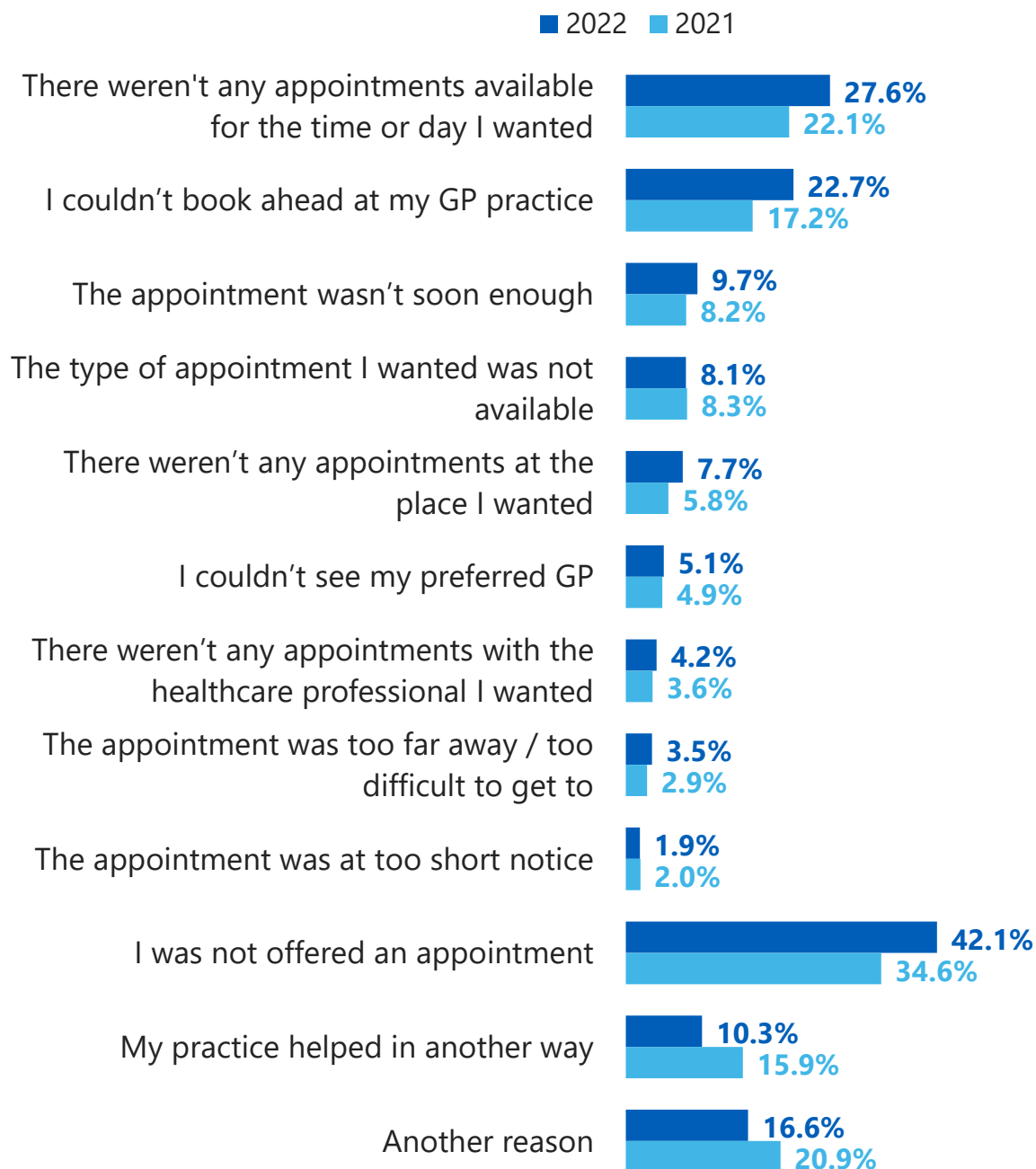
In total, 15.4% of patients did not get an appointment when they last tried to make one (either did not take the appointment offered or were not offered an appointment). This is an increase compared with the 2021 survey (10.3%).

Of these patients, the most common reasons were that there were not any appointments available for the time or day they wanted (27.6%) or they could not book ahead at their GP practice (22.7%); both mentioned by a higher proportion of patients compared with the 2021 survey.

One in ten (9.7%) said that the appointment wasn't soon enough, 8.1% said the type of appointment they wanted was not available, and 7.7% said there weren't any appointments at the place they wanted.

Two in five (42.1%) who did not get an appointment when they last tried to book said they were not offered one, an increase compared with the 2021 survey (34.6%). In addition, there was a decrease in the proportion who said their practice helped in another way this year (10.3% compared with 15.9% in 2021).

### Q17. If you did not get an appointment, why was that? (multiple responses allowed)



Base: all patients who did not get an appointment, excluding those who had not tried to make an appointment since being registered with their current GP practice: 2022 (89,722) 2021 (70,162)



# If patients did not get an appointment, what did they do?

## Patients who did not get an appointment

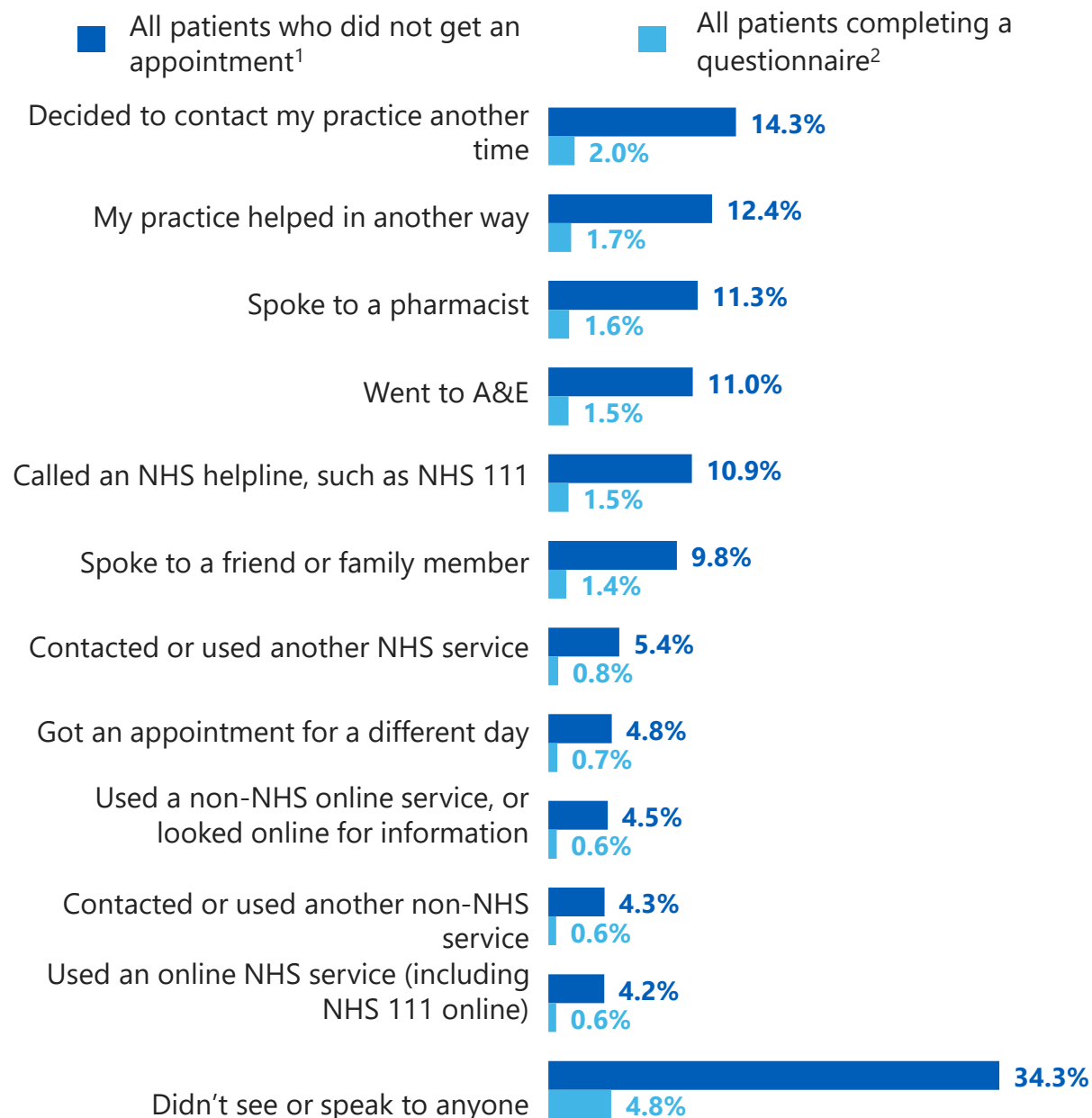
Patients who did not get an appointment when they last tried to make one (either did not take the appointment offered or were not offered an appointment) (15.4% overall) were asked what they did instead.

- 14.3% decided to contact their practice at another time and 12.4% said that their practice helped them in another way.
- Around one in ten patients spoke to a pharmacist (11.3%), went to A&E (11.0%), called an NHS helpline (10.9%), or spoke to a friend or family member (9.8%)
- Around a third (34.3%) did not see or speak to anyone when they did not get an appointment.

## All patients

The chart also shows the proportion of all patients responding to the survey who took these actions. For example, 4.8% of those taking part said they did not get an appointment last time they tried and had not seen or spoken to anyone else.

## Q18. What did you do when you did not get an appointment? (multiple responses allowed)



<sup>1</sup>Base 1: all patients who did not get an appointment (excluding those who had not tried to make an appointment since being registered with their current GP): 2022 (88,838)

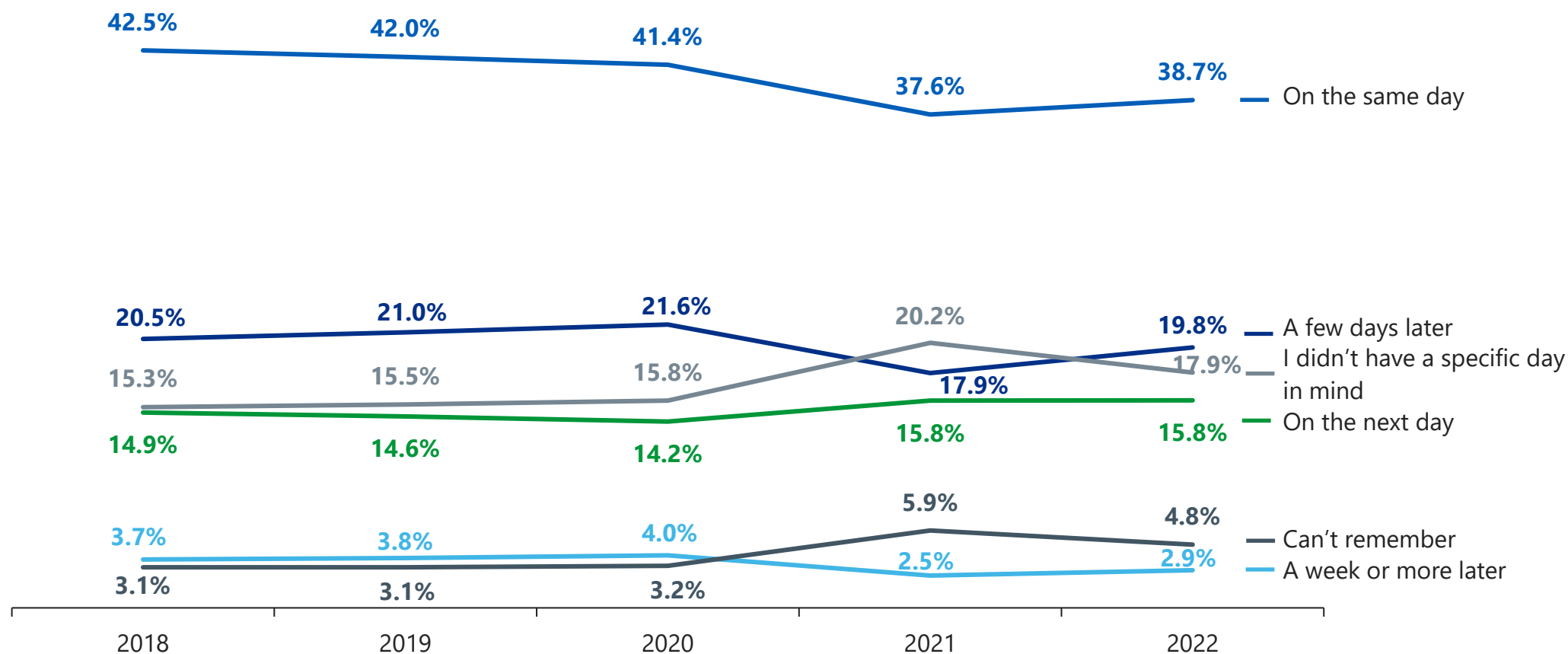
<sup>2</sup>Base 2: all patients completing a questionnaire: 2022 (719,137)

## When would patients have liked the appointment to be?

In the 2022 survey, 38.7% wanted the last appointment they tried to book to be on the same day, 15.8% said the next day and 19.8% wanted it a few days later.

Compared with the 2021 survey, overall there has been an increase in the proportion of patients who wanted to be seen in under a week (74.4%, compared with 71.3% in the 2021 survey). Although this still remains lower than in the 2018 to 2020 surveys.

### Q11. When would you have liked this appointment to be?



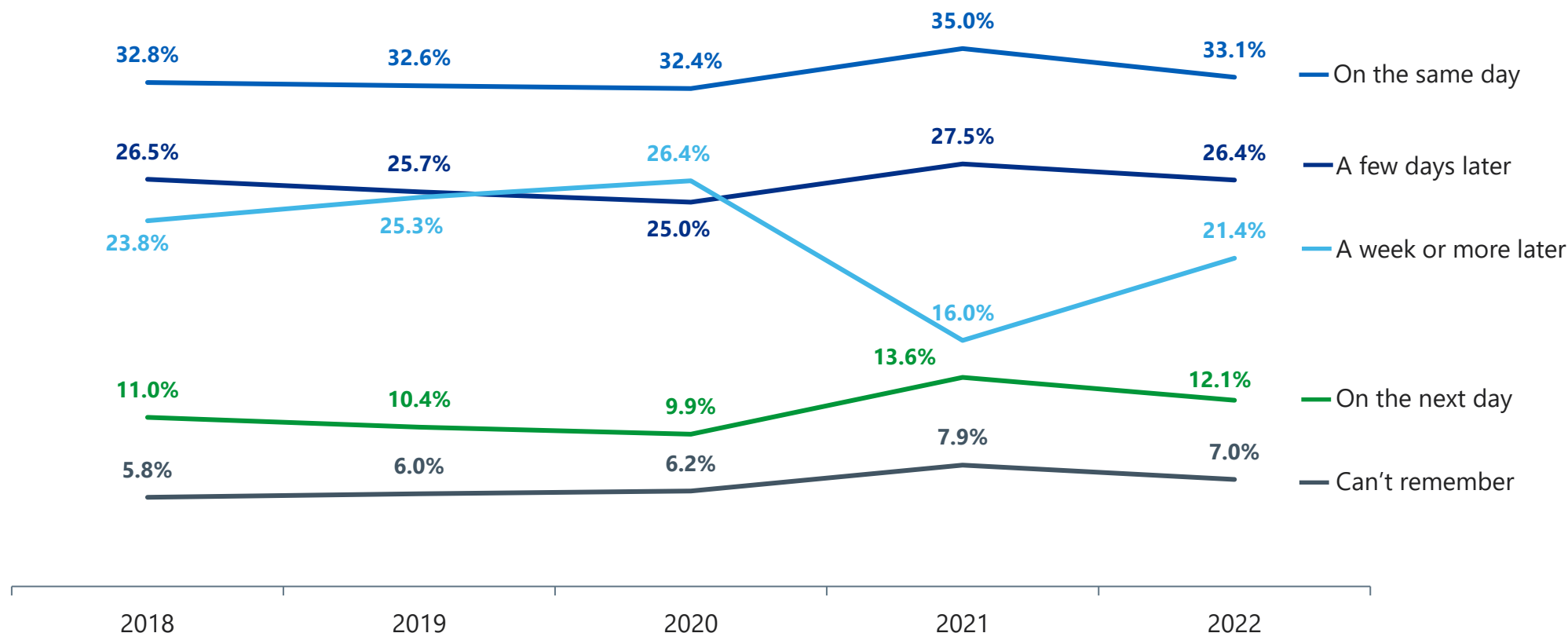
Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2022 (663,806) 2021 (765,406), 2020 (666,542), 2019 (705,144), 2018 (695,060)

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

**Of patients who accepted an appointment the last time they tried to make one**, a third (33.1%) said it took place on the same day, 12.1% got an appointment on the next day, and 26.4% got an appointment a few days later. One in five (21.4%) said they waited a week or more.

Compared with the 2021 survey, a lower proportion of patients said they got an appointment on the same day, next day or a few days later, the last time they tried to make one. A higher proportion said they got an appointment a week or more later, although this proportion remains lower than in the 2018 to 2020 surveys.

### Q20. How long after initially trying to book the appointment did the appointment take place?

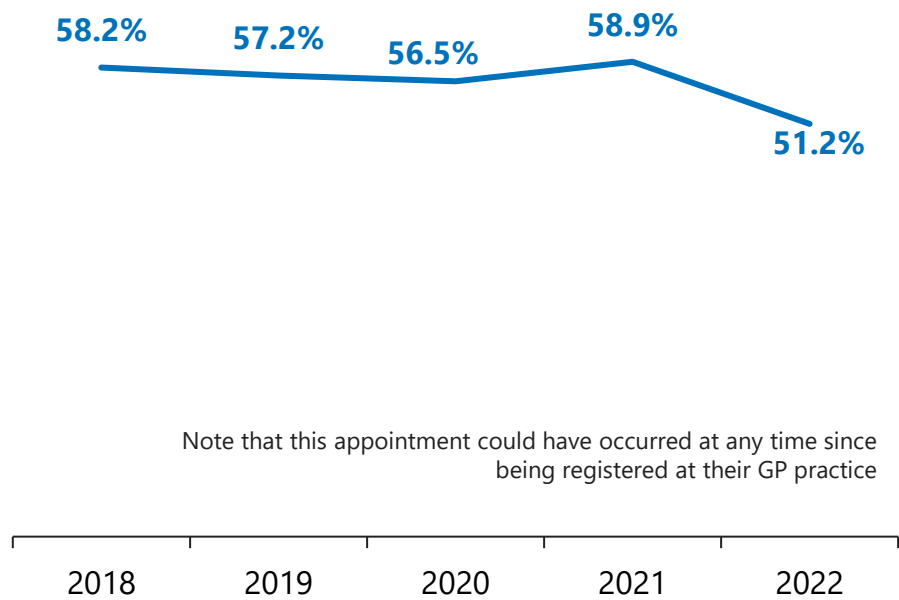


Note that this appointment could have occurred at any time since being registered at their GP practice  
Base: all patients who accepted an appointment last time they tried to book one: 2022 (560,967) 2021 (673,610) 2020 (620,000) 2019 (654,699) 2018 (645,056)

# Did patients get an appointment at a time they wanted or sooner?

The following analysis considers the patients preference for when they wanted an appointment.

**When patients last tried, the proportion who got an appointment when they wanted or sooner** decreased to its lowest level for five years (51.2%) – 7.7 percentage points lower than the 2021 survey (58.9%). This had been steadily declining from 2018 to 2020, followed by an increase in the 2021 survey.



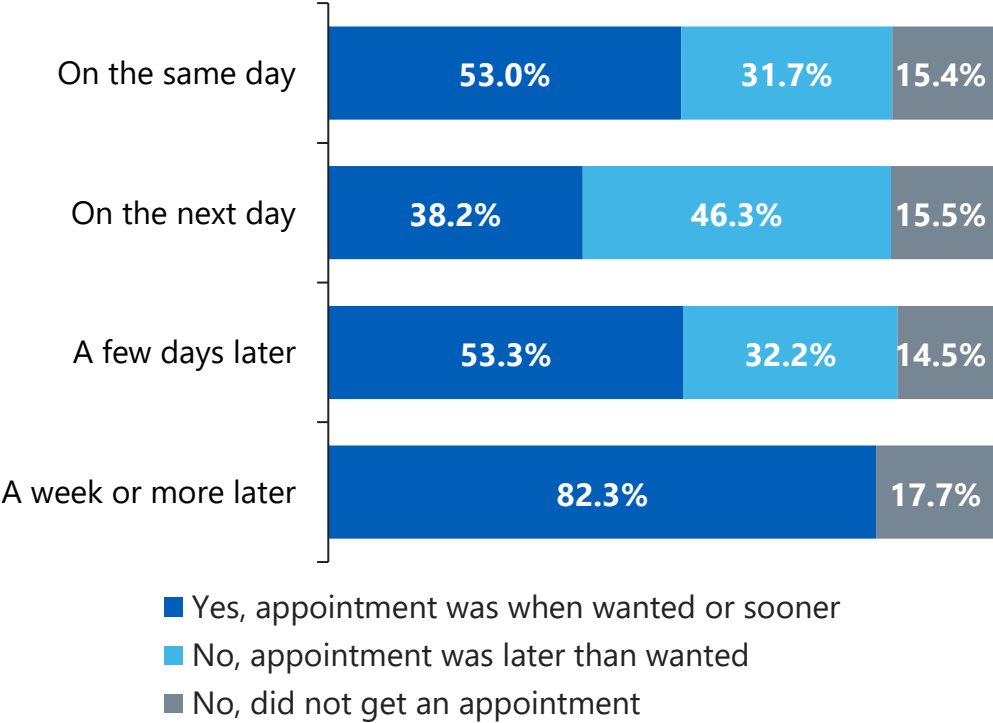
Note that this appointment could have occurred at any time since being registered at their GP practice

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: 2022 (469,691) 2021 (514,336) 2020 (492,322) 2019 (525,938) 2018 (518,394)

# How did this vary by when patients wanted an appointment?

Looking at the 2022 survey alone, those who wanted an appointment on the next day were most likely to have to wait longer than they would have liked for an appointment (46.3%). Those who wanted an appointment a week or more later were most likely to have not had an appointment (17.7%).

