

GP PATIENT SURVEY

National report

2023 survey

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Visit www.gp-patient.co.uk for further information. Here you can...

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

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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About the survey



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Main menu ▶ A white house icon representing a home or main menu button.

- The GP Patient Survey (GPPS) is an England-wide survey of patients aged 16+.
- It provides **national, Integrated Care System (ICS), Primary Care Network (PCN)** and **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 **2023 GPPS survey**.
- **2,654,180** questionnaires were sent out nationally, and **759,149** were returned completed between 3 January and 3 April 2023. This represents a response rate of **28.6%**.
- Minor changes were made to the questionnaire in 2023 and 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.
- The questionnaire (and past versions) can be found here www.gp-patient.co.uk/surveysandreports. Note the question numbering may change with each publication due to the addition or removal of questions.

2.65m



surveys to adults
registered with a GP
practice in England

759,149

completed surveys

28.6%

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.
- Typically all response options are included in the calculation of a question result. However, for some questions certain response options are excluded from the result where appropriate (e.g., 'Haven't tried', 'Can't remember', 'Don't know'), 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 either be due to rounding or cases where multiple responses are allowed.

For more details please see:

- [National Results and Trends document](#).
- [Presentation of Statistics document](#).
- Survey methodology in the ['Technical Annex' for 2023](#).

414,213

paper
questionnaires
completed

344,936

questionnaires
completed online

6,199

questionnaires
completed in a
language other
than English

2

Headline findings



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reported a good overall experience of their GP practice (**72.4%** in 2022)

At their last appointment...



said they had confidence and trust in the healthcare professional (**93.1%** in 2022)



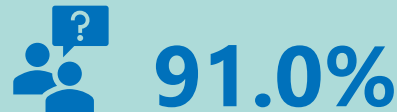
reported a good overall experience of making an appointment (**56.2%** in 2022)



of patients who needed an appointment said they had avoided making one in the last 12 months for any reason (**55.4%** in 2022)



said they were satisfied with the appointment they were offered the last time they tried to book one (**71.9%** in 2022)



said their needs were met (**91.0%** in 2022)



said they found it easy to get through to their practice by phone (**52.7%** in 2022)



of patients who needed an appointment said they had avoided making one in the last 12 months as they found it too difficult (**26.5%** in 2022)



got an appointment at a time they wanted or sooner (**51.2%** in 2022)



said the healthcare professional was good at treating them with care and concern (**83.5%** in 2022)



used an online general practice service in the past 12 months



reported a good overall experience of NHS services when their GP practice was closed (**50.2%** in 2022)

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Overall experience of GP practice