## Q11. When would you have liked this appointment to be?



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: On the same day (230,564), On the next day (101,476), A few days later (120,742), A week or more later (16,909)

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

**Of patients who were able to get an appointment the last time they tried**, 21.4% saw or spoke to someone a week or more after initially contacting the practice.

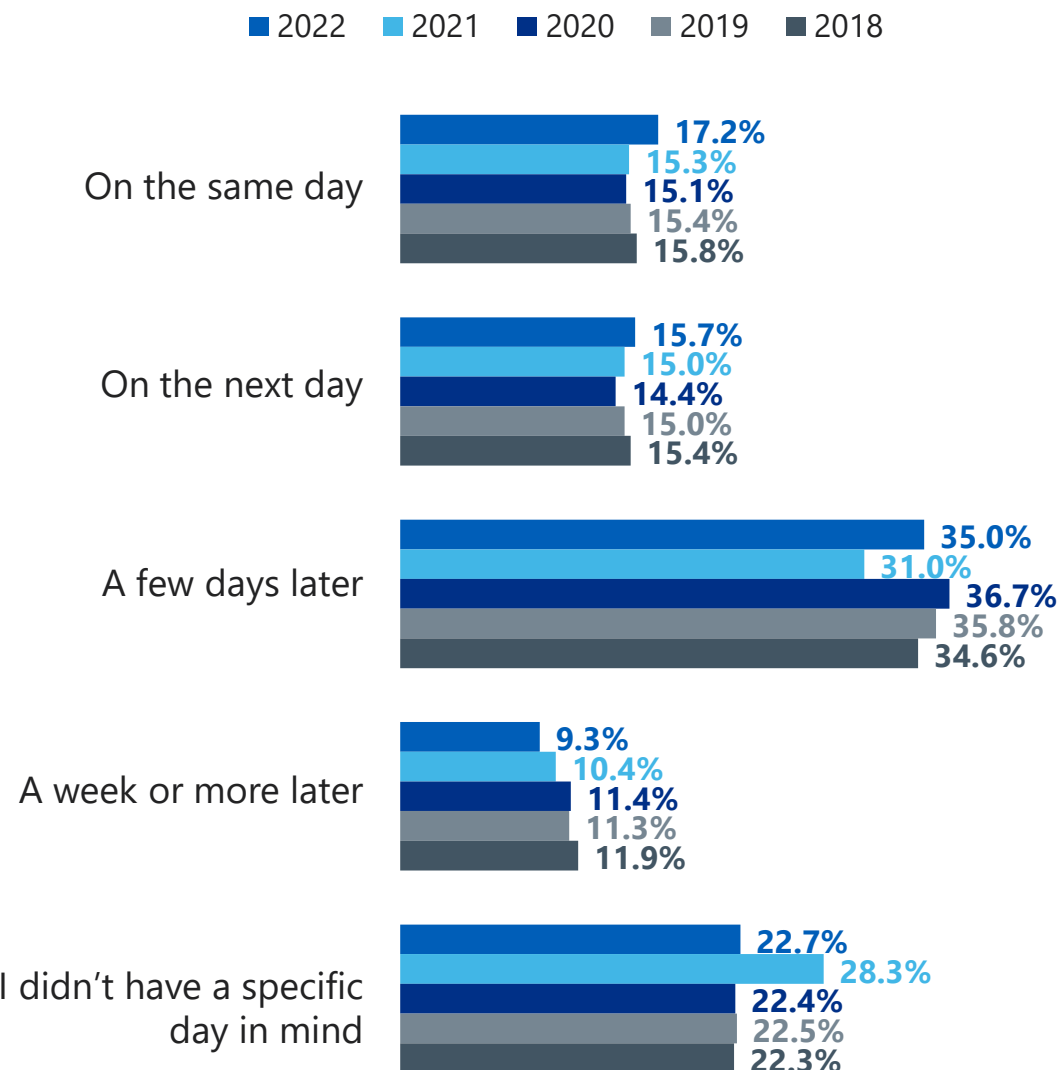
Just under one in ten (9.3%) of these patients specifically wanted to see or speak to someone a week or more after contacting the practice, while just under a quarter (22.7%) did not have a specific day in mind.

However, the majority (67.9%) of those who were seen a week or more later wanted to be seen sooner, either on the same day they contacted the practice (17.2%), on the next day (15.7%), or a few days later (35.0%).

Among those who waited a week or more, there has been a general decline in the proportion of patients who wanted an appointment at this time.

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

**Q11. 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: 2022 (107,275), 2021 (96,050), 2020 (148,500), 2019 (150,503), 2018 (137,218)

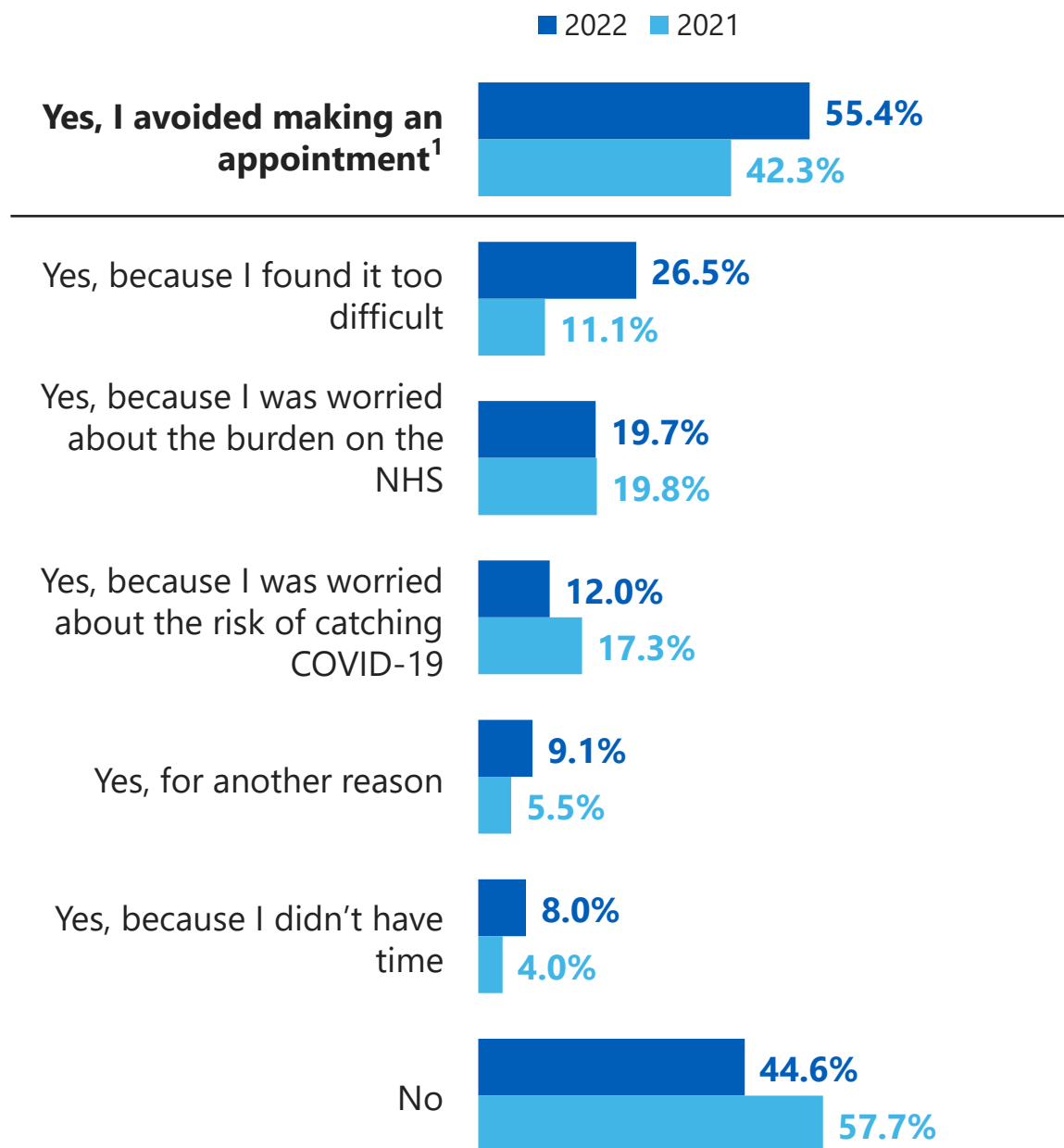
## Did patients avoid making a general practice appointment in the previous 12 months?

In the 2022 survey, among patients who needed a general practice appointment in the last 12 months (84.2%), just over half (55.4%) said that they had avoided making a general practice appointment<sup>1</sup>. This is an increase of 13.1 percentage points from the 2021 survey (42.3%).

- The most common reason for patients avoiding making an appointment was because they found it too difficult (26.5%), the largest increase of the reasons available (15.3 percentage points) compared with the 2021 survey (11.1%).
- One in five said they were worried about the burden on the NHS (19.7%), selected by a similar proportion of patients as in the 2021 survey (19.8%).
- Fewer patients avoided booking an appointment due to the risk of catching COVID-19 compared with the 2021 survey (12.0% and 17.3% respectively).

Overall, under half (44.6%) said they had not avoided making a general practice appointment in the last 12 months if they needed one.

### Q33. Have you, at any time in the last 12 months, avoided making a general practice appointment for any reason?



<sup>1</sup>Yes, I avoided making an appointment = Any 'Yes' response

Base: all patients, excluding 'I haven't needed an appointment': 2022 (587,901) 2021 (656,399)

# 6

## Patient's last appointment

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**Patient's last appointment**

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Patient health

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When the GP practice is closed

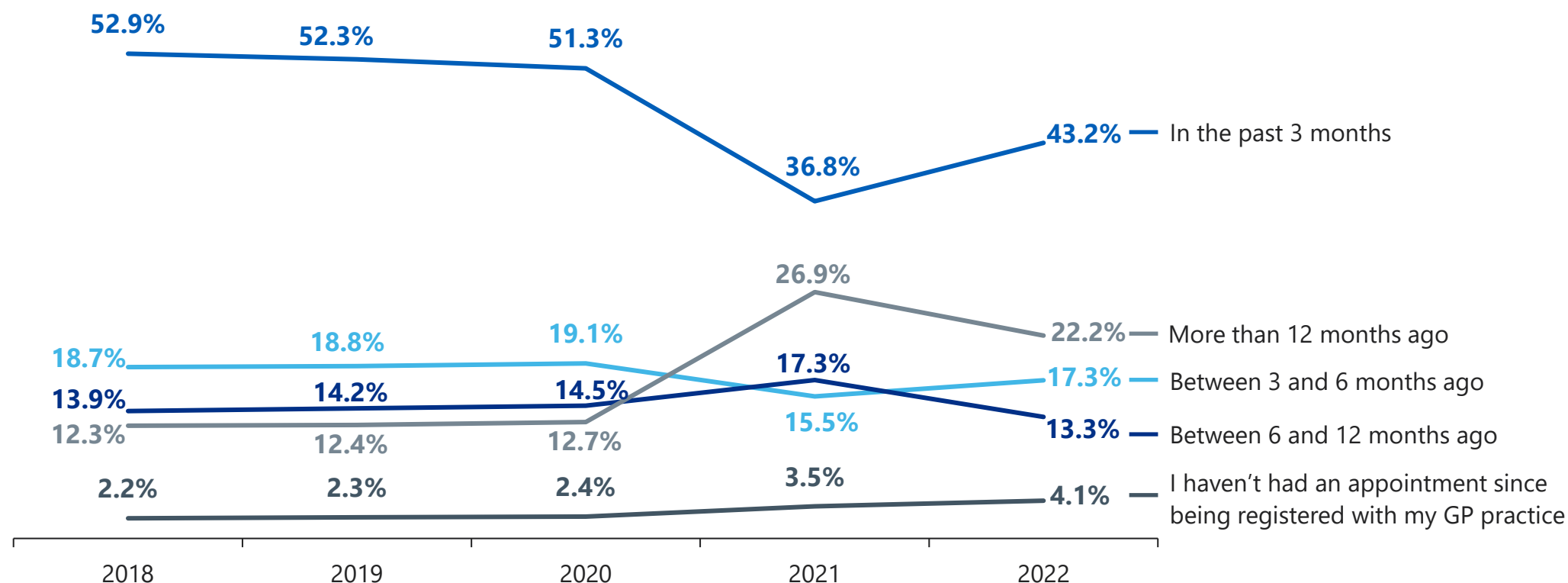
## When did patients last have a general practice appointment?

Three in five (60.5%) had their last general practice appointment within the 6 months before they took part in the survey<sup>1</sup>, with 43.2% having had their last general practice appointment in the previous 3 months.

Just over a third (35.4%) had their last appointment over 6 months ago<sup>2</sup>, and 4.1% had not had an appointment since registering with their GP practice.

While a higher proportion say they have had an appointment in the last 6 months compared with the 2021 survey (60.5% compared with 52.4% in 2021), this remains lower than in 2020 (70.4%).

### Q22. When was your last general practice appointment?



<sup>1</sup>Within the previous 6 months = 'in the past 3 months' + 'between 3 and 6 months ago'

<sup>2</sup>Over 6 months ago: 'between 6 and 12 months ago' + 'more than 12 months ago'

Base: all patients: 2022 (701,093) 2021 (815,068) 2020 (712,594) 2019 (745,125) 2018 (735,334)



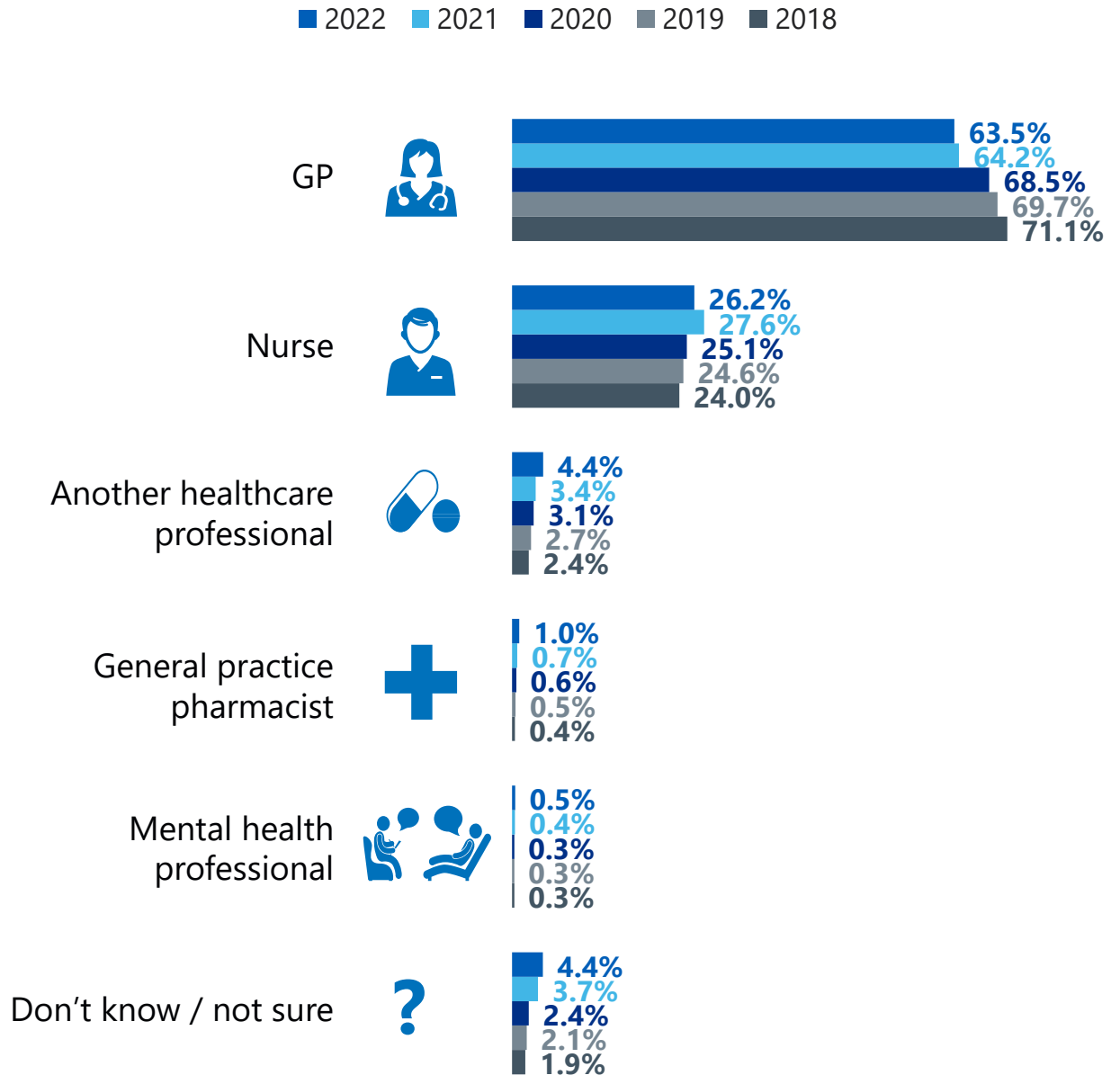
## Who did patients have their last general practice appointment with?

Just under two thirds (63.5%) said their last general practice appointment was with a GP, and around a quarter (26.2%) said their last appointment was with a nurse.

Four percent (4.4%) said they had their last appointment with another healthcare professional. Fewer patients said their last appointment was with a general practice pharmacist (1.0%) or a mental health professional (0.5%).

The proportion of patients who said their last general practice appointment was with a GP has declined gradually since the 2018 survey, and appointments with other healthcare professionals have mostly increased.

### Q26. Who was your last general practice appointment with?



Base: all patients who have had an appointment since being registered with their current GP practice:  
2022 (663,651) 2021 (772,739) 2020 (672,181) 2019 (714,231), 2018 (703,721)

## What type of appointment did patients have at their last general practice appointment?

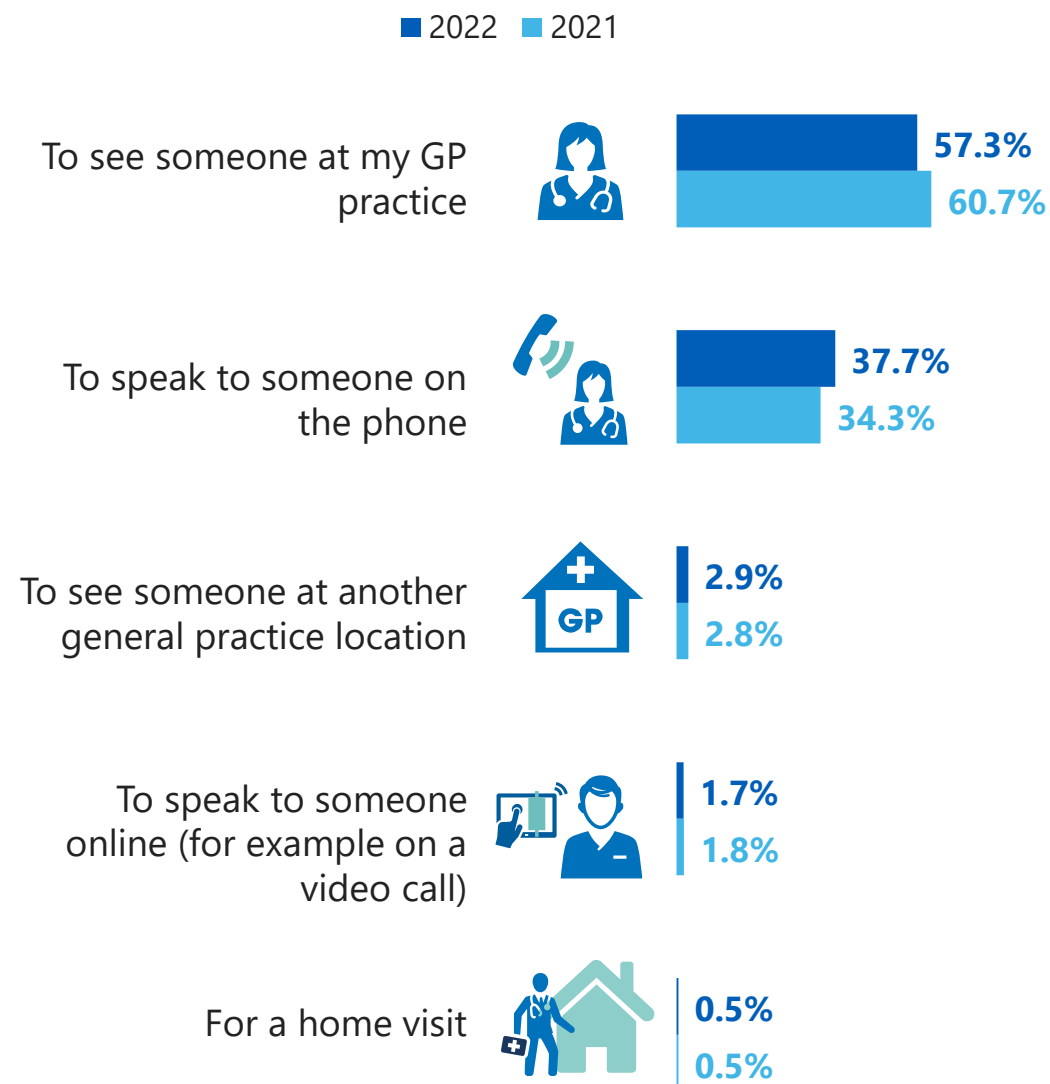
The majority (95.9%) of all survey respondents in 2022 reported having had at least one appointment since registering with their current GP practice<sup>1</sup>. Of those, almost three in five (57.3%) saw someone at their GP practice and almost two in five (37.7%) spoke to someone over the phone.