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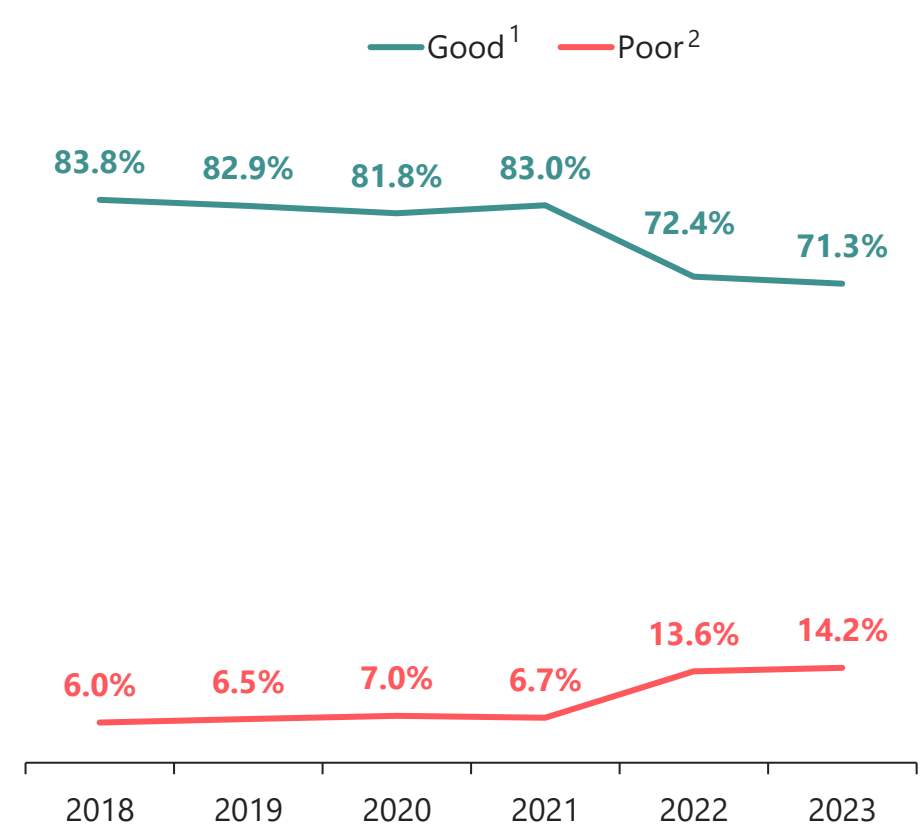
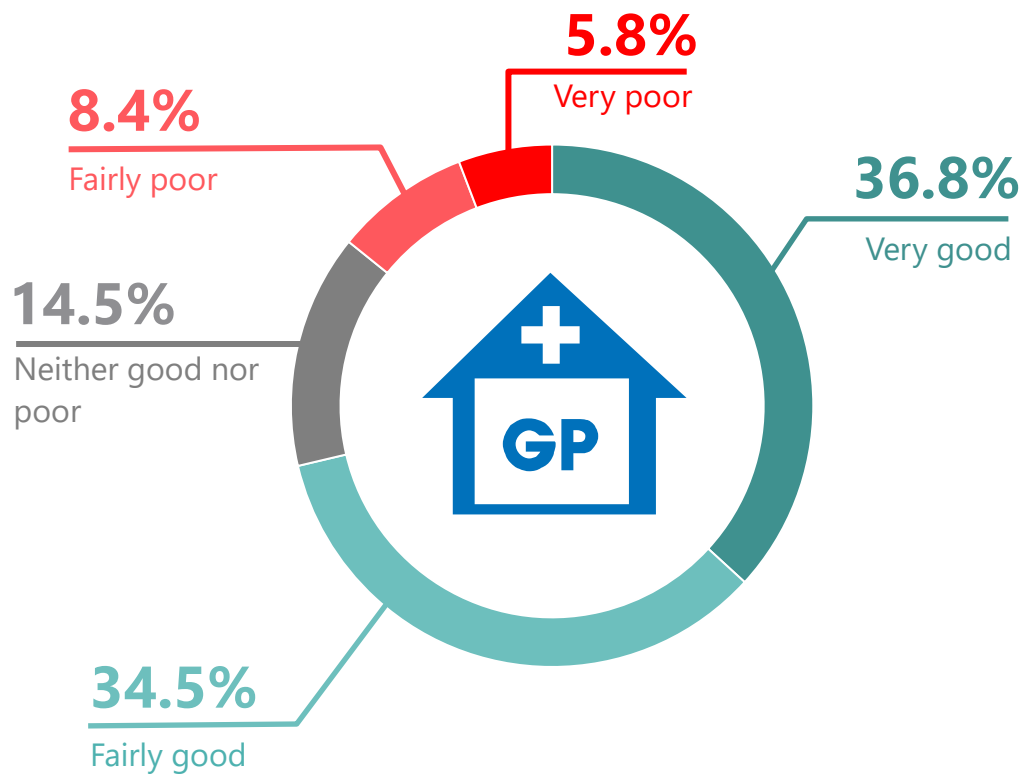
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How did patients describe their overall experience of their GP practice?

More than seven in ten patients (71.3%) had a good¹ overall experience of their GP practice, with 36.8% describing their experience as 'very good'. Meanwhile, 14.2% said their experience was poor², with 5.8% describing their experience as 'very poor'. Another 14.5% of patients said their experience of their GP practice was 'neither good nor poor'.

There has been a 1.1 percentage point decrease in the proportion of patients reporting a good¹ overall experience of their GP practice over the last year (from 72.4% in 2022 to 71.3% in 2023) – this result is at the lowest level across the past six years.

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



¹Good = 'very good' + 'fairly good'

²Poor = 'very poor' + 'fairly poor'

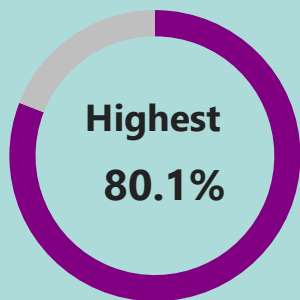
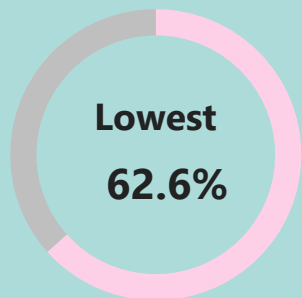
Base: Asked of all patients: 2023 (749,020) 2022 (709,235) 2021 (836,008) 2020 (710,945) 2019 (760,037) 2018 (746,847)

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

The proportion of patients who reported a good¹ overall experience of their GP practice varied between ICSs (ranging from 62.6% to 80.1%, a difference of 17.5 percentage points).