A smaller proportion of patients saw someone at another general practice location (2.9%), spoke to someone online (1.7%) or had a home visit (0.5%).

These proportions are similar to those for the 2021 survey, with a slight increase in telephone appointments and a slight decrease in face-to-face appointments for the last appointment they had.

<sup>1</sup>Base: all patients: 2022 (701,093).

### Q23. What type of appointment was your last general practice appointment?



Base: all patients who have had an appointment since being registered with their current GP practice: 2022 (663,867) 2021 (769,876)

## Did the type of appointment influence whether patient needs were met?

Across all different appointment types available to patients, more than four in five reported that their needs were met at their last appointment<sup>1</sup>.

By appointment type, a higher proportion of patients said their needs were met<sup>1</sup> if the appointment was in person, including seeing someone at their GP practice (93.3%), a home visit (91.9%) or at another general practice location (90.6%).

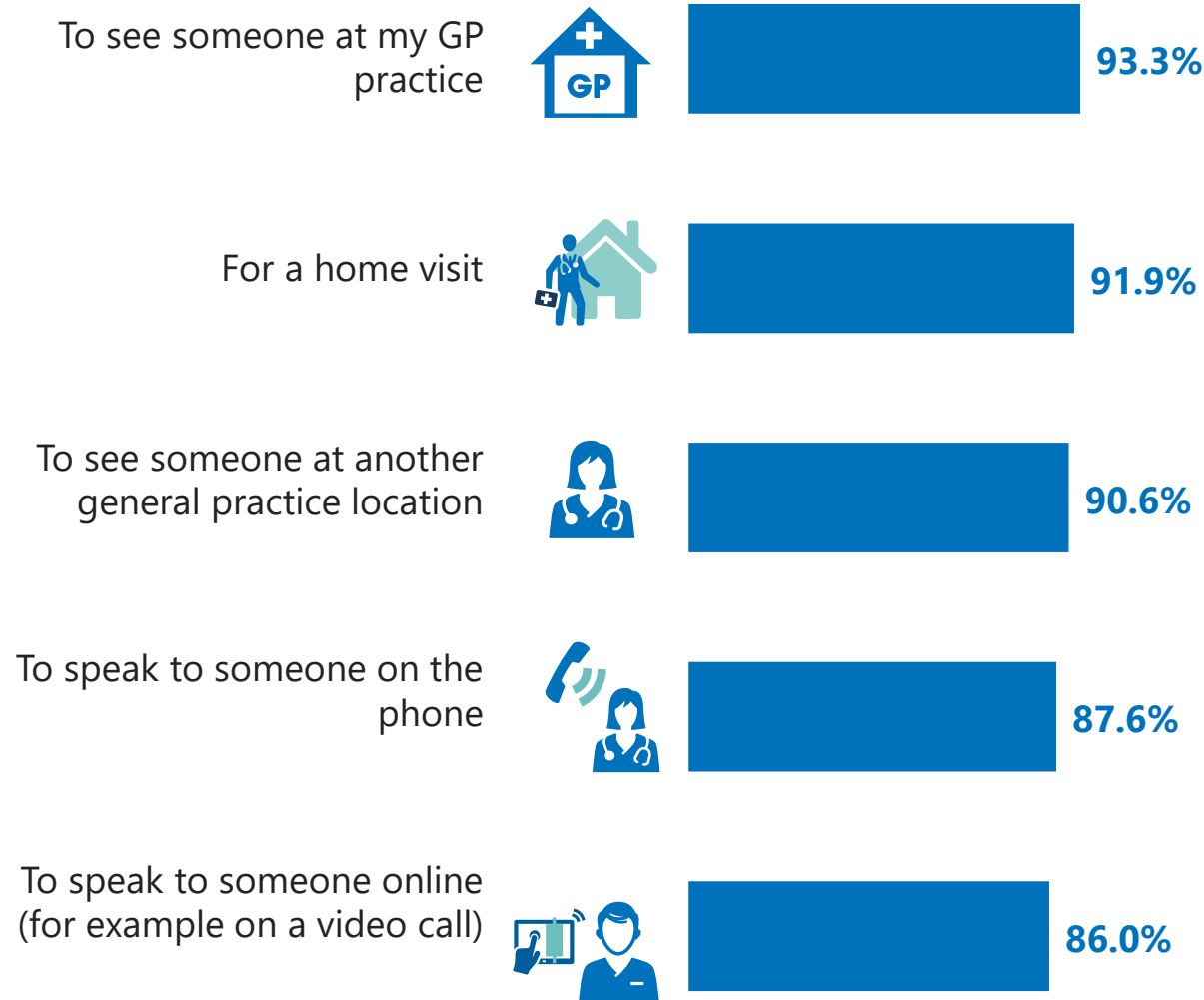
A lower proportion of patients whose last appointment was remote said their needs were met<sup>1</sup>, including during a phone call (87.6%) or online appointment such as a video call (86.0%).

<sup>1</sup>Please note that differences in results between different appointment types may be influenced by other factors

**Q23. What type of appointment was your last general practice appointment?**

**Q31. Thinking about the reason for your last general practice appointment, were your needs met?**

**% Yes, needs met<sup>1</sup>**



<sup>1</sup>Yes, needs met = 'yes, definitely' + 'yes, to some extent'

Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding those who 'don't know / can't say' whether their needs were met: 2022 (640,721)

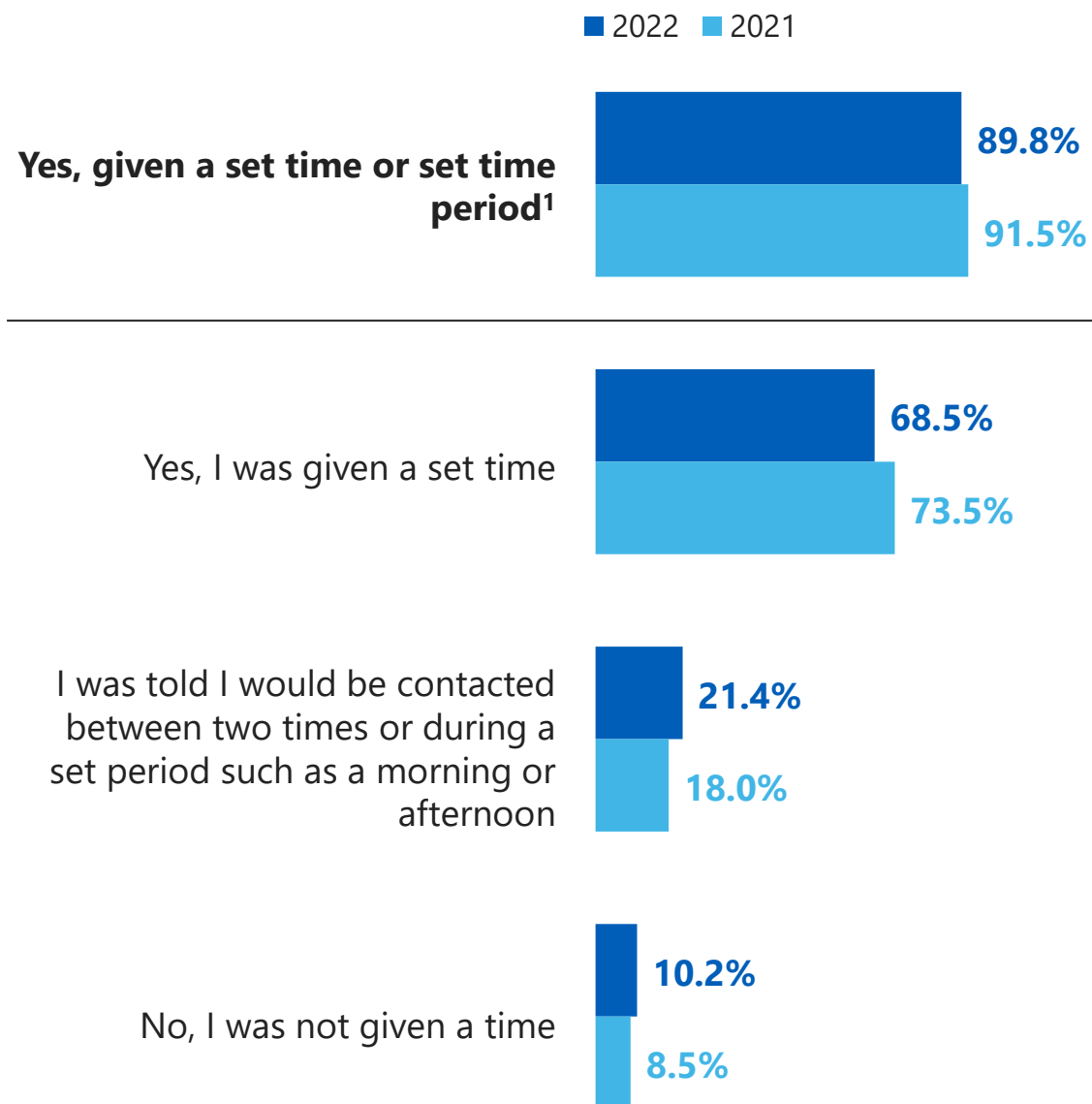
## Were patients given a set time for their last appointment?

Nine in ten (89.8%) were given a set time or set time period for their last appointment.

- This includes 68.5% who said that they were given a set time and 21.4% who were told they would be contacted between two times or during a set period such as a morning or afternoon.
- One in ten (10.2%) said that they were not given a time for their last appointment.

Compared with the 2021 survey, a lower proportion were given a set time and a slightly higher proportion were given a time period or slot. In addition, a higher proportion say there were not given a time this year (10.2% compared with 8.5% in 2021).

### Q24. Were you given a time for the appointment?



<sup>1</sup>Yes = 'yes, I was given a set time' + 'I was told that I would be contacted between two times or during a set period such as a morning or afternoon'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'can't remember / don't know': 2022 (640,472) 2021 (742,249)

## Did appointments happen at the time, or during the slot given?

Almost seven in ten patients (69.3%) said their last appointment happened at the time, or during the slot, they were given.

A quarter (24.7%) said their appointment took place later than the time, or slot, given, and for 6.0% of patients it was earlier.

### Q25. Did your appointment happen at the time, or during the slot, you were given?

It was earlier than the time or slot I was given

6.0%

It was on time or during the slot I was given

69.3%

It was later than the time or slot I was given

24.7%

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'can't remember': 2022 (537,474)

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

More than four in five said the healthcare professional at their last appointment was good<sup>1</sup> at listening to them (84.7%), giving them enough time (83.5%), and treating them with care and concern (83.5%).

Ratings of the healthcare professional on each of these measures increased to the highest level in the 2021 survey, followed by a decrease in the 2022 survey to the lowest level since 2018.

**Q27. Last time you had a general practice appointment, how good was the healthcare professional at each of the following?**

**% Good<sup>1</sup>**



**84.7%**

Listening to you

**89.4%** in 2021

**88.5%** in 2020



**83.5%**

Giving you enough time

**88.7%** in 2021

**86.1%** in 2020



**83.5%**

Treating you with care and concern

**88.4%** in 2021

**87.0%** in 2020

<sup>1</sup>Good = 'very good' + 'good'

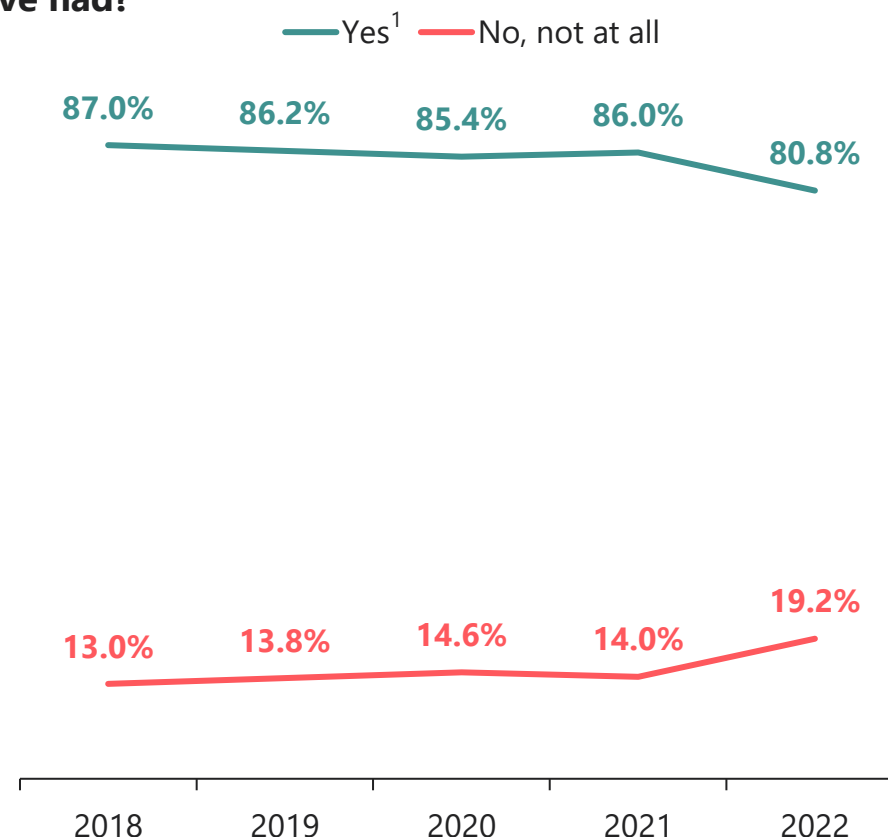
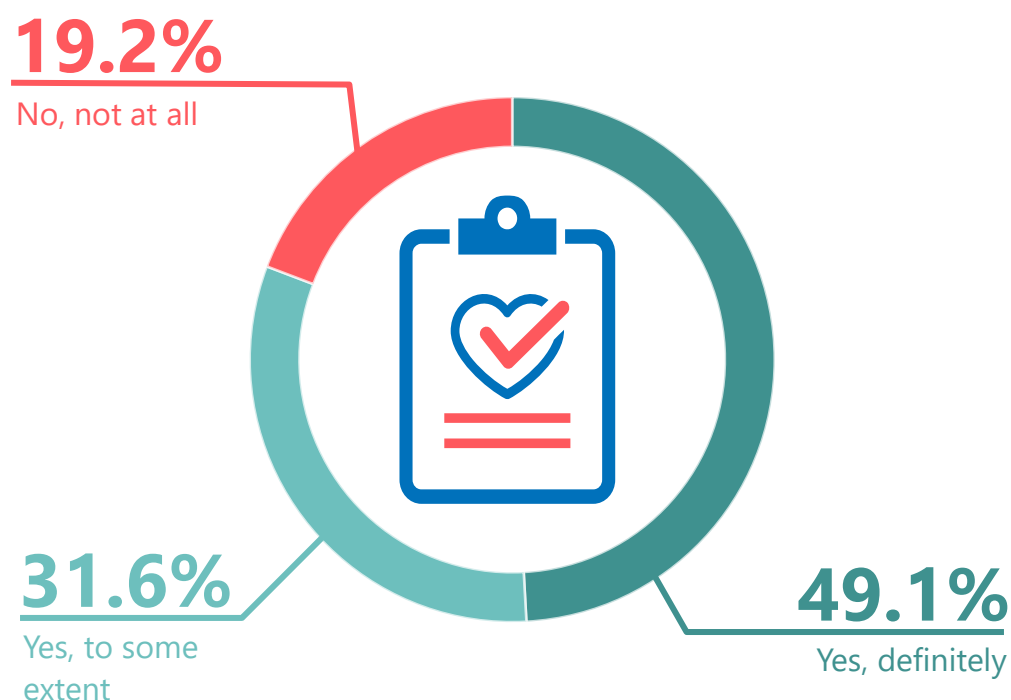
Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'doesn't apply': Giving you enough time: 2022 (663,252) 2021 (772,283) 2020 (678,664); Listening to you: 2022 (652,716) 2021 (756,619) 2020 (676,845); Treating you with care and concern: 2022 (640,504) 2021 (764,243) 2020 (676,130)

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

Of patients who had a mental health need, the proportion who felt that these were recognised and/or understood<sup>1</sup> decreased to the lowest level in five years (80.8%) – 5.2 percentage points lower than the 2021 survey (86.0%) and the lowest level for the last five years. The proportion had remained relatively unchanged from 2018 to 2021.

Of all those who answered the question, one in five (19.7%) said it did not apply to their last appointment, and a third (32.2%) said they did not have any mental health needs.

## Q28. 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?



<sup>1</sup>Yes = 'yes, definitely' + 'yes, to some extent'

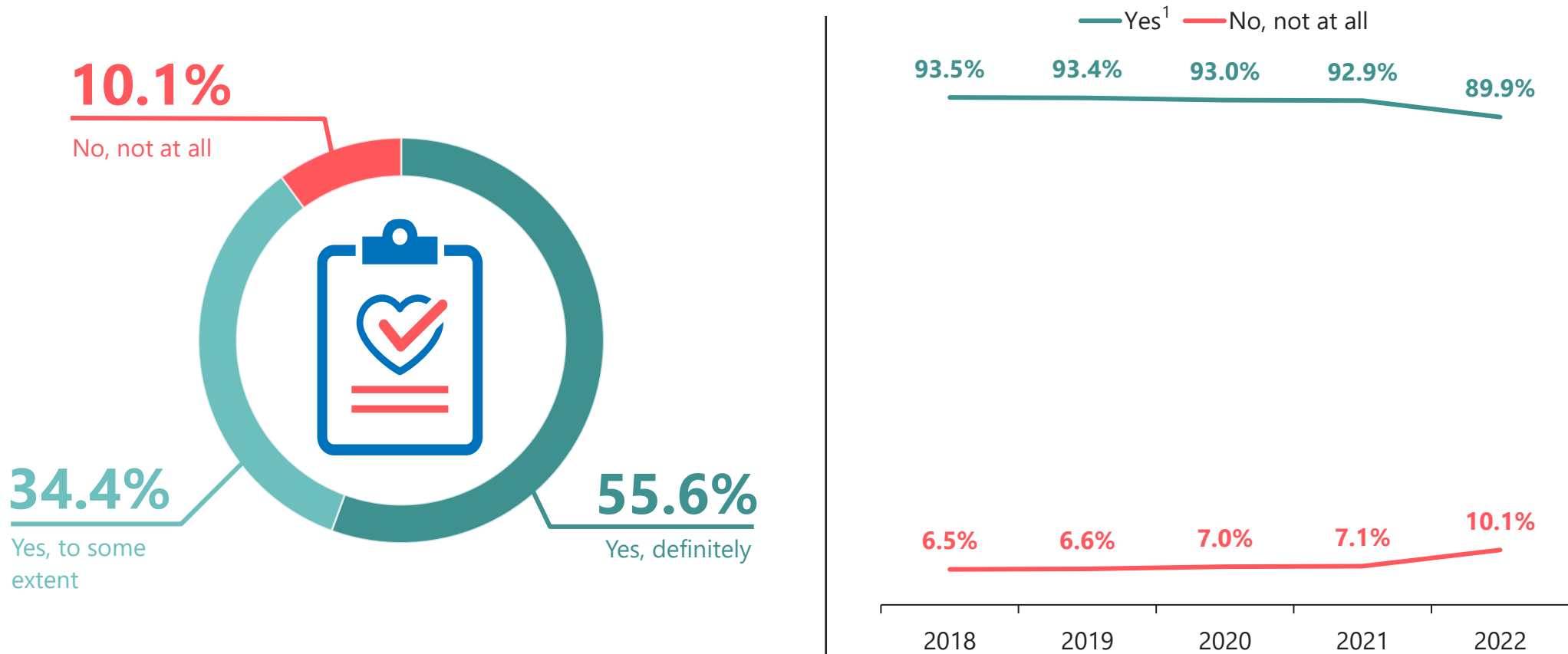
Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'I did not have any mental health needs' and 'did not apply to my last appointment': 2022 (297,429) 2021 (344,371) 2020 (277,005) 2019 (284,999) 2018 (277,497)

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

Nine in ten (89.9%) patients 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<sup>1</sup>, including over half (55.6%) who said they 'definitely' felt involved. One in ten (10.1%) said that they were 'not at all' involved in decisions about their care and treatment.

The proportion of patients who felt involved in decisions decreased to the lowest level in five years (89.9%) – 3.0 percentage points lower than the 2021 survey (89.9%). The proportion had remained relatively unchanged from 2018 to 2021.

**Q29. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?**



<sup>1</sup>Yes= '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': 2022 (587,718) 2021 (681,926) 2020 (603,943) 2019 (637,385), 2018 (628,938)



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

More than nine in ten patients (93.1%) had confidence and trust<sup>1</sup> in the healthcare professional they saw at their last appointment (a decrease of 2.5 percentage points compared with the 2021 survey, 95.6%). This includes 64.5% who said they 'definitely' had confidence and trust in them. Around seven percent (6.9%) did **not** have confidence and trust in the healthcare professional at their last appointment. The proportion of patients who had confidence and trust<sup>1</sup> in the healthcare professional had remained relatively stable from 2018 to 2021.

**Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?**

6.9%

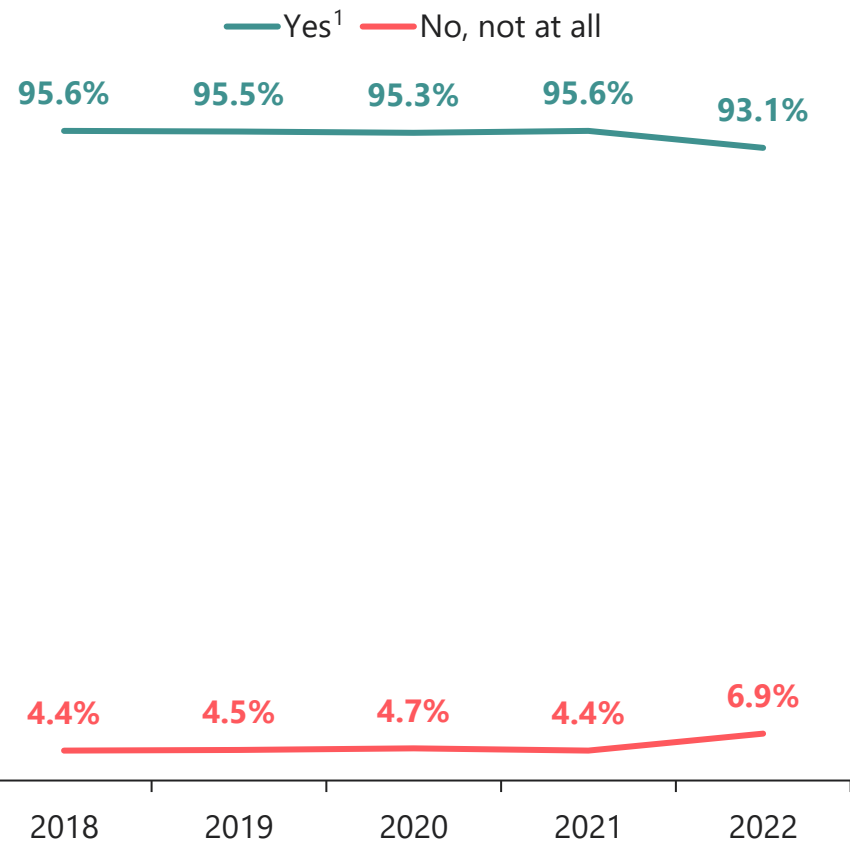
No, not at all

28.6%

Yes, to some extent

64.5%

Yes, definitely



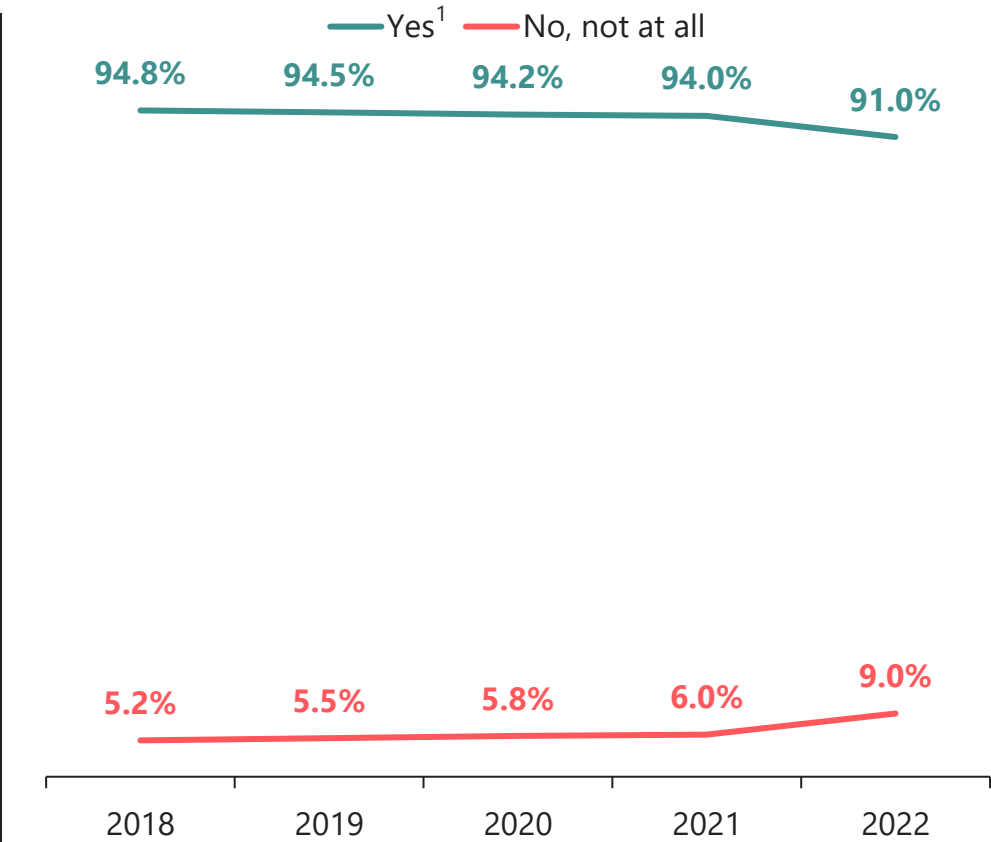
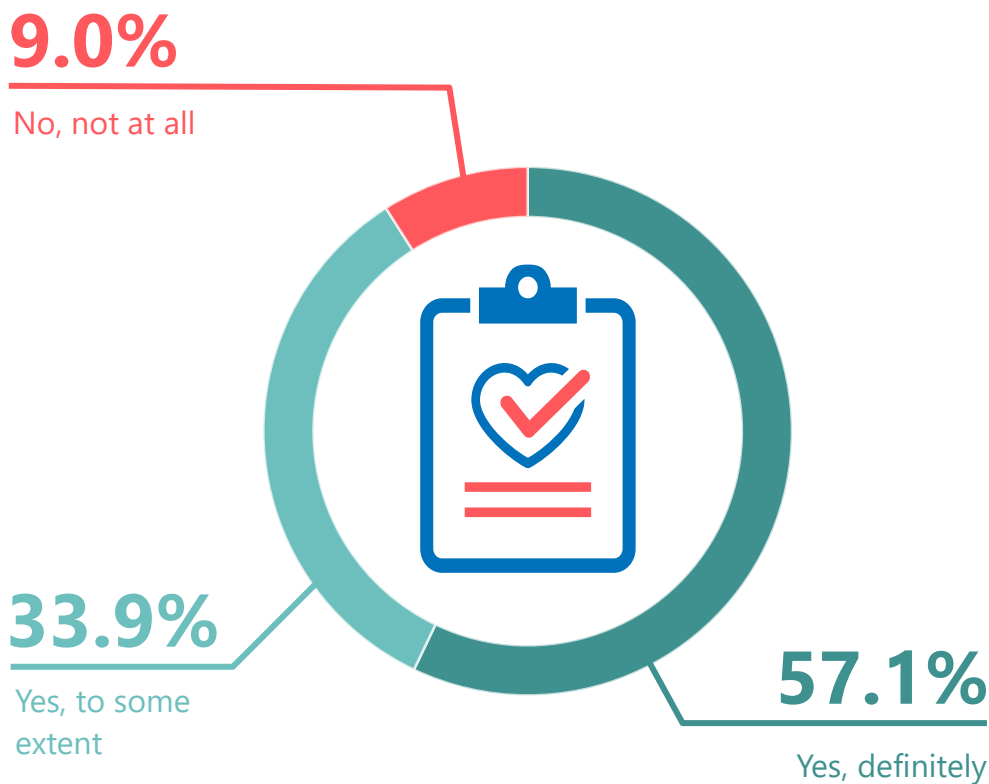
<sup>1</sup>Yes = 'yes, definitely' + 'yes, to some extent'  
Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2022 (650,855) 2021 (759,144) 2020 (667,229) 2019 (705,397) 2018 (695,421)

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

Nine in ten (91.0%) patients felt that their needs were met<sup>1</sup> during their last general practice appointment, with 57.1% saying they were 'definitely' met. However, 9.0% of patients felt that their needs were 'not met at all'.

The proportion of patients who felt their needs were met decreased in the 2022 survey by 3.1 percentage points (91.0%), compared with the 2021 survey (94.0%). The proportion had remained relatively unchanged from 2018 to 2021.

## Q31. Thinking about the reason for your last general practice appointment, were your needs met?



<sup>1</sup>Yes = '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': 2022 (652,557) 2021 (760,663) 2020 (663,675) 2019 (706,338) 2018 (696,267)

## How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied among different patient groups<sup>1</sup>.

### Gender

- Patients who identify as female were slightly more likely to have said their needs were met.
- Patients who prefer to self-describe or identify as non-binary were less likely to have said their needs were met.

### Gender identity

- Patients whose gender identity is different from their sex registered at birth were less likely to have said their needs were met.

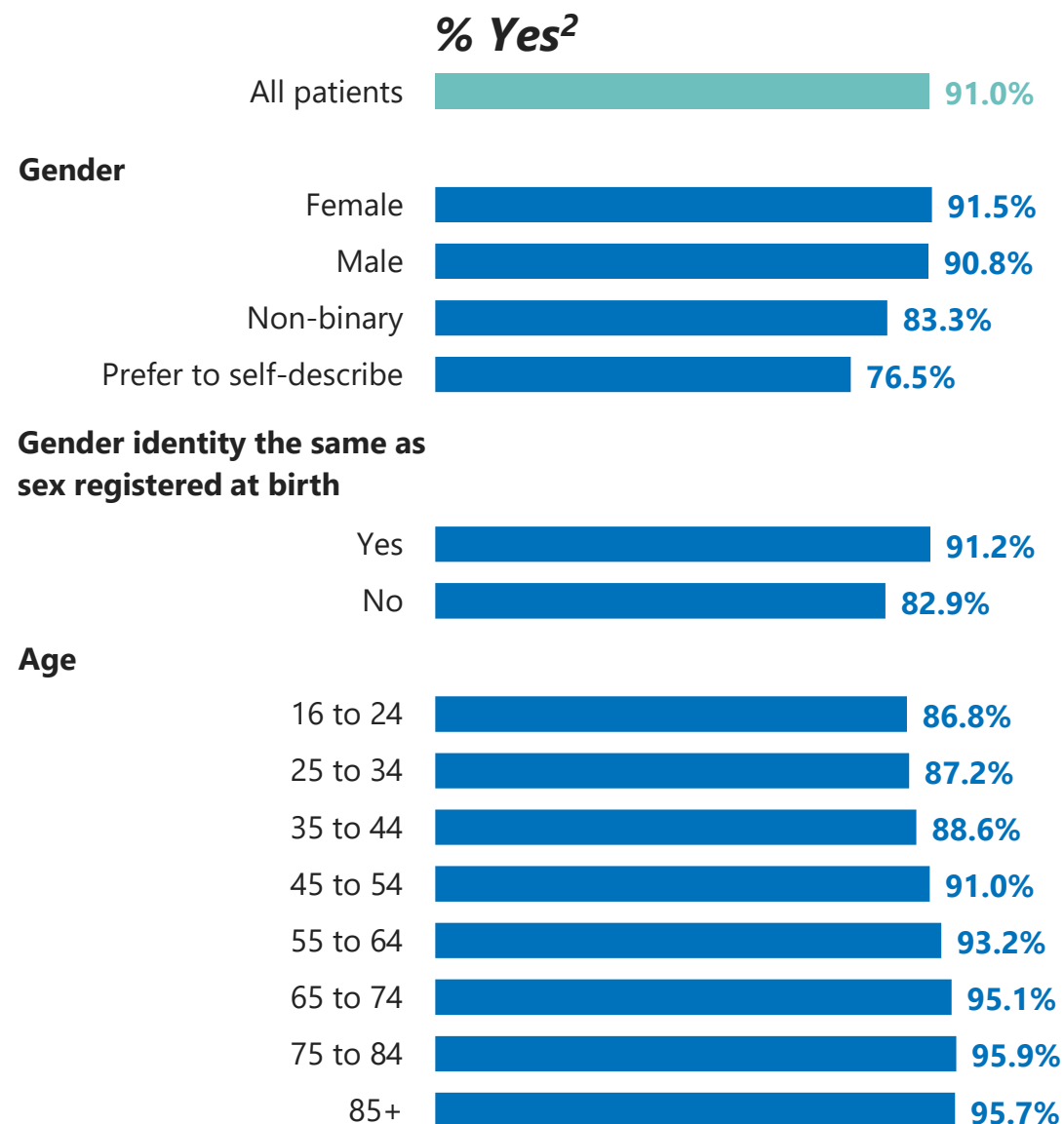
### Age

- Older patients were more likely to have said their needs were met than younger patients.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Patient needs met at their last appointment

**Q31. Thinking about the reason for your last general practice appointment, were your needs met?**



<sup>2</sup>Yes = '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': 2022 (652,557). Base ranges: Gender (1,106 to 372,545), Gender identity (3,163 to 634,807), Age (22,286 to 143,001)

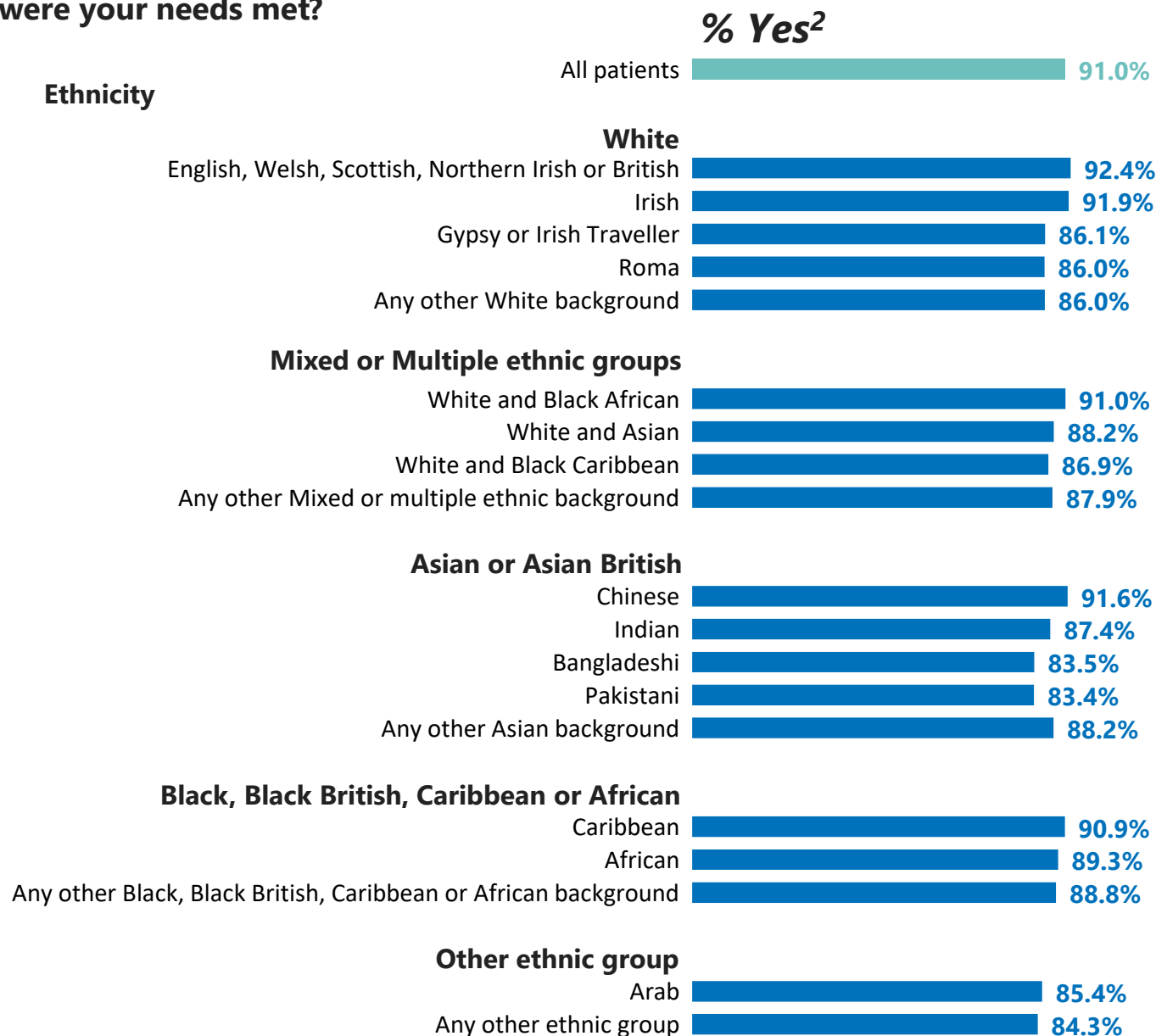
## How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied by ethnicity<sup>1</sup>.

- Patients from English, Welsh, Scottish, Northern Irish or British, Irish, Chinese, White and Black African, and Caribbean ethnic groups were most likely to have said their needs were met.
- Patients from Pakistani and Bangladeshi ethnic groups were least likely to have said their needs were met.

## Patient needs met at their last appointment

Q31. Thinking about the reason for your last general practice appointment, were your needs met?



<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

<sup>2</sup>Yes = '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': 2022 (652,557). Base ranges: Ethnicity (244 to 499,095)

## How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied among different patient groups<sup>1</sup>.

### Sexuality

- Gay or lesbian and bisexual patients were less likely to have said their needs were met, along with those who described their sexuality in another way or preferred not to say.

### Religion

- Christian and Jewish patients were more likely to have said their needs were met.
- Sikh and Muslim patients were less likely to have said their needs were met, along with those who preferred not to say.

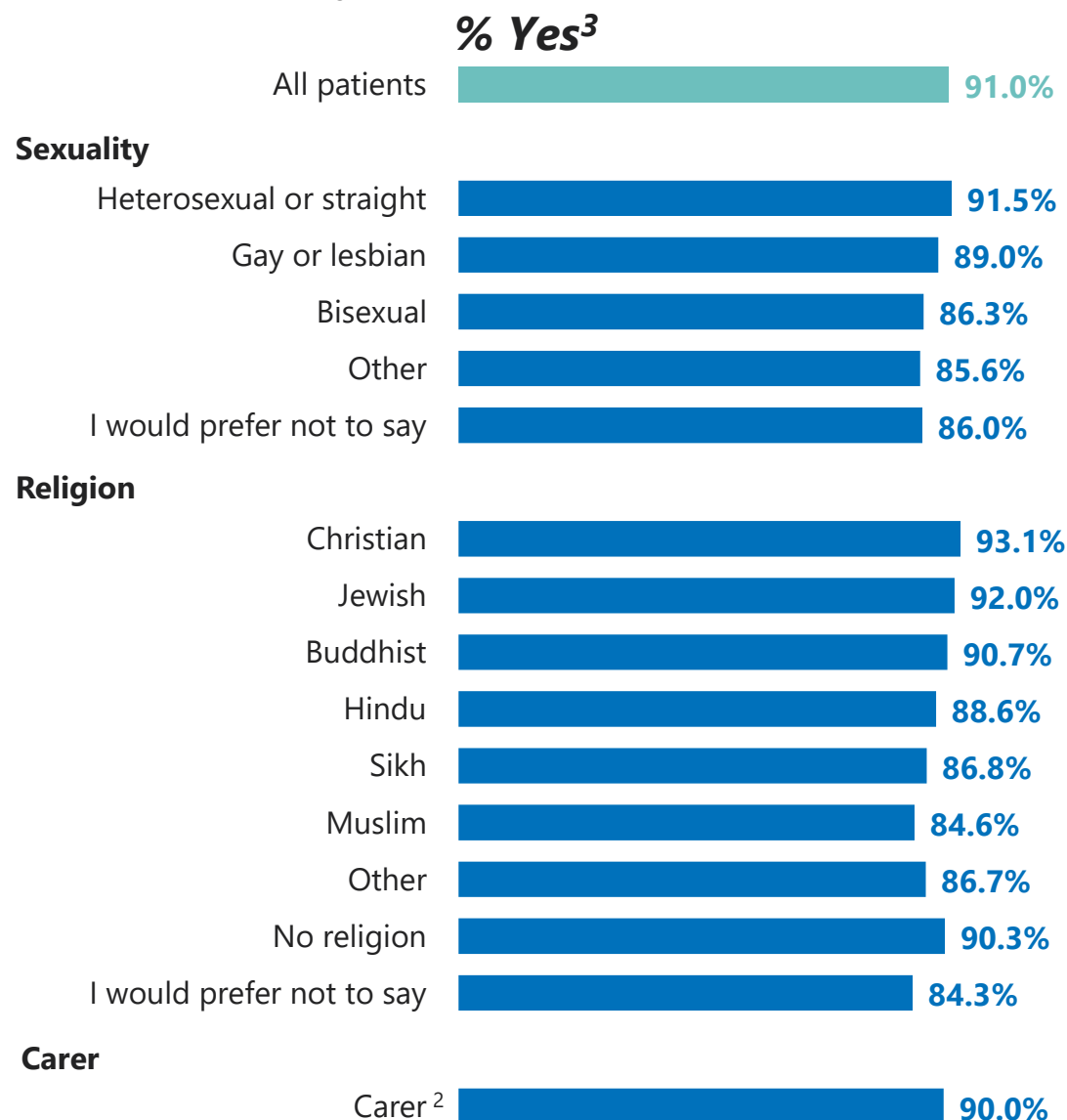
### Carer<sup>2</sup>

- Patients who are carers were less likely to have said their needs were met.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Patient needs met at their last appointment

**Q31. Thinking about the reason for your last general practice appointment, were your needs met?**



<sup>2</sup>Carer = Any 'yes' at Q58. Do you look after, or give any help or support to, family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

<sup>3</sup>Yes = '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': 2022 (652,557). Base ranges: Sexuality (5,623 to 587,434), Religion (3,738 to 369,823), Carer (133,410)

# How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied among different patient groups<sup>1</sup>.

## Deprivation

- As deprivation increased, the proportion of patients reporting that their needs were met decreased, with patients living in the most deprived areas the least likely to have said their needs were met.