ICS range - % Good¹

2023



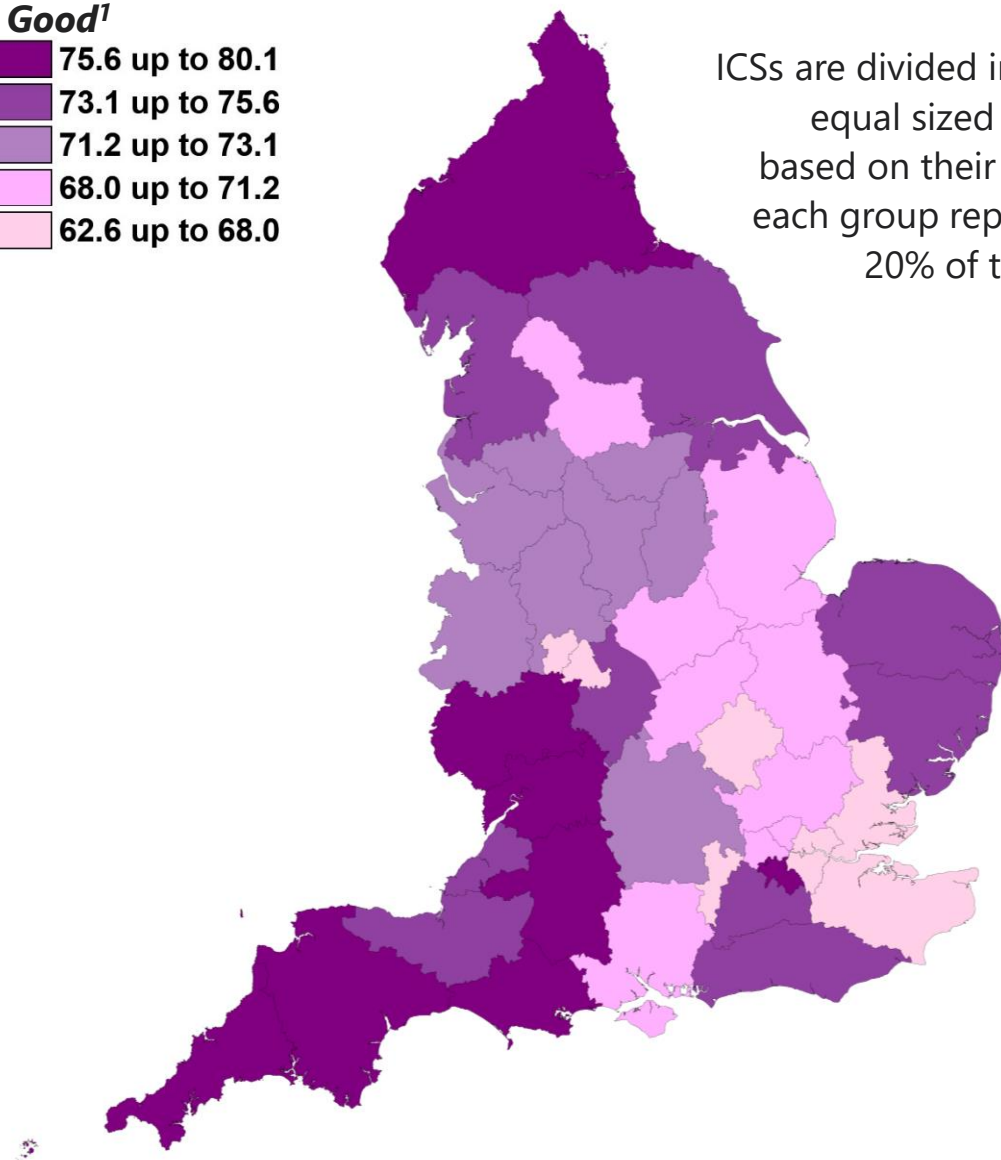
¹Good = 'very good' + 'fairly good'

Overall experience of GP practice

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

% Good¹

- 75.6 up to 80.1
- 73.1 up to 75.6
- 71.2 up to 73.1
- 68.0 up to 71.2
- 62.6 up to 68.0



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

Base: Asked of all patients: 2023 (749,020)

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

Patients' overall experience of their GP practice varied among different patient groups¹.

Gender

- Female patients reported the most positive overall experience.
- Non-binary patients or patients who prefer to self-describe reported a less positive overall experience, along with those who would prefer not to say about their gender.

Gender identity same as sex at birth

- Patients whose gender identity is different from their sex registered at birth reported a less positive overall experience, along with those who would prefer not to say.

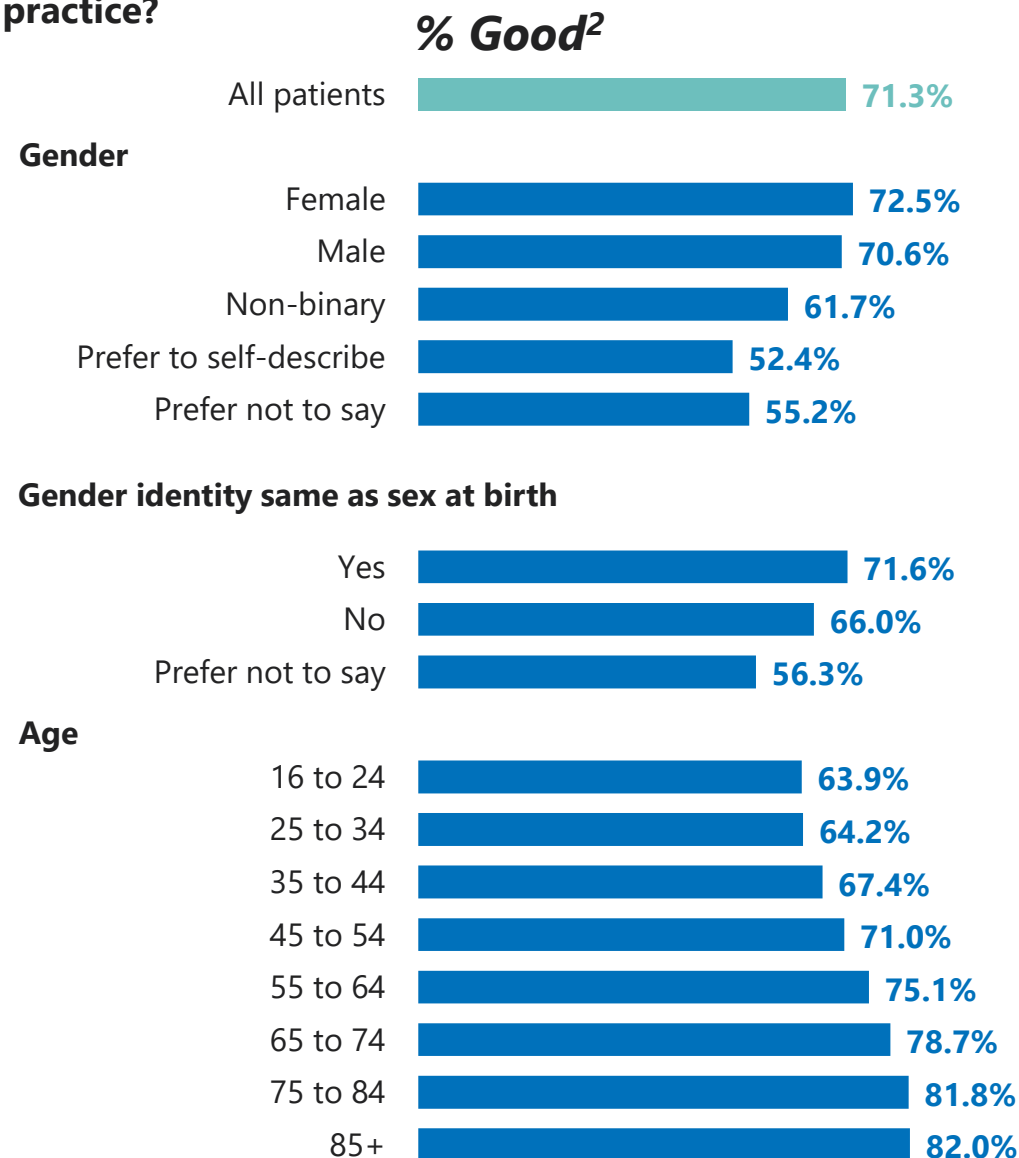
Age

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

¹Please 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?