## Disability<sup>2</sup>

- Patients with a disability were less likely to have said their needs were met compared with patients overall.

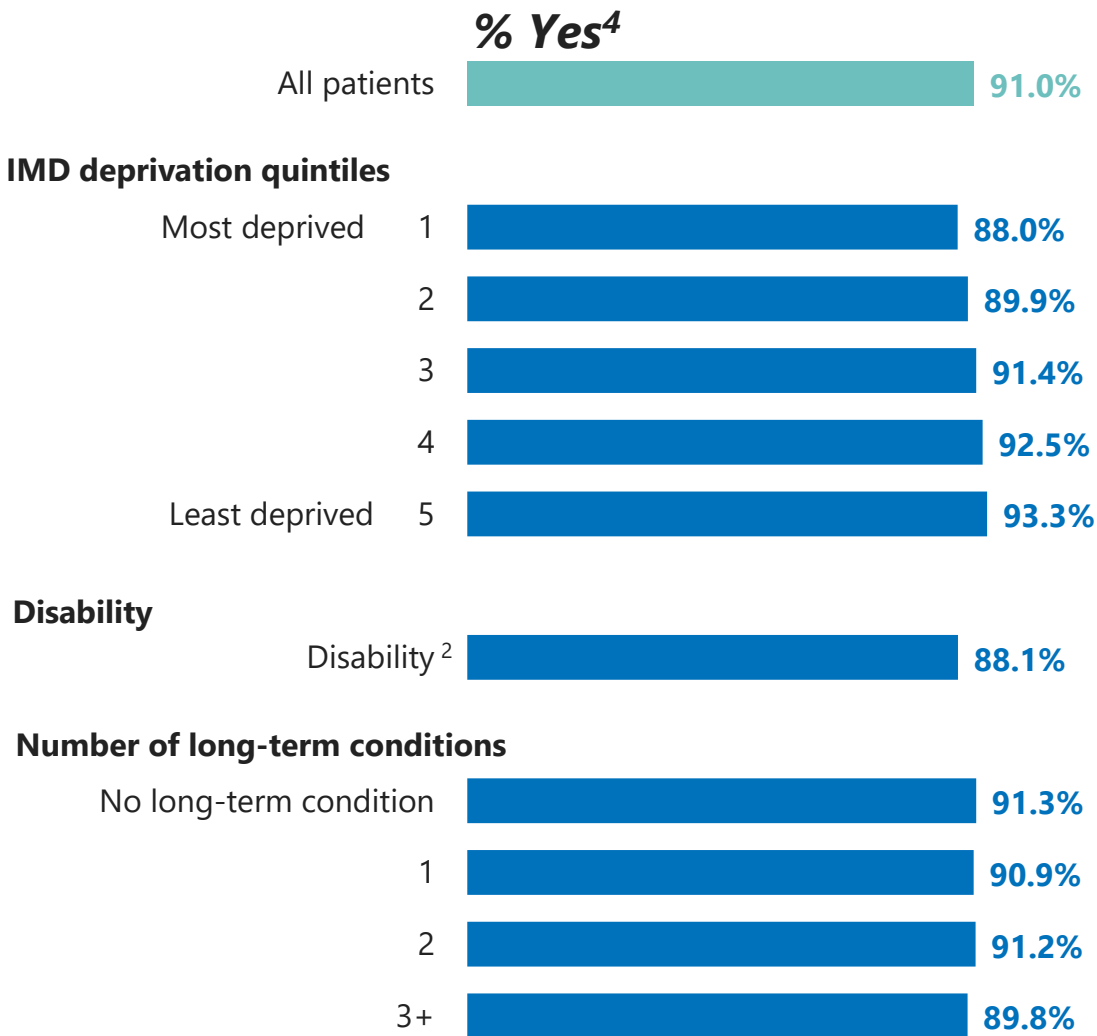
## Number of long-term conditions<sup>3</sup>

- Patients with three or more long-term conditions were less likely to have said their needs were met.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

# Patient needs met at their last appointment

Q31. Thinking about the reason for your last general practice appointment, were your needs met?



<sup>2</sup>Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions reduce your ability to carry out your day-to-day activities?

<sup>3</sup>Number of long-term conditions = Number of long-term conditions identified at Q36. Which, if any, of the following long-term conditions do you have?

<sup>4</sup>Yes = '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': 2022 (652,557). Base ranges: IMD deprivation quintiles (126,292 to 134,717), Disability (207,923), Number of long-term conditions (98,232 to 254,261)

# 7

## Patient health

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**Patient health**

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When the GP practice is closed

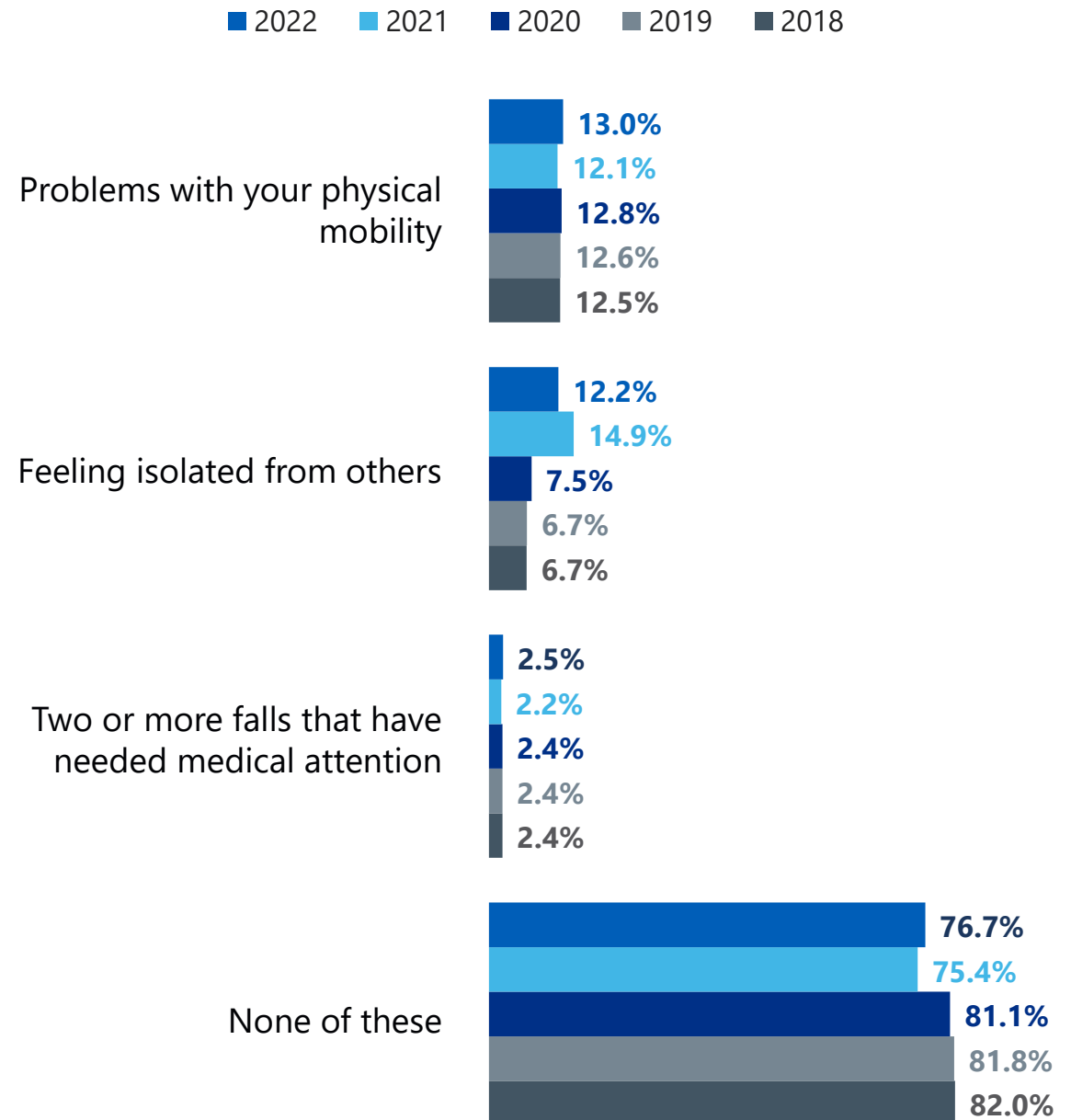
## How common are problems with physical mobility, falls and isolation?

Patients were asked about their physical mobility, falls that have needed medical attention, and isolation as common indicators of greater levels of health needs.

- One in eight (13.0%) had experienced problems with their physical mobility over the last twelve months.
- A similar proportion (12.2%) said they had felt isolated from others, a decrease compared with the 2021 survey (14.9%).
- A small proportion (2.5%) had experienced two or more falls that needed medical attention.

Three quarters (76.7%) said they had not experienced any of these problems over the 12 months prior to completing the survey.

### Q34. Have you experienced any of the following over the last 12 months? (multiple responses allowed)



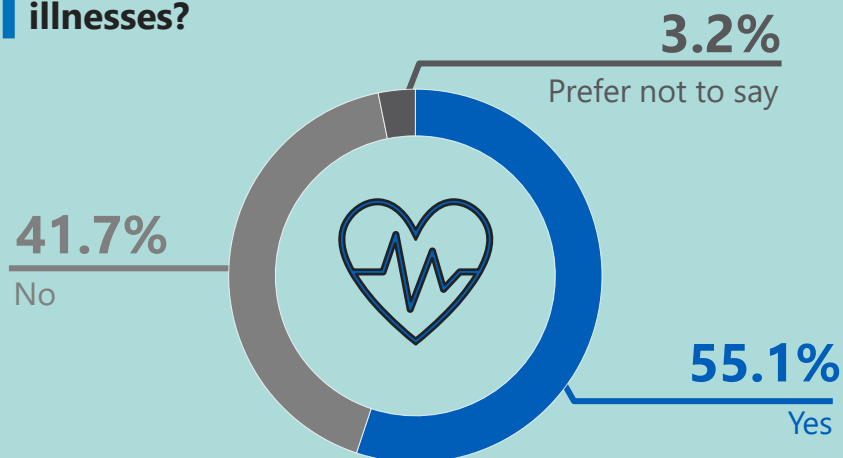
Base: all patients: 2022 (702,966), 2021 (824,407), 2020 (711,735), 2019 (742,883), 2018 (735,425)



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

Over half (55.1%) of patients responding to the survey 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<sup>1</sup>.

### Q35. Do you have any long-term physical or mental health conditions, disabilities or illnesses?

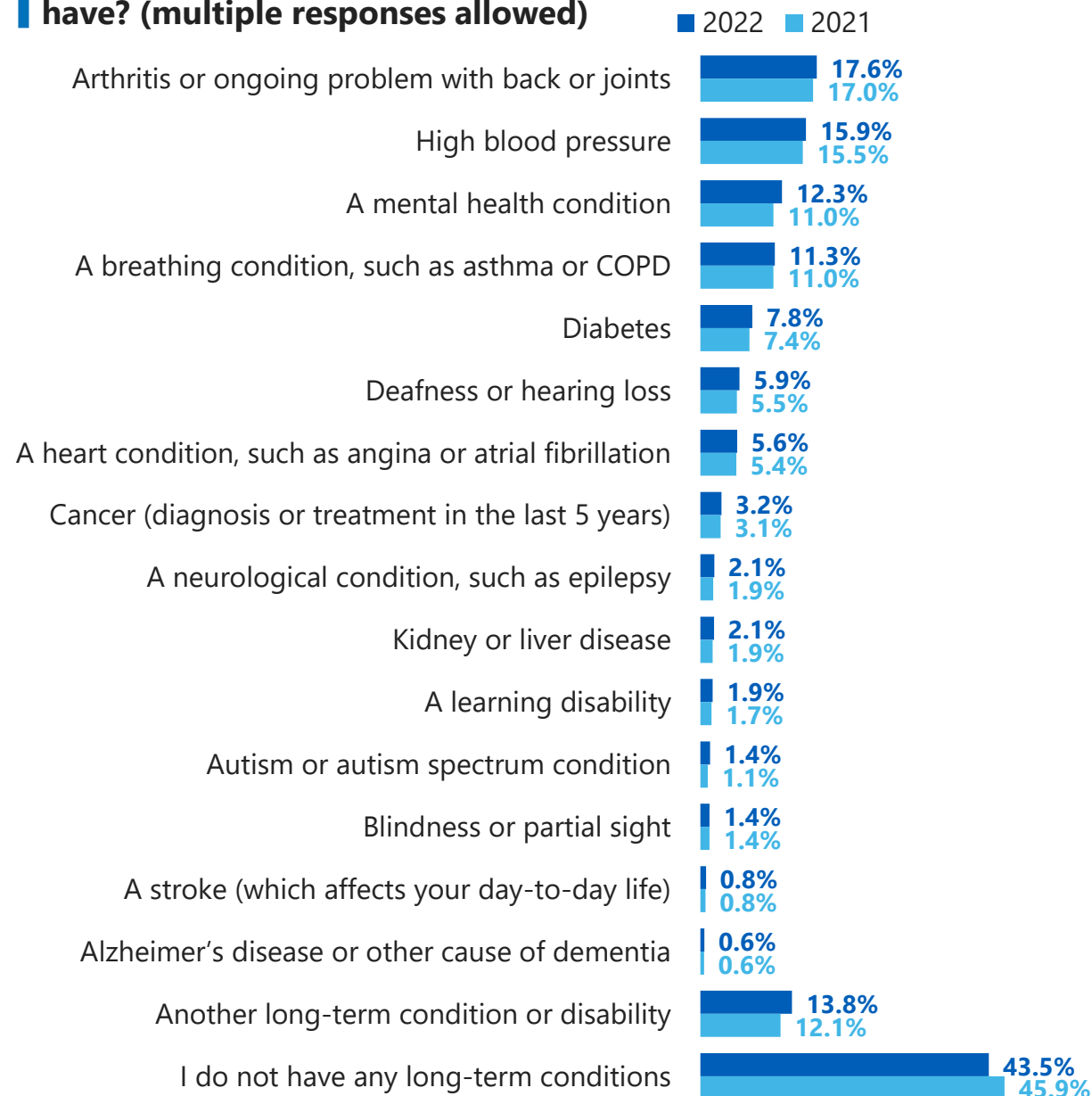


The proportion of patients reporting a mental health condition (12.3%) has increased by 1.3 percentage points compared with the 2021 survey (11.0%). This is the largest increase for any individual condition.

<sup>1</sup>The results presented here are based on a recoded version of Q35. 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.  
Base: all patients, excluding 'don't know / can't say': 2022 (682,362)

## Types of long-term condition(s)

### Q36. Which, if any, of the following long-term conditions do you have? (multiple responses allowed)



Base: all patients who stated whether they had a long-term condition, excluding those who prefer not to say:  
2022 (648,237) 2021 (749,478)

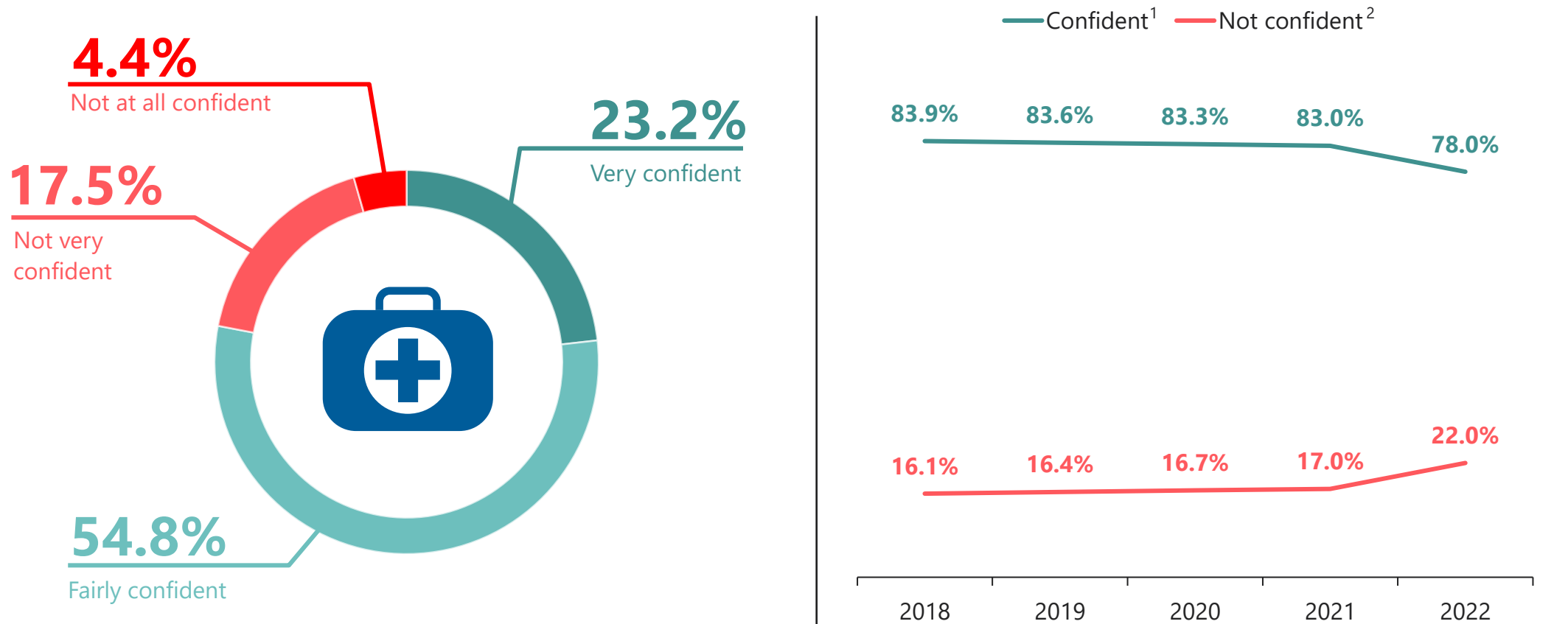
20/12/22: This base wording has been amended to accurately reflect the patients who answer this question

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

Over three quarters (78.0%) were confident<sup>1</sup> that they could manage any issues that arise from their condition or conditions, with 23.2% saying they were 'very confident'. Just over one in five (22.0%) were not confident<sup>2</sup> in managing condition related issues, including 4.4% saying they were 'not at all confident'.

Confidence in managing issues arising from a long-term condition<sup>1</sup> decreased to its lowest level for five years (78.0%) – 5.0 percentage points lower than the 2021 survey (83.0%). The proportion had remained relatively unchanged from 2018 to 2021.

## Q39. How confident are you that you can manage any issues arising from your condition (or conditions)?



<sup>1</sup>Confident = 'very confident' + 'fairly confident'

<sup>2</sup>Not confident = 'not very confident' + 'not at all confident'

Base: all patients with one or more long-term condition(s), excluding 'don't know': 2022 (382,313) 2021 (442,636) 2020 (404,295) 2019 (422,742) 2018 (414,084)

# Did confidence in managing issues relating to a condition vary by type of long-term condition?

Overall, more than three quarters (78.0%) with at least one long-term condition said they were confident<sup>1</sup> they could manage any issues arising from their condition (or conditions if multiple conditions selected).

Patients with high blood pressure and cancer (diagnosis or treatment in the last five years) were most likely to feel confident<sup>1</sup> to manage their condition(s) (80.1% and 79.1% respectively).

In contrast, patients who were less likely to feel confident<sup>1</sup> to manage any issues arising from their condition(s) included those who have autism spectrum condition (54.9%), a learning disability (55.4%) or those who have had a stroke (58.6%).