²Good = 'very good' + 'fairly good'

Base: Asked of all patients: 2023 (749,020). Base ranges: Gender (1,005 to 420,269), Gender identity same as sex at birth (4,249 to 727,707), Age (26,171 to 162,245)

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

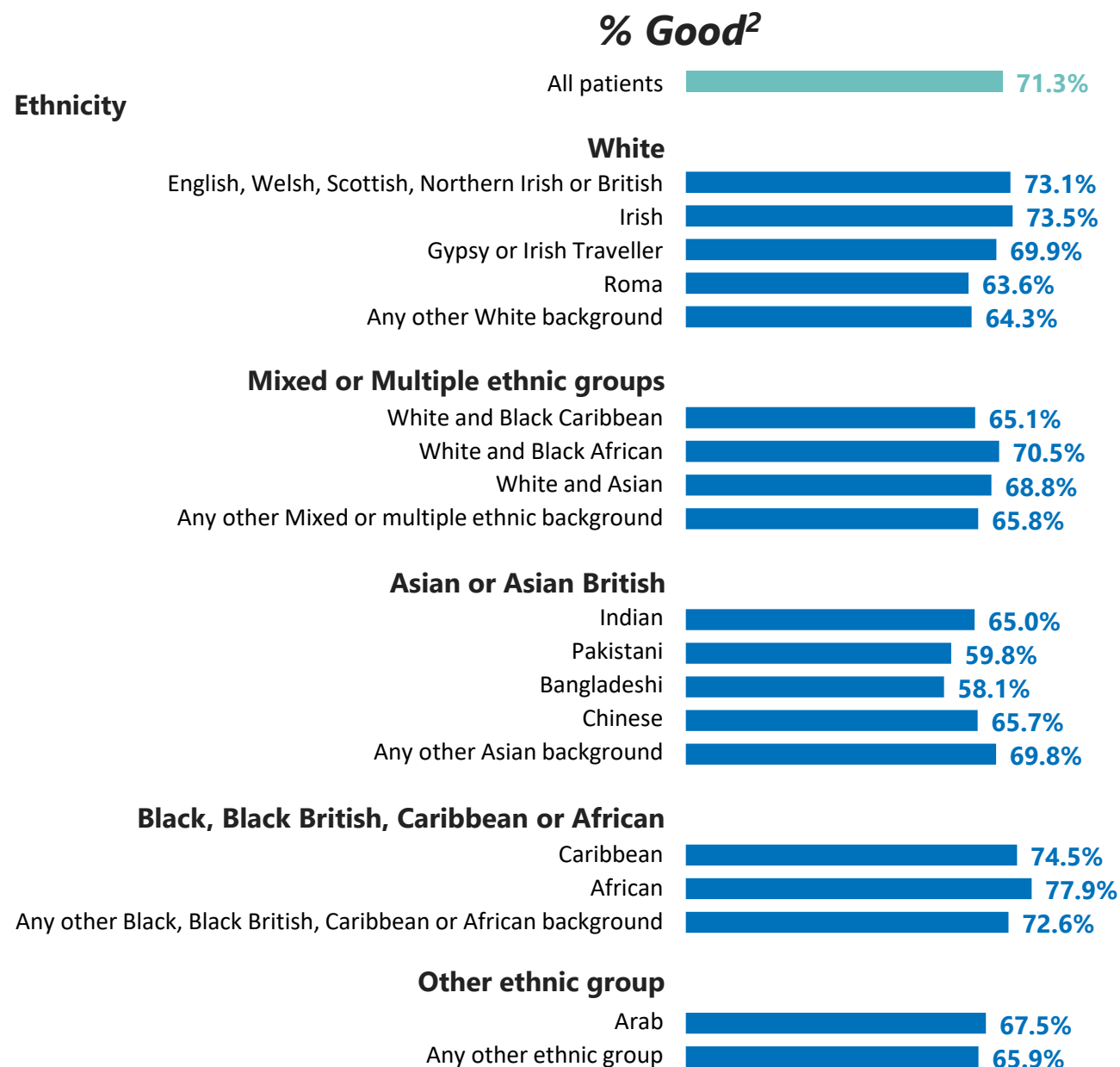
Patients' overall experience of their GP practice varied by ethnicity¹.