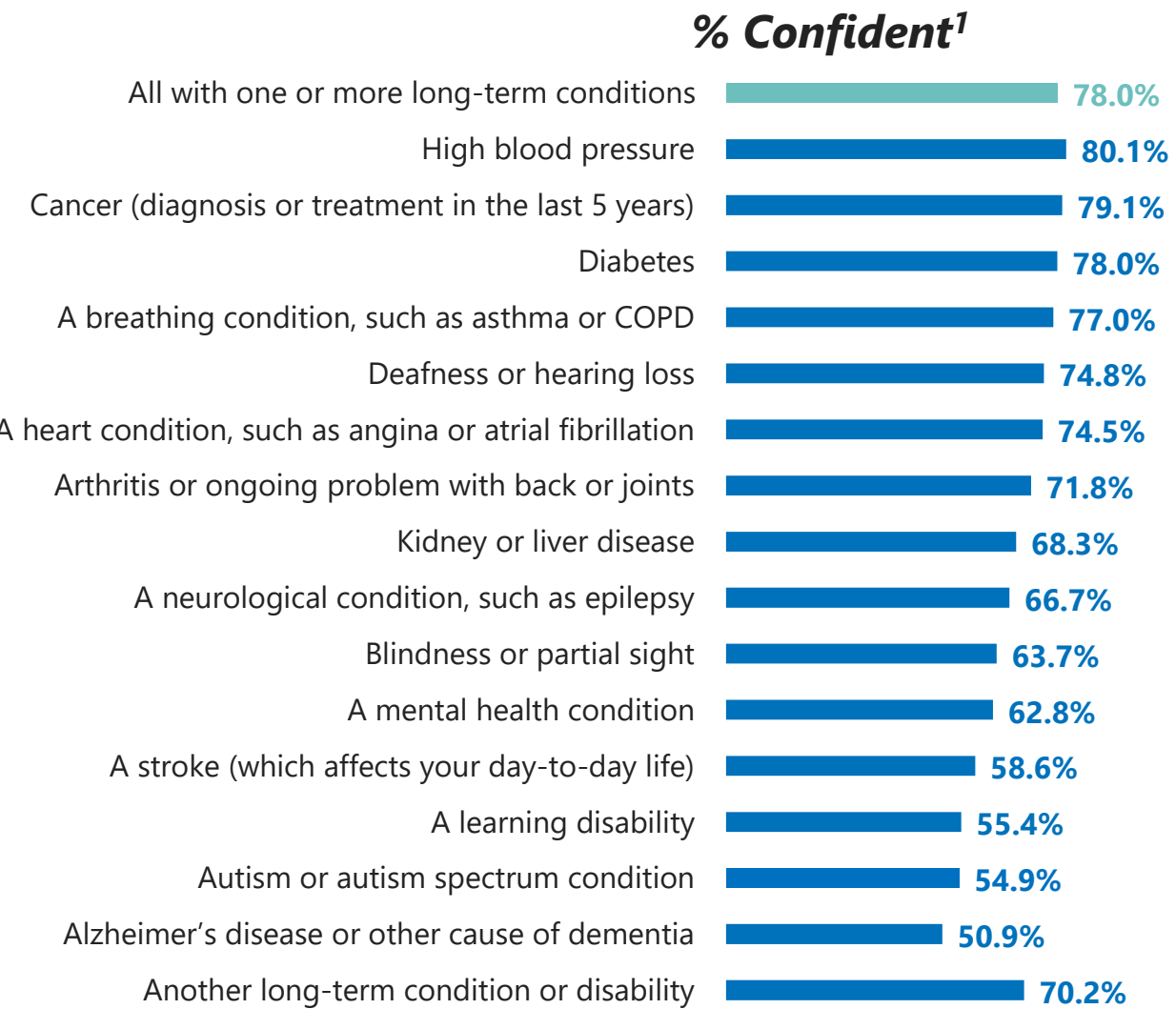
Half of patients with Alzheimer’s disease or another cause of dementia (50.9%) were confident<sup>1</sup> in managing their condition(s).

Note that patients may have multiple conditions and may be reflecting on particular or multiple conditions when answering this question.

## Confidence in managing long-term conditions

Q36. Which of the following long-term conditions do you have? (multiple responses allowed)

Q39. How confident are you that you can manage any issues arising from your condition (or conditions)?



<sup>1</sup>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: 2022 (382,313). Base range: Long-term condition (4,169 to 141,597)

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

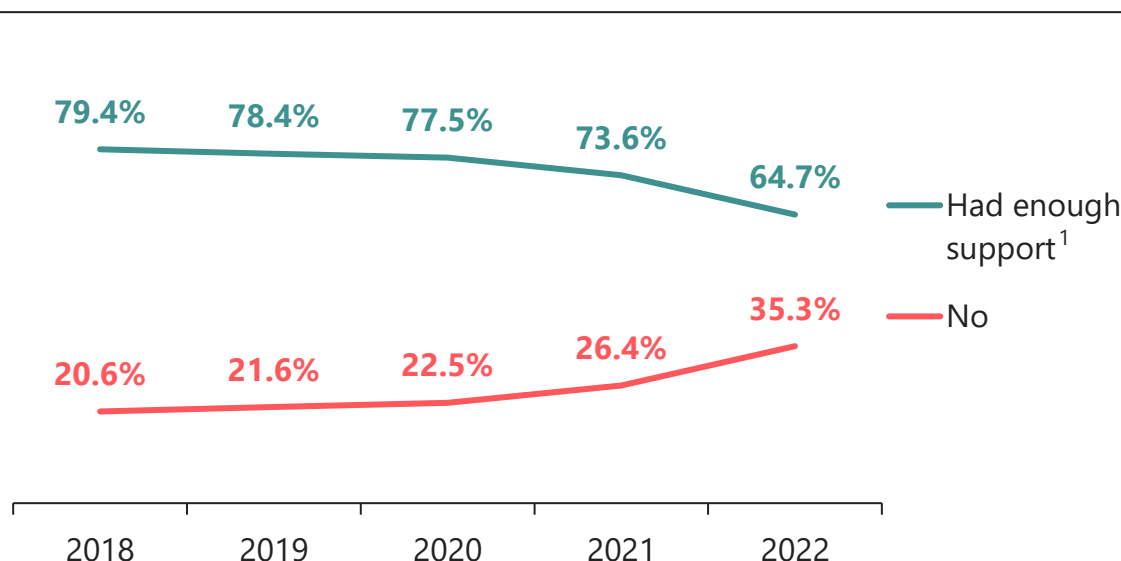
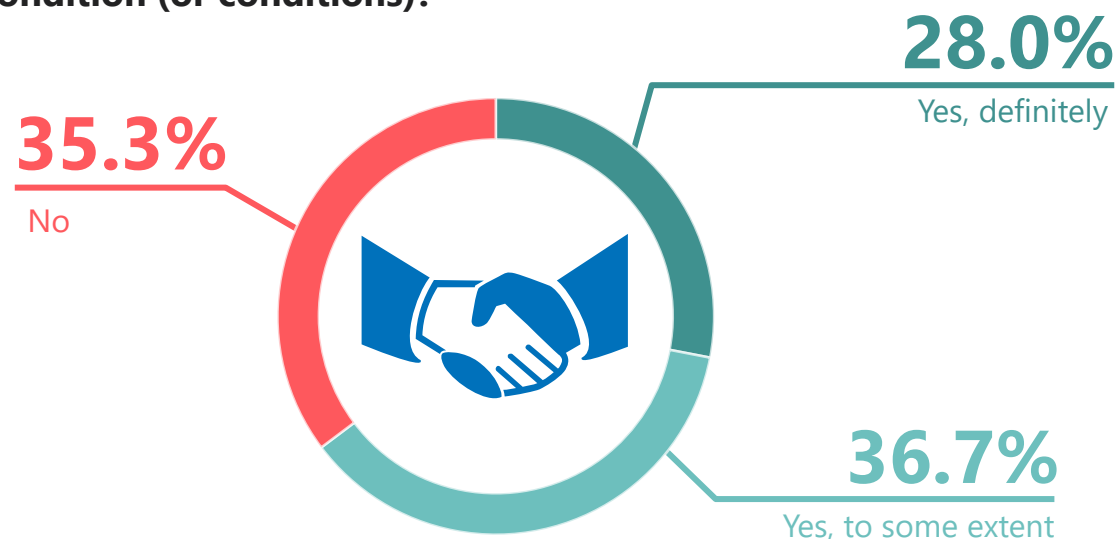
A quarter (26.1%) said that they did not need support from local services to manage their condition (or conditions). This is similar to previous surveys (26.6% in 2021, 26.3% in 2020 and 26.4% in 2019).

Of patients who needed support, almost two thirds (64.7%) felt that they had enough support<sup>1</sup> from local services or organisations to help them manage their condition(s). This has decreased year on year since the 2018 survey (79.4%), with the largest decrease between the latest survey (2022, 64.7%) and the previous survey (2021, 73.6%).

Over one third (35.3%) did not feel that they had received enough support, an increase from a quarter (26.4%) in the 2021 survey.

## Support managing long-term conditions

**Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?**



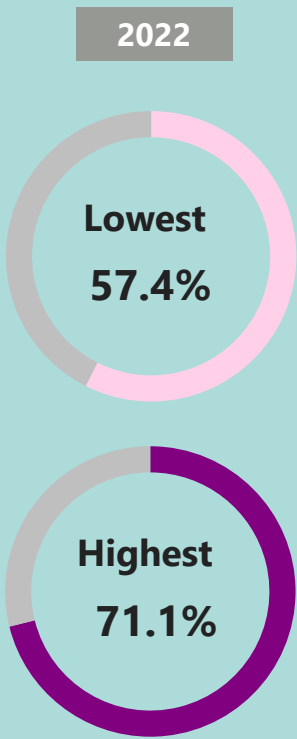
<sup>1</sup>Had enough support = "yes, definitely" + "yes, to some extent"

Base: all patients with one or more long-term condition(s), excluding 'I haven't needed support' and 'don't know / can't say': 2022 (267,139) 2021 (305,097) 2020 (279,703) 2019 (292,168) 2018: (284,887)

# How did the support patients received to help manage their long-term condition(s) vary by ICS?

The proportion of patients who felt that they had enough support<sup>1</sup> from local services or organisations to help them manage their condition(s) varied between ICSs by 13.7 percentage points (ranging from 57.4% to 71.1%).

ICS range - % Support<sup>1</sup>

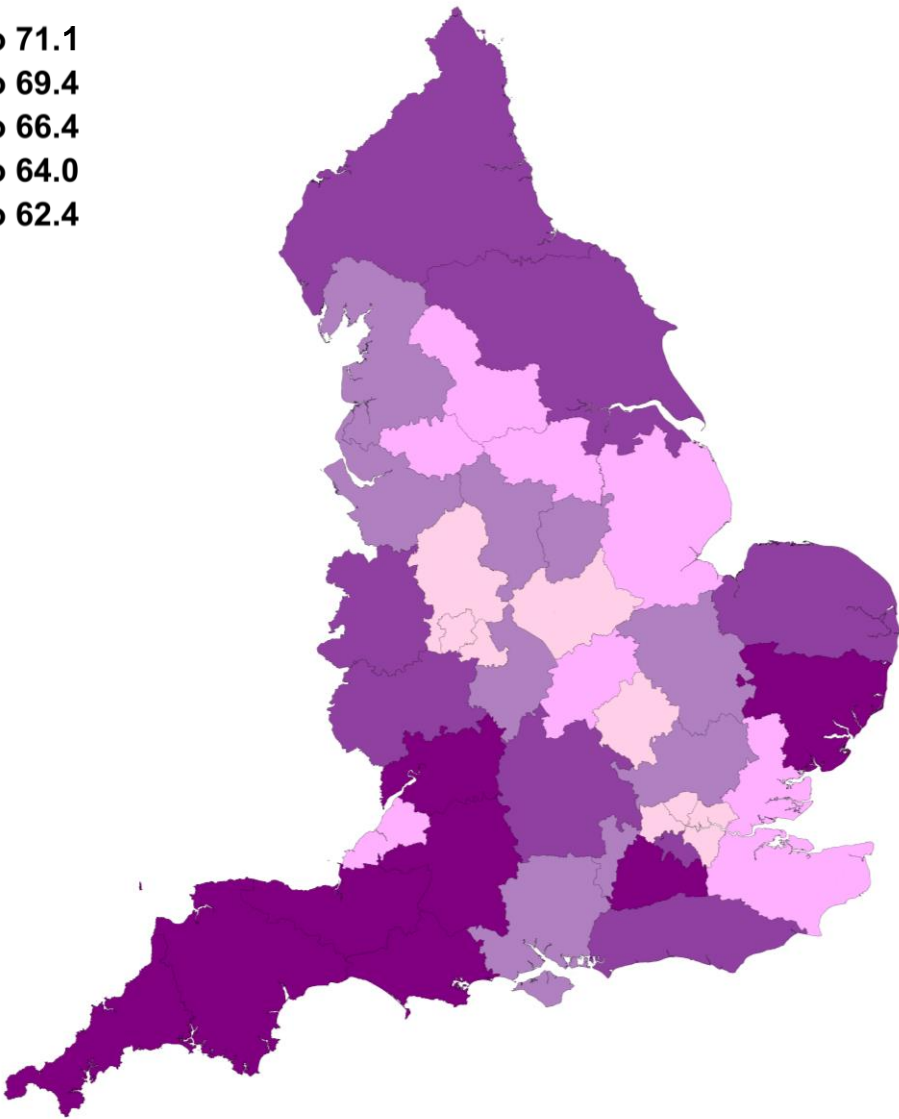
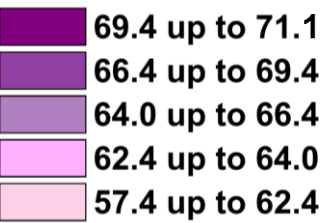


<sup>1</sup>Support = 'yes definitely' + 'yes, to some extent'

## Support managing long-term conditions

Q40. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

%Support<sup>1</sup>



ICSs are divided into five equal sized groups based on their results, each group represents 20% of the ICSs  
Base: all patients with one or more long-term condition(s), excluding 'I haven't needed support' and 'don't know / can't say': 2022 (267,139)

# Did support received vary by type of long-term condition?

Just under two thirds (64.7%) with a long-term condition, disability or illness had received enough support<sup>1</sup> from local services or organisations to help manage their condition(s).

Patients with cancer (diagnosis or treatment in the last five years) were most likely to feel supported<sup>1</sup> by local services or organisations to help manage their condition (or conditions if multiple selected) (77.3%). This is followed by those with Alzheimer’s disease or other causes of dementia (73.5%), patients with a heart condition (68.1%) or diabetes (67.8%) and high blood pressure (67.7%).

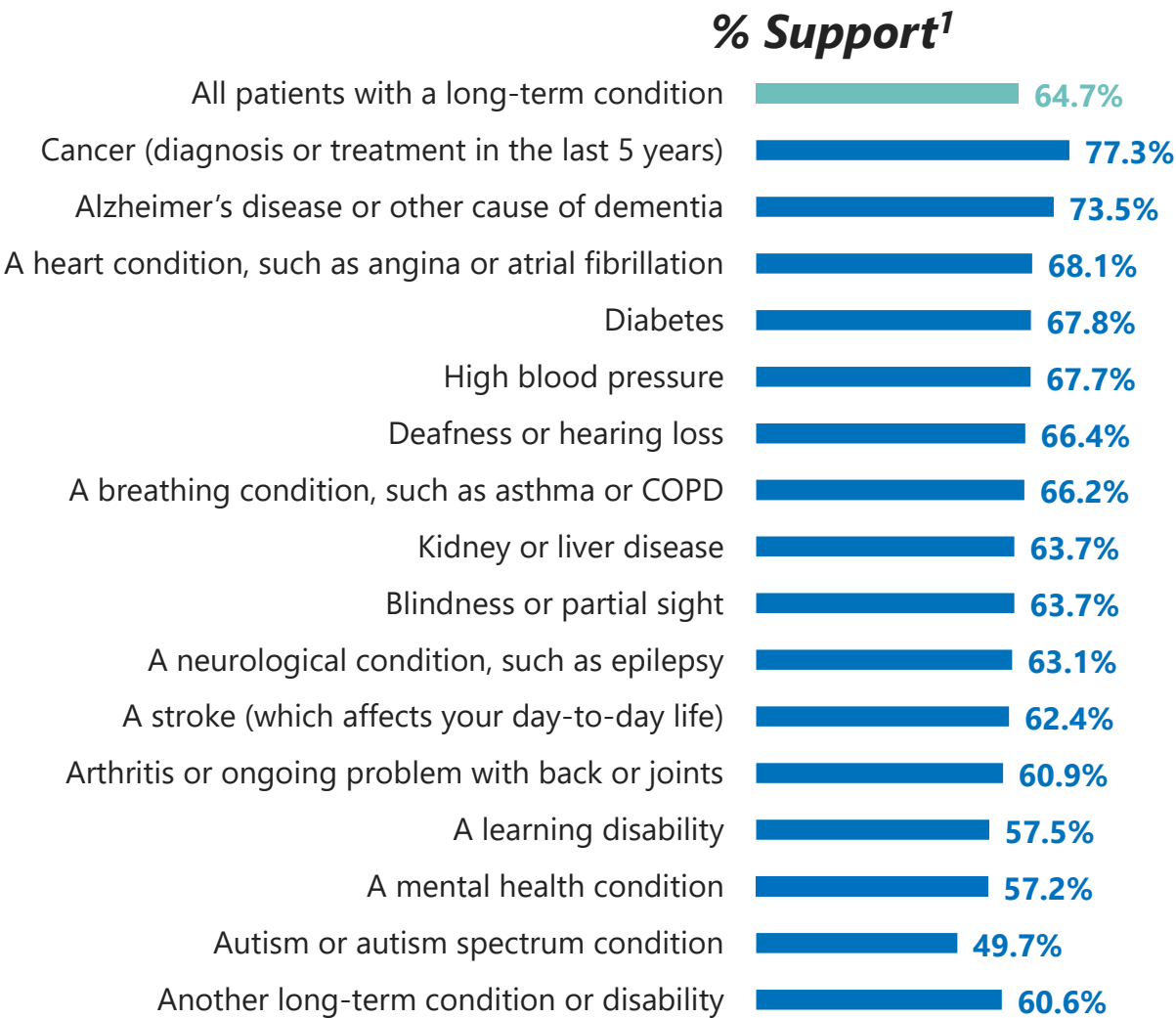
However, those with autism or autism spectrum condition (49.7%), a mental health condition (57.2%), or a learning disability (57.5%) were least likely to feel supported<sup>1</sup> by local services or organisations.

Note that patients may have multiple conditions and may be reflecting on particular or multiple conditions when answering this question.

## Support managing long-term conditions

Q36. Which of the following long-term conditions do you have? (multiple responses allowed)

Q40. In the last 12 months, have you had enough support from local services or organisations to help you manage your condition (or conditions)?



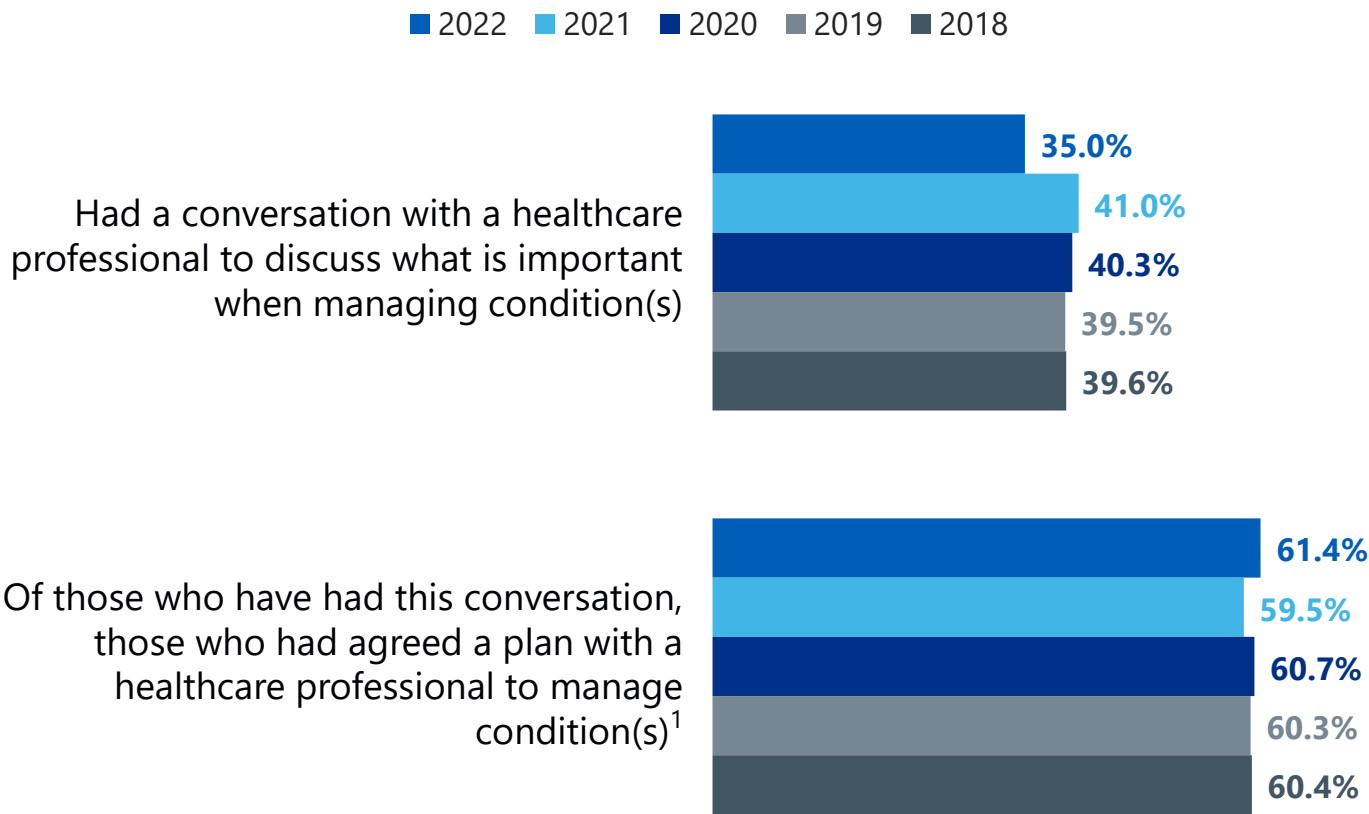
<sup>1</sup>Support = ‘yes definitely’ + ‘yes, to some extent’  
Base: all patients with one or more long-term condition(s), excluding ‘I haven’t needed support’ and ‘don’t know / can’t say’: 2022 (267,139). Base range: Long-term condition (3,696 to 98,282)

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

Over one third of patients (35.0%) with one or more long-term conditions said they had had a conversation with a healthcare professional from their GP practice to discuss what is important to them when managing their condition (or conditions). This had been increasing gradually since 2018, but in the 2022 survey fewer reported having had a conversation.

Of those who have had this conversation, three in five (61.4%) had agreed a plan, with the majority (93.6%) finding this plan helpful<sup>3</sup> in managing their condition (or conditions). Compared with previous surveys, a lower proportion said the plan was helpful.

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



93.6%

of patients with a care plan found it **helpful**<sup>3</sup> in managing their condition (or conditions), compared with 95.1% in 2021, 94.1% in 2020, 94.2% in 2019, and 94.4% in 2018.

<sup>3</sup> Helpful = 'very helpful' + 'fairly helpful'  
Base: all patients who have agreed a care plan to manage their long-term condition(s), excluding 'don't know': 2022 (78,472) 2021 (101,001) 2020 (89,690) 2019 (92,409) 2018 (92,334)

Base: all patients with one or more long-term condition(s): 2022 (392,350) 2021 (446,900) 2020 (401,480) 2019 (422,368) 2018 (413,648)  
<sup>1</sup>Base: all patients who have had a conversation with a healthcare professional from their GP practice about managing their long-term condition(s): 2022 (130,286) 2021 (173,569) 2020 (149,831) 2019 (154,201) 2018 (153,070)



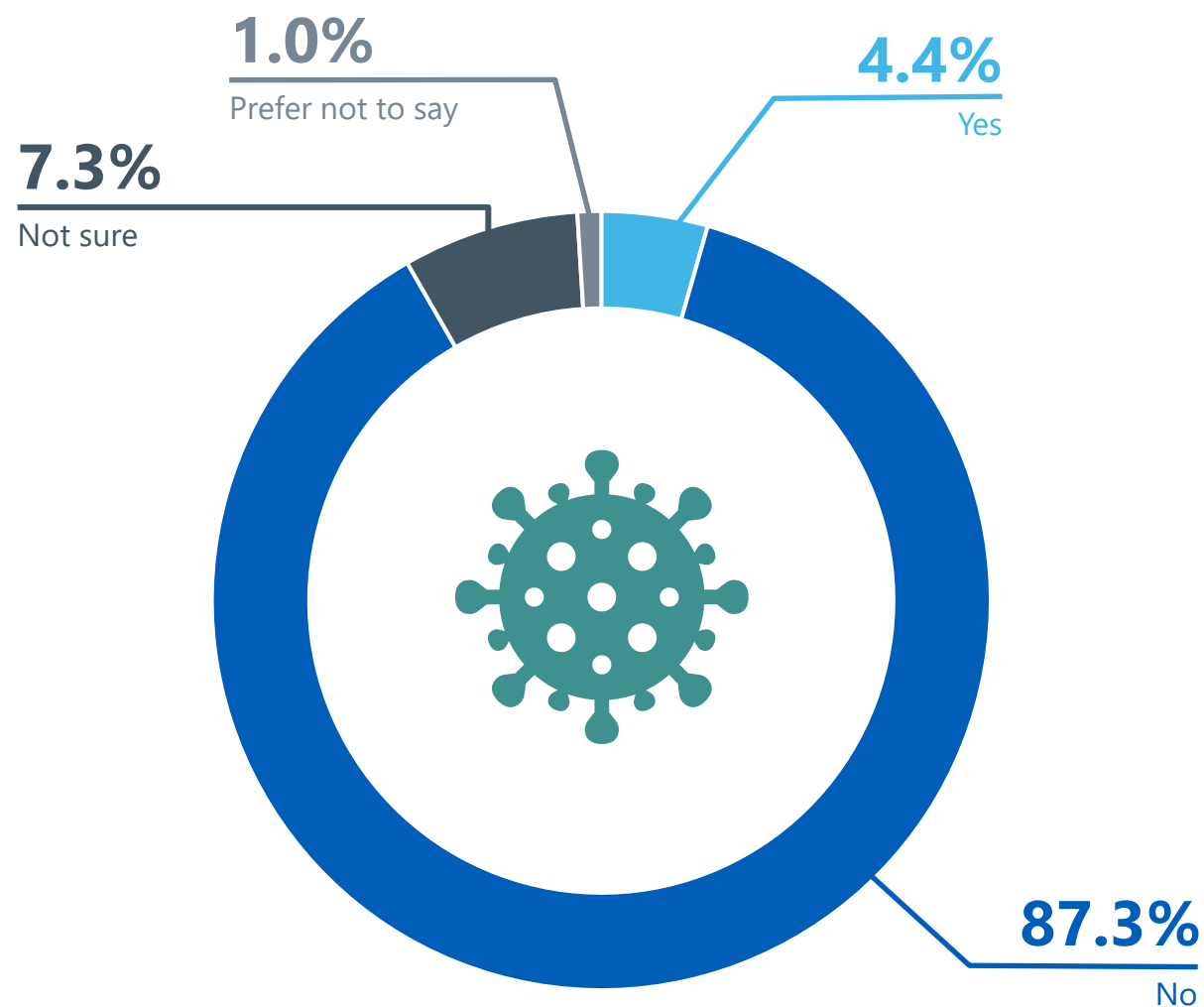
## Did patients have “long COVID”?

At the time of fieldwork for the 2022 survey (between January and March), small proportion of patients (4.4%) described themselves as having “long COVID”.

The majority (87.3%) said that they did not have “long COVID”, while 7.3% were not sure and 1.0% preferred not to say.

### Long COVID

**Q37. Would you describe yourself as having “long COVID”, that is, you are still experiencing symptoms more than 12 weeks after you first had COVID-19, that are not explained by something else?**





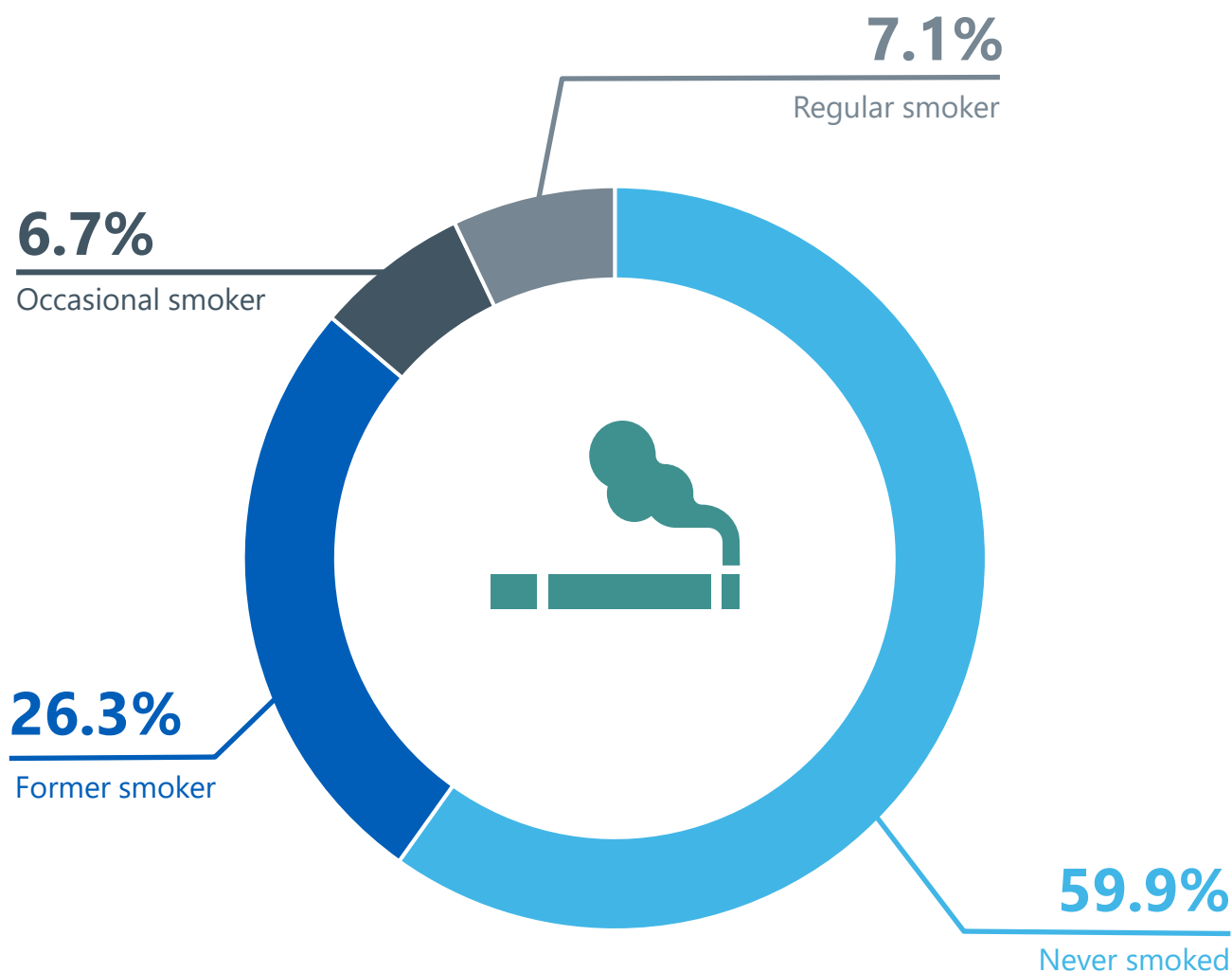
## What were patients' smoking habits?

Three in five (59.9%) reported that they had never smoked, and just over a quarter (26.3%) said they were former smokers.

Less than one in ten reported that they were either occasional smokers (6.7%) or regular smokers (7.1%).

## Smoking habits

Q61. Which of the following best describes your smoking habits?



## Which patient groups said they were regular smokers?

Whether patients described themselves as regular smokers varied among different patient groups<sup>1</sup>.

### Gender

- Patients who identify as female were the least likely to have said they were regular smokers.
- Regular smoking levels were highest among patients who prefer to self-describe or identify as non-binary.

### Gender identity

- Patients whose gender identity is different from their sex registered at birth were more likely to have said they were regular smokers.

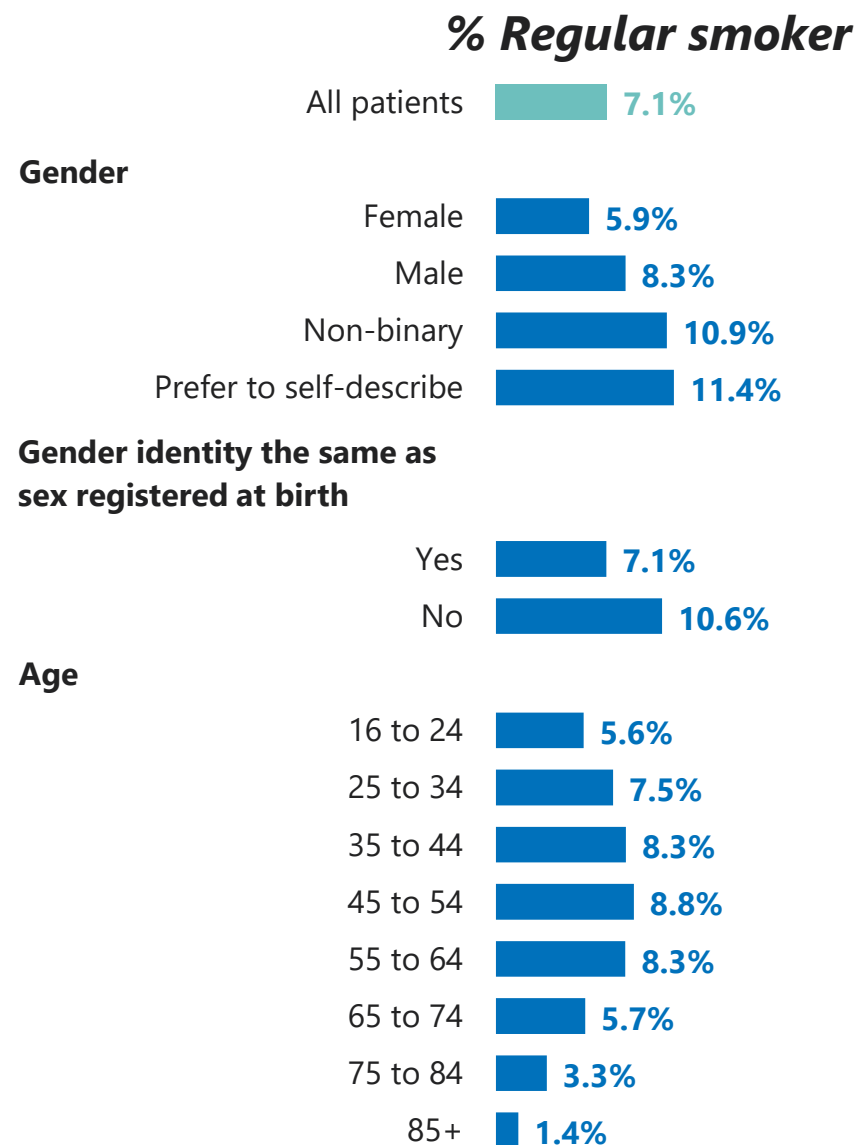
### Age

- Patients aged between 25 to 64 were more likely to have said they were regular smokers.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Smoking habits

### Q61. Which of the following best describes your smoking habits?



Base: all patients: 2022 (709,748). Base ranges: Gender (1,331 to 400,593), Gender identity (3,824 to 687,466), Age (25,662 to 152,761)

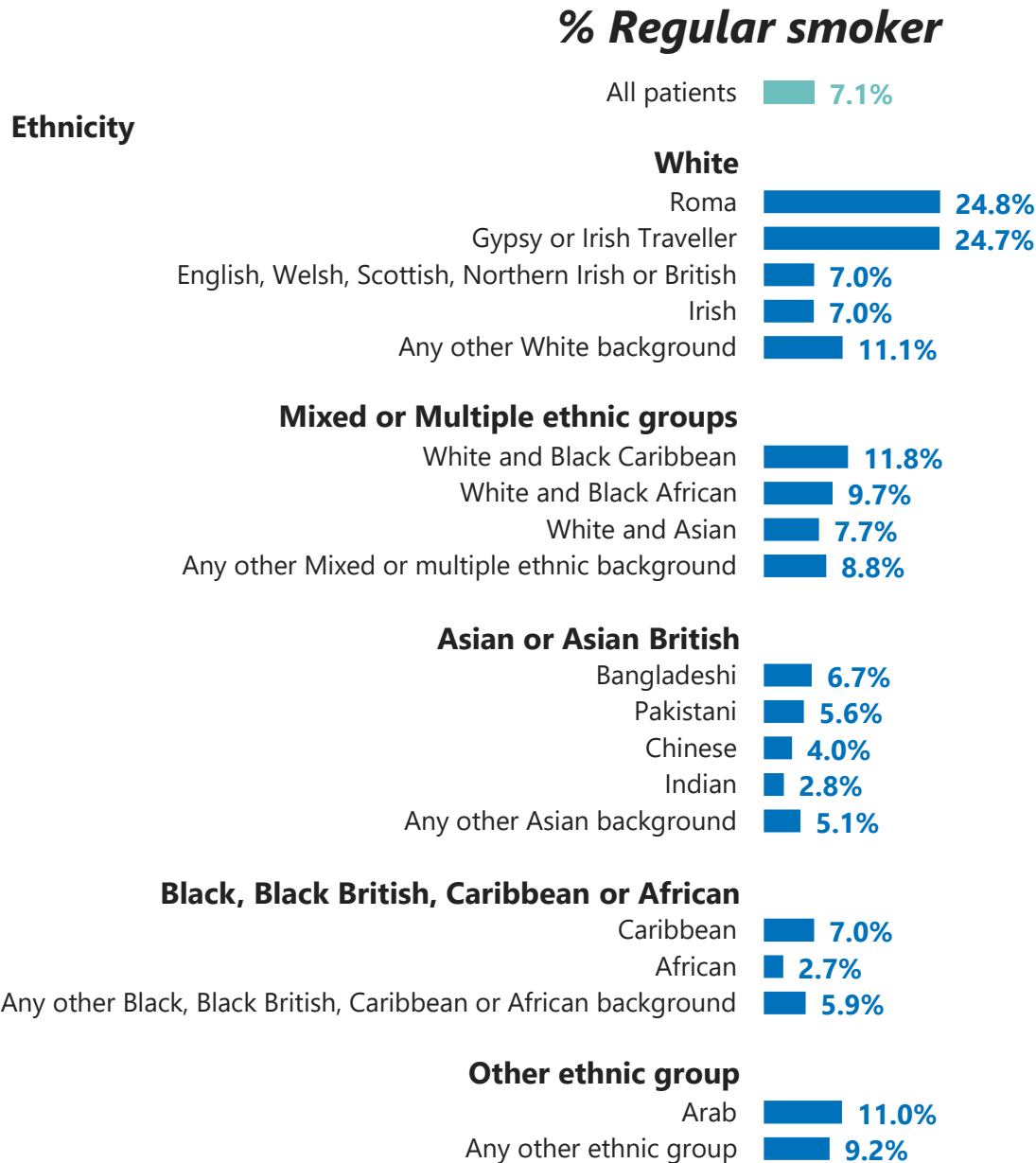
# Which patient groups said they were regular smokers?

Whether patient described themselves as regular smokers varied by ethnicity<sup>1</sup>.

- Patients from Roma, and Gypsy or Irish Traveller backgrounds were most likely to have said they were regular smokers.
- Patients from African and Indian backgrounds were least likely to have said they were regular smokers.

## Smoking habits

Q61. Which of the following best describes your smoking habits?



<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Which patient groups said they were regular smokers?

Whether patients described themselves as regular smokers varied among different patient groups<sup>1</sup>.

### Sexuality

- Gay or lesbian and bisexual patients were more likely to have said they were regular smokers.

### Religion

- Patients who selected another religion and those with no religion, along with those who prefer not to say, and Muslim patients were most likely to have said they were regular smokers.
- Sikh, Hindu, and Jewish patients were least likely to have said they were regular smokers.

### Carer<sup>2</sup>

- Patients who are carers were more likely to have said they were regular smokers, particularly those who have 35 or more hours of caring responsibility each week.

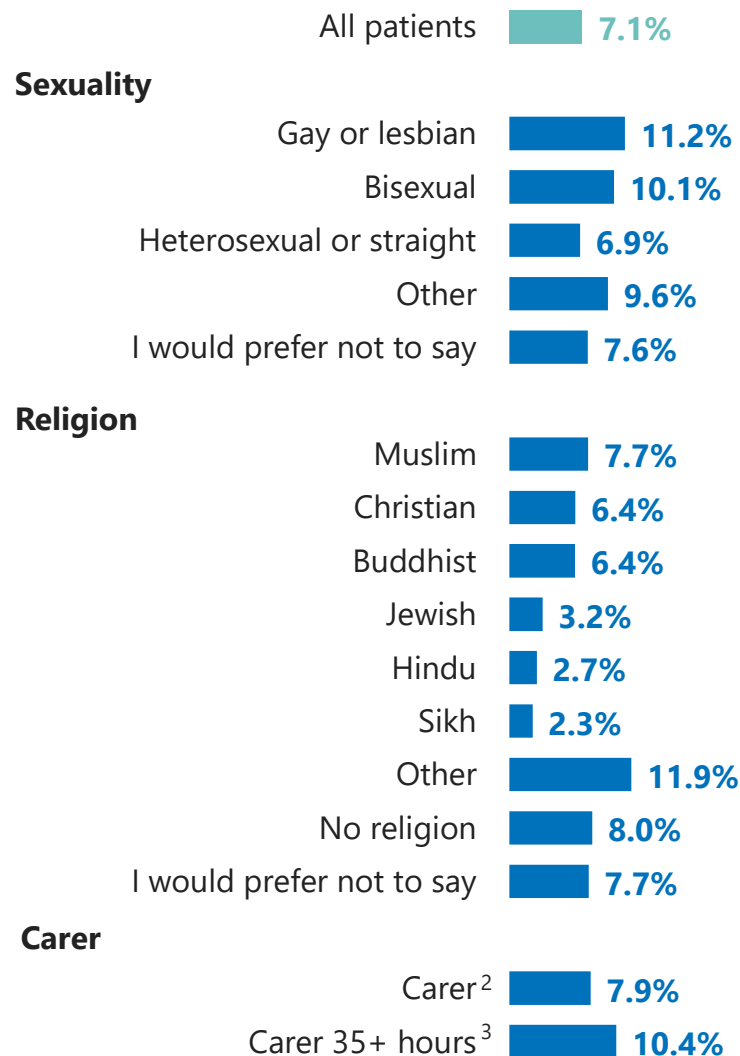
<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

<sup>2</sup>Carer = Any 'yes' at Q58. Do you look after, or give any help or support to, family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

## Smoking habits

Q61. Which of the following best describes your smoking habits?

### % Regular smoker



<sup>3</sup>Carer 35+ hours = 'Yes, 35-49 hours a week' + 'Yes, 50 or more hours a week' at Q58. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill health / disability, or problems related to old age?