- Patients from African and Caribbean ethnic groups reported a more positive overall experience, followed by those from Irish and English, Welsh, Scottish, Northern Irish or British backgrounds.
- Patients from Bangladeshi and Pakistani backgrounds reported the least positive overall experience.

¹Please 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?



²Good = 'very good' + 'fairly good'

Base: Asked of all patients: 2023 (749,020). Base range: Ethnicity (289 to 560,395)

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

Patients' overall experience of their GP practice varied among different patient groups¹.

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

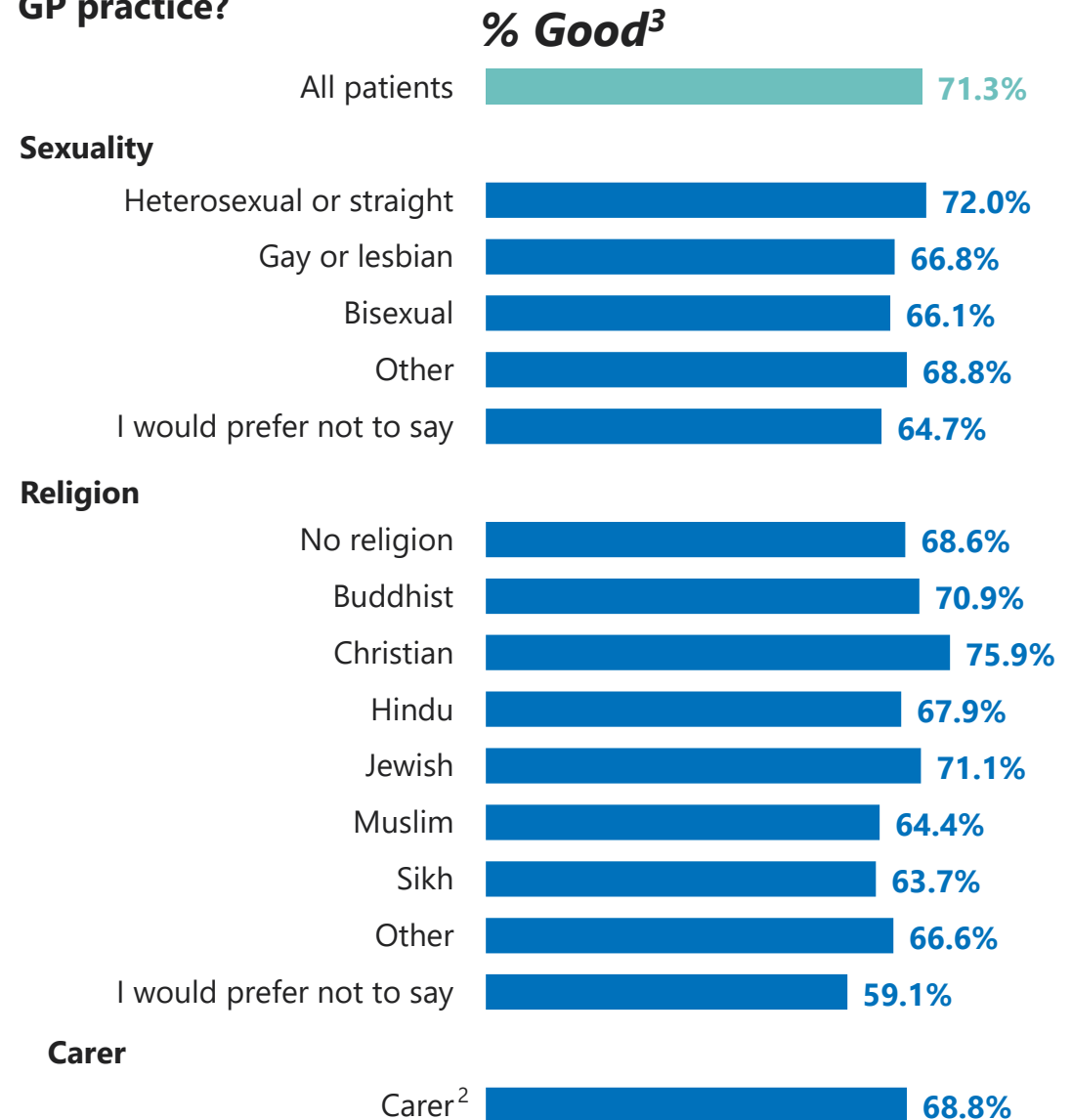
- Christian patients reported a more positive overall experience.
- Sikh and Muslim patients reported a less positive overall experience, along with those who preferred not to say.