Base: all patients: 2022 (709,748). Base ranges: Sexuality (6,683 to 634,608), Religion (4,105 to 400,563), Carer (142,073), Carer 35+ hours (41,082)

## Which patient groups said they were regular smokers?

Whether patients described themselves as regular smokers varied among different patient groups<sup>1</sup>.

### Deprivation

- As deprivation increased, the proportion of patients who reported that they were regular smokers increased, with patients living in the most deprived areas most likely to have said they were regular smokers.

### Disability<sup>2</sup>

- Patients with a disability were more likely to have said they were regular smokers compared with patients overall.

### Number of long-term conditions<sup>3</sup>

- The more long-term conditions a patient has, the more likely they were to have said they smoke regularly.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

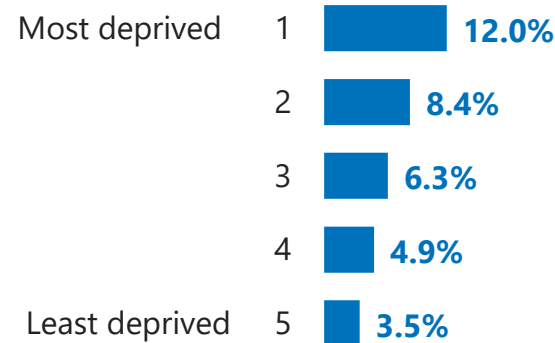
## Smoking habits

### Q61. Which of the following best describes your smoking habits?

#### % *Regular smoker*

All patients 7.1%

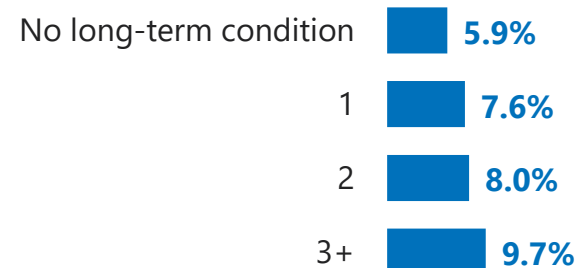
#### IMD deprivation quintiles



#### Disability

Disability<sup>2</sup> 10.1%

#### Number of long-term conditions



<sup>2</sup>Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions reduce your ability to carry out your day-to-day activities?

<sup>3</sup>Number of long-term conditions = Number of long-term conditions identified at Q36. Which, if any, of the following long-term conditions do you have?  
Base: all patients: 2022 (709,748). Base ranges: IMD deprivation quintiles (135,338 to 146,231), Disability (220,590), Number of long-term conditions (104,915 to 286,125)

## Which patient groups said they were regular smokers?

Whether patients described themselves as regular smokers varied among different patient groups<sup>1</sup>.

### Work status

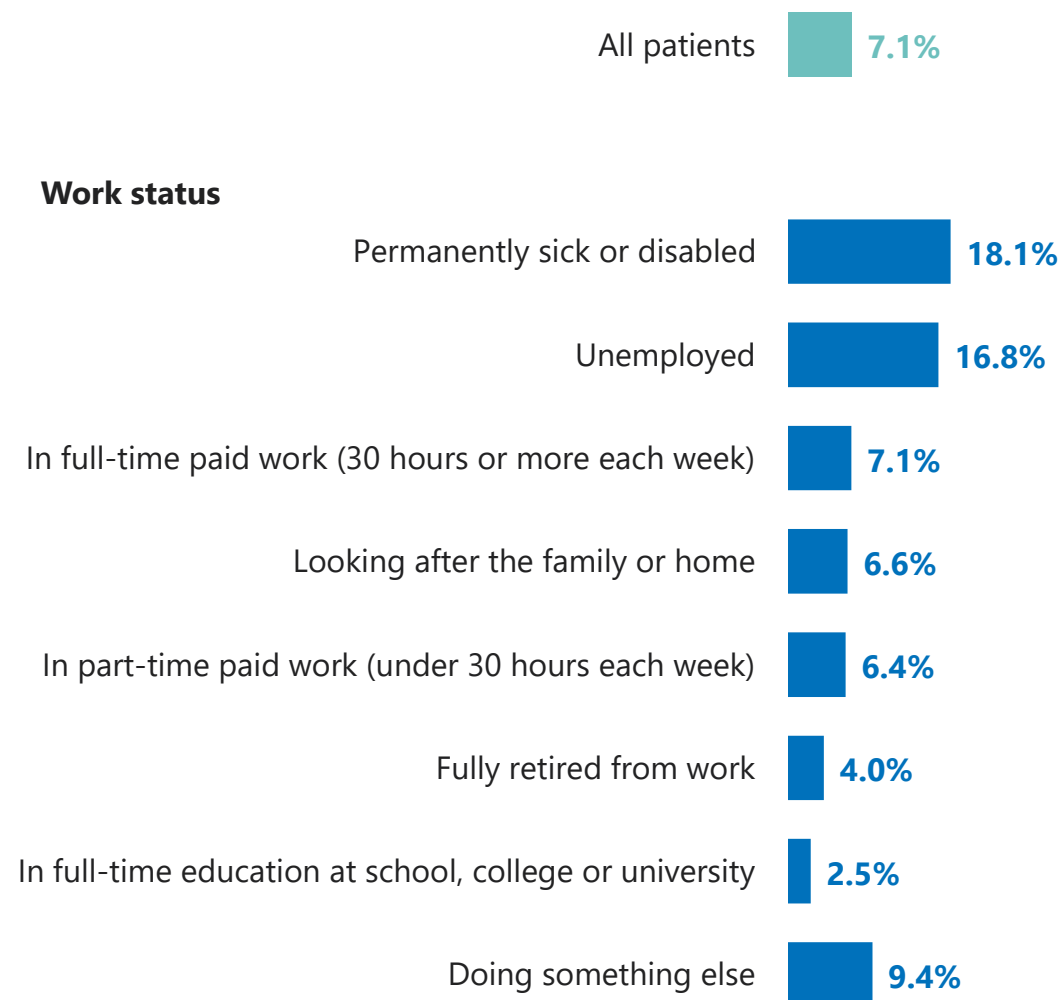
- Patients who were permanently sick or disabled, unemployed, or doing something else were more likely to have said they were regular smokers.
- Patients who were looking after the family or home, in part-time paid work, fully retired from work, or in full-time education were less likely to have said they were regular smokers.

<sup>1</sup>Please note that differences in results between different groups of patients may be influenced by other factors

## Smoking habits

### Q61. Which of the following best describes your smoking habits?

#### % *Regular smoker*



Base: all patients: 2022 (709,748). Base range: Work status (14,436 to 243,474)

## 8

# When the GP practice is closed

## MENU:

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Headline findings

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Overall experience of GP practice

4

Local GP services

5

Making an appointment

6

Patient's last appointment

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Patient health

**When the GP practice is closed**

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

Over one in five (22.6%) had tried to contact an NHS service<sup>1</sup> in the past twelve months when they wanted to see a GP but their GP practice was closed, 15.6% for themselves and 8.9% for someone else (compared with 13.7% and 7.4% respectively in the 2021 survey). This is more than in the 2021 survey (19.9%)<sup>2</sup>.

### Patients who contacted an NHS service when their GP practice was closed

Of these patients, more than half (56.5%) called an NHS helpline, and three in ten (30.1%) went to A&E. One in five patients received a call back from a health professional or used an online NHS service (both 19.1%). Slightly fewer (18.3%) spoke to a pharmacist.

### All patients

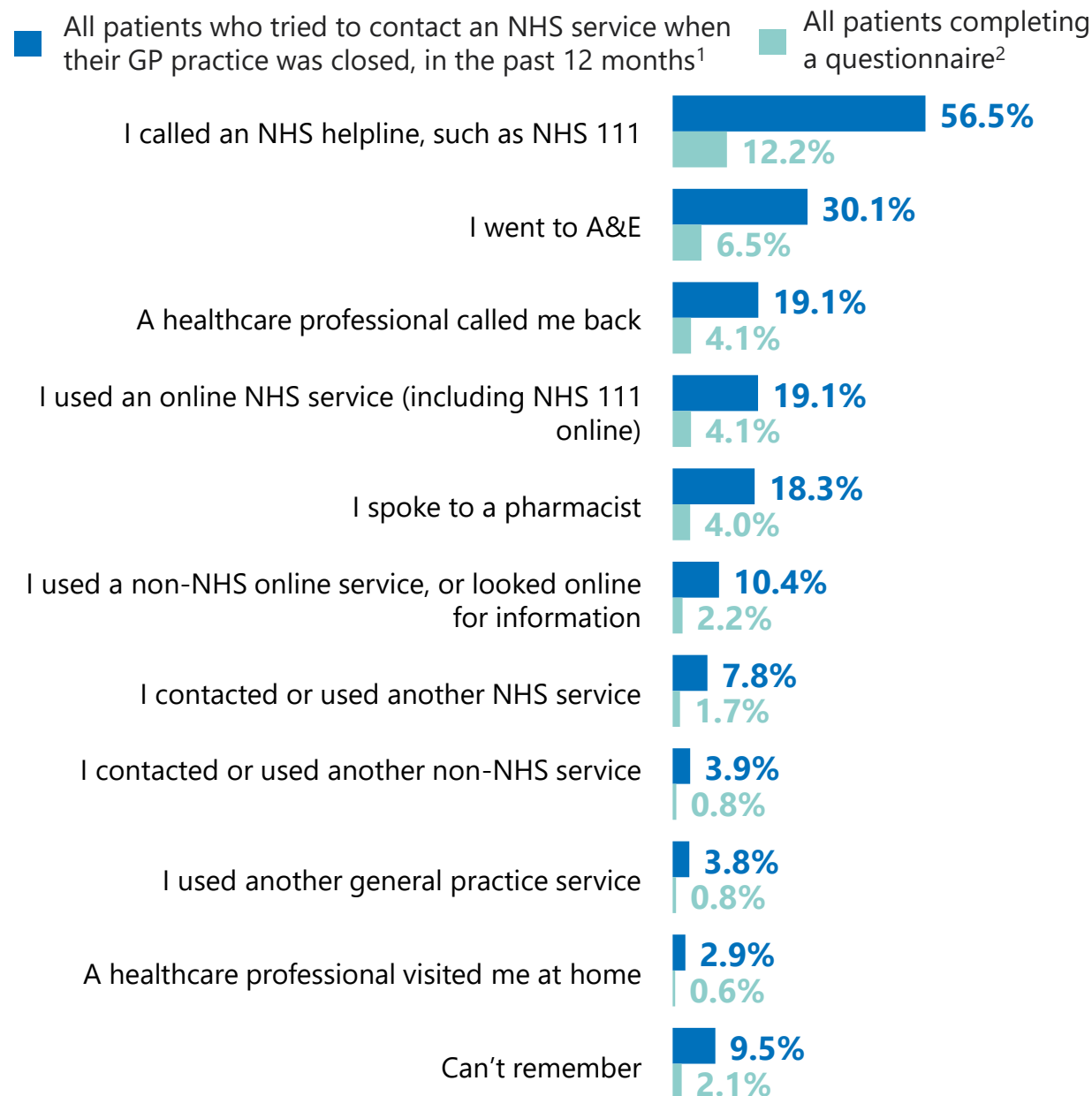
When analysing these results based on *all patients* responding to the survey, 12.2% contacted an NHS service by telephone, 6.5% went to A&E, and 4.1% received a call back from a healthcare professional when their GP practice was closed.

<sup>1</sup>Tried to contact an NHS service = 'yes, for myself' and/or 'yes, for someone else'

<sup>2</sup>Base: all patients: 2022 (701,626) 2021 (833,296).

## What patients did when their GP practice was closed

**Q45. 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: 2022 (136,441). Base 2: all patients completing a questionnaire: 2022 (719,137)

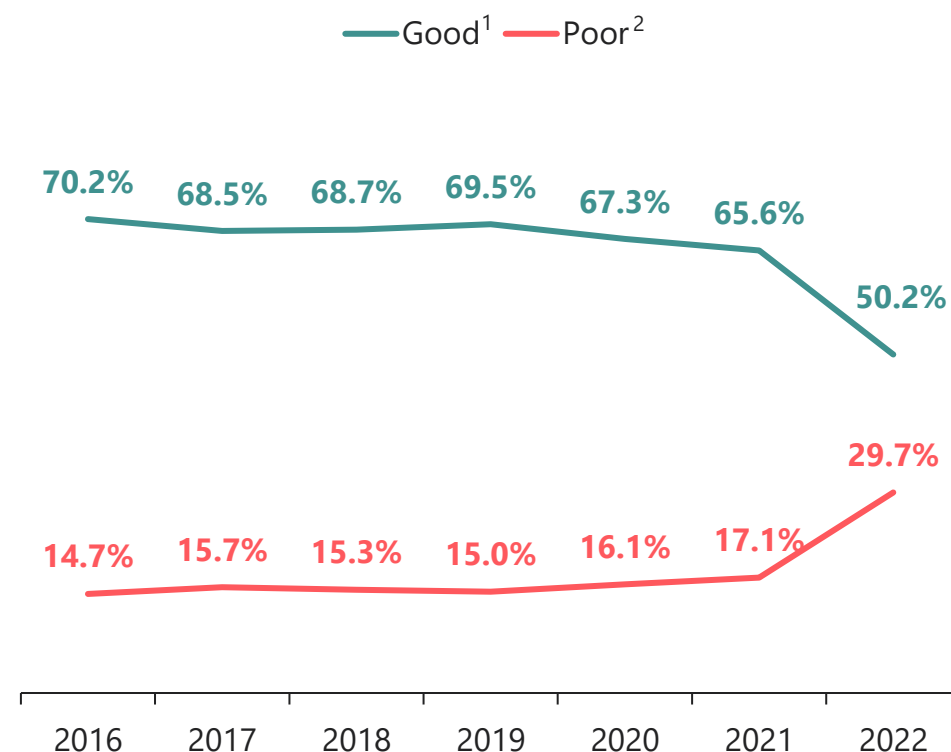
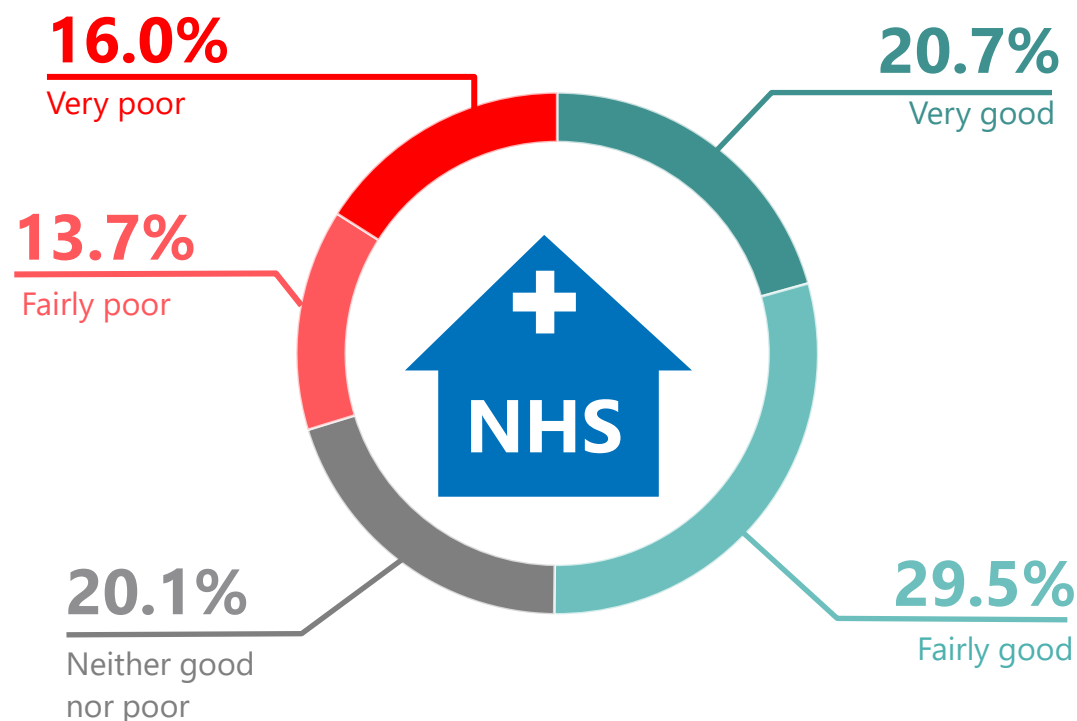


# How did patients rate their overall experience of NHS services when their GP practice was closed?

Half of patients (50.2%) said their overall experience of NHS services when their GP practice was closed was good<sup>1</sup>, with one in five (20.7%) saying it was 'very good'. Three in ten said their overall experience was poor<sup>2</sup> (29.7%), and another one in five (20.1%) said it was 'neither good nor poor'.

Since 2016 there has been a decline in patients' overall experience of NHS services when their practice is closed, with the largest decrease over the last year – 15.4 percentage points from 65.6% in 2021.

**Q47. Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?**



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': 2022 (129,751) 2021 (138,020) 2020 (128,756) 2019 (134,770) 2018 (133,444). In the past 6 months, excluding 'don't know / can't say': 2017 (120,879) 2016 (61,253)

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

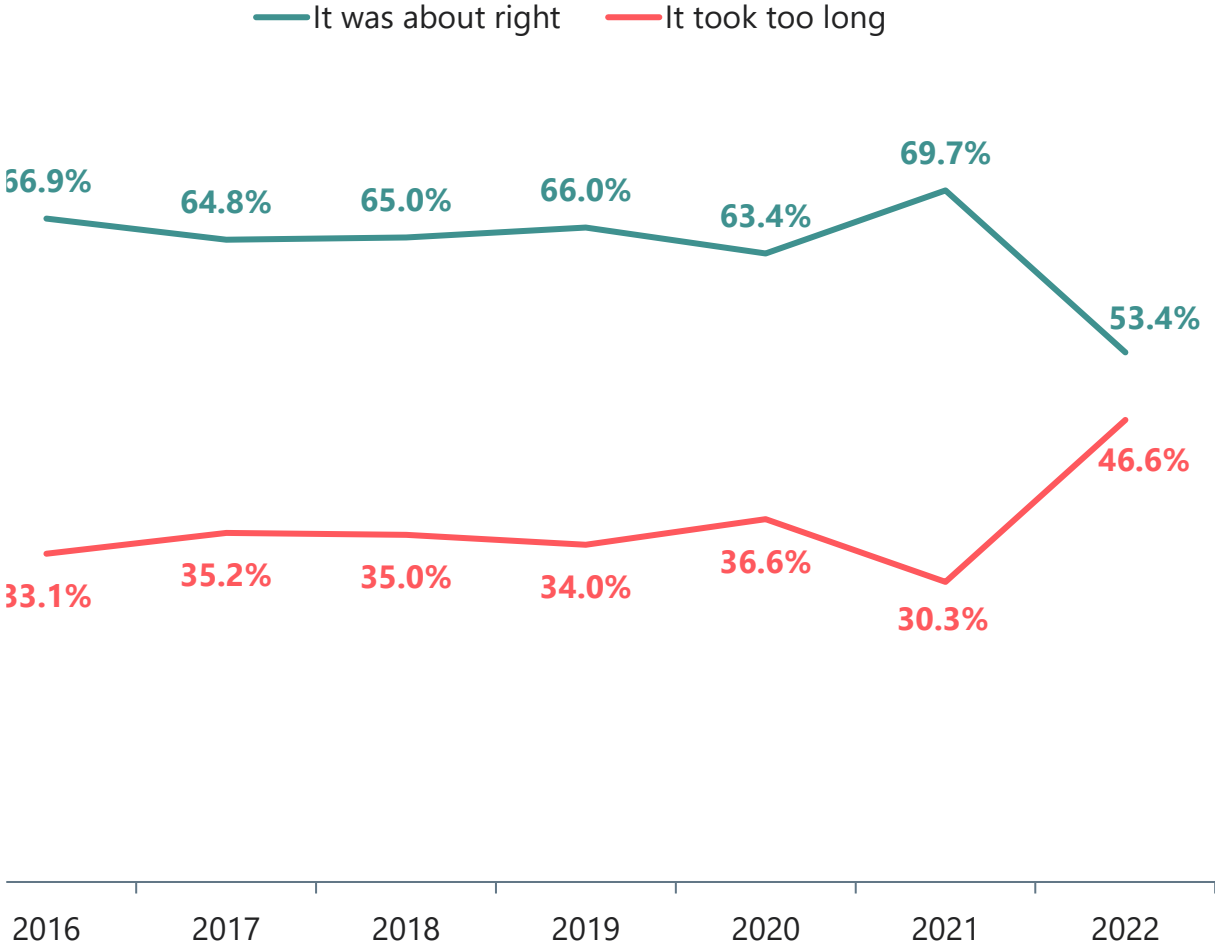
Just over half (53.4%) felt that the time it took to receive care or advice when their GP practice was closed was 'about right'.

Almost half (46.6%) felt the time it took was 'too long'.

The proportion of patients who felt the time was 'about right' decreased to the lowest level for seven years and 16.3 percentage points lower than the 2021 survey (which had seen the highest proportion since the question was introduced in 2016).

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

Q46. 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': 2022 (123,066) 2021 (131,528) 2020 (124,765) 2019 (130,757) 2018 (129,429), 2017 (117,256), 2016 (59,301)

# For more information:

- For more information on the survey methodology, go to <https://gp-patient.co.uk/surveysandreports> - you can also find the [2022 Technical Annex](#) on the website
- For reports showing the national results broken down by ICS, PCN 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 frequently asked questions (FAQs) about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>