Carer

- Patients who are carers², reported a less positive overall experience compared with patients overall.

Overall experience of GP practice

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



²Carer = 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?

³Good = 'very good' + 'fairly good'

Base: Asked of all patients: 2023 (749,020). Base ranges: Sexuality (7,816 to 666,530), Religion (4,333 to 415,220), Carer (156,036)

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

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

Patients' overall experience of their GP practice varied among different patient groups¹.

Deprivation

- Patients living in the most deprived areas reported a less positive overall experience.

Disability²

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

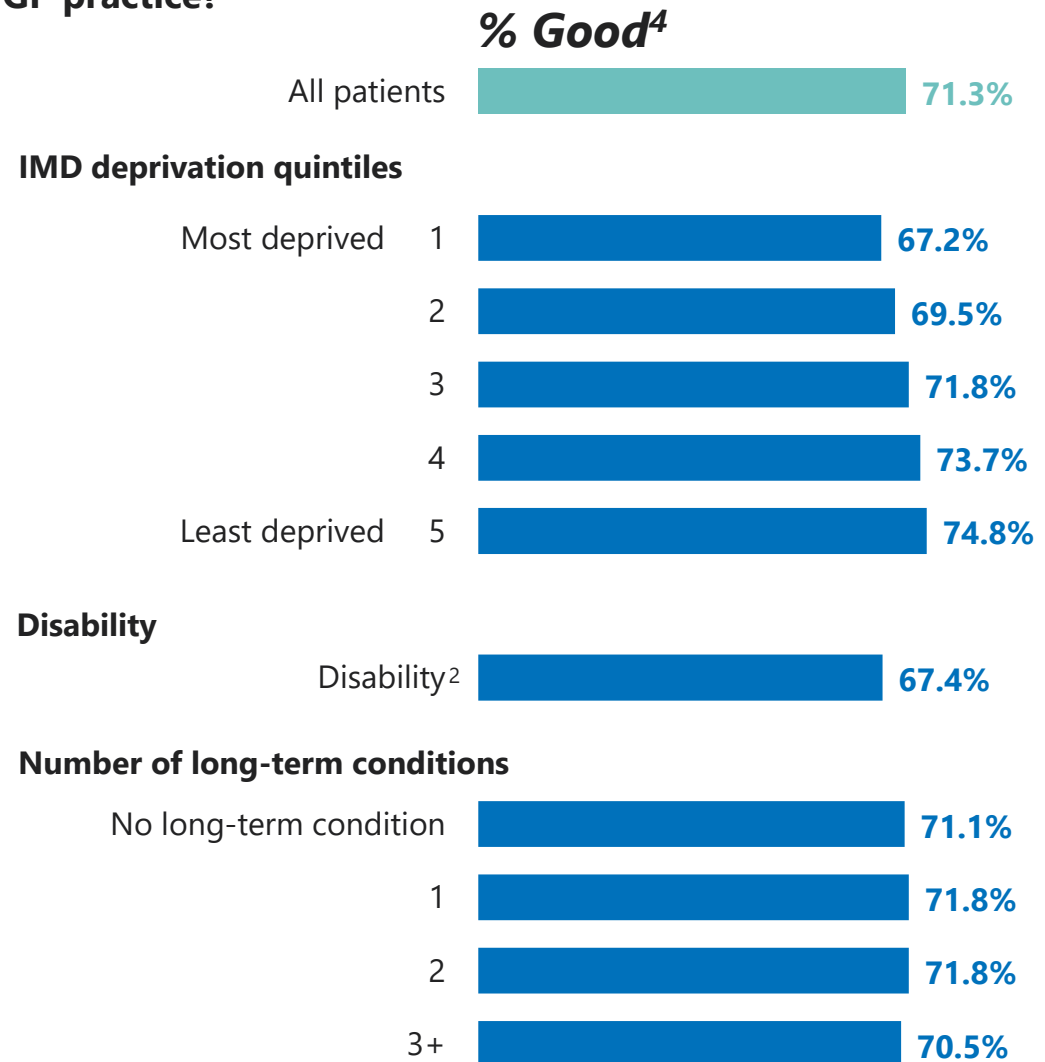
Number of long-term conditions³

- Patients with three or more conditions reported a less positive overall experience.

¹Please 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?



²Disability = 'Yes, a lot' + 'Yes, a little' at Q38. Do any of these conditions or illnesses reduce your ability to carry out your day-to-day activities? for patients identified as having a long-term condition, disability or, illness expected to last 12 months or more.

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

⁴Good = 'very good' + 'fairly good'

Base: Asked of all patients: 2023 (749,020). Base ranges: IMD deprivation quintile (142,060 to 153,469), Disability (255,573), Number of long-term conditions (116,031 to 299,053)

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Local GP services

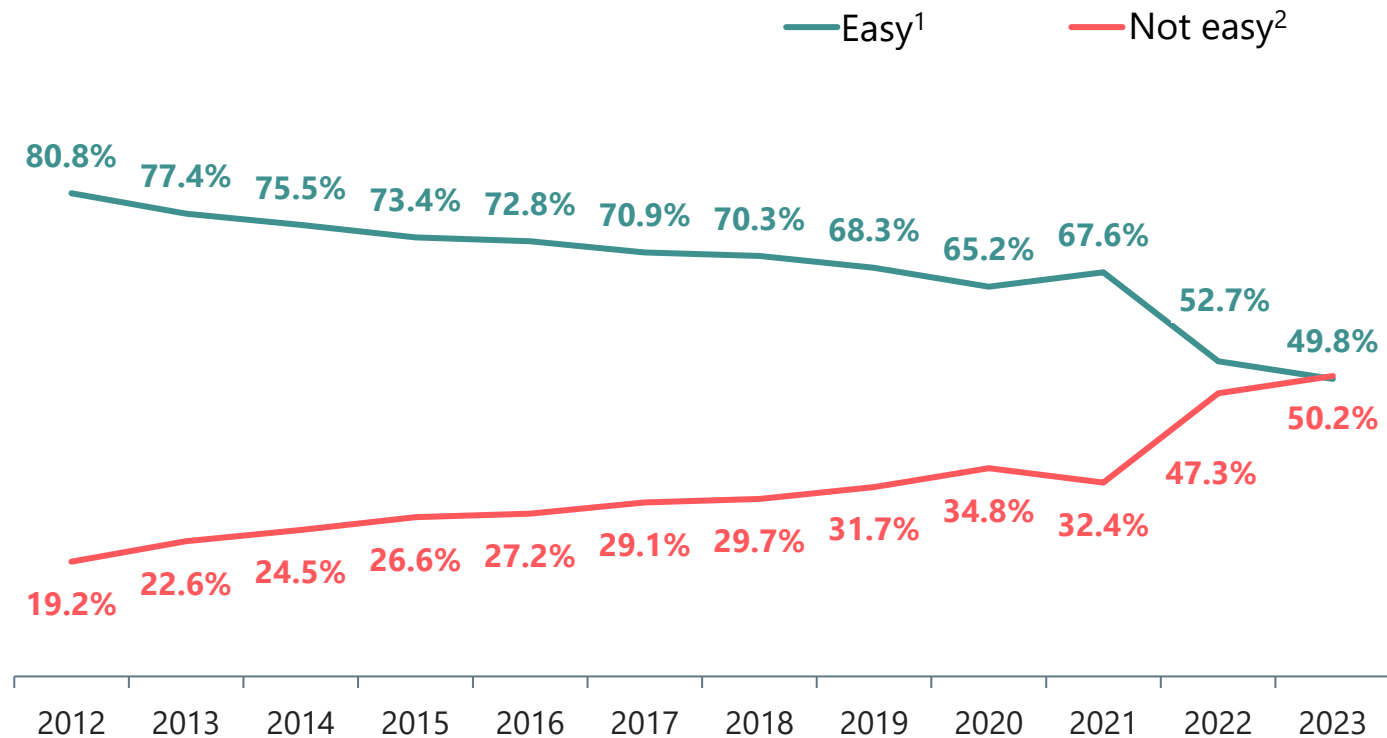
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How easy did patients find getting through to their GP practice on the phone?

In the 2023 survey, half (49.8%) of patients said it was easy¹ 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 a slightly higher proportion of patients saying it was not easy² (50.2%) for the first time.

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



¹Easy = 'very easy' + 'fairly easy'

²Not easy = 'not very easy' + 'not at all easy'

Base: Asked of all patients excluding 'haven't tried': 2023 (726,640) 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?

82.2%

found the receptionists at their GP practice helpful³
(82.1% helpful in 2022)



17.8%

did not find the receptionists helpful⁴
(17.9% in 2022)

³Helpful = 'very helpful' + 'fairly helpful'

⁴Not helpful = 'not very helpful' + 'not at all helpful'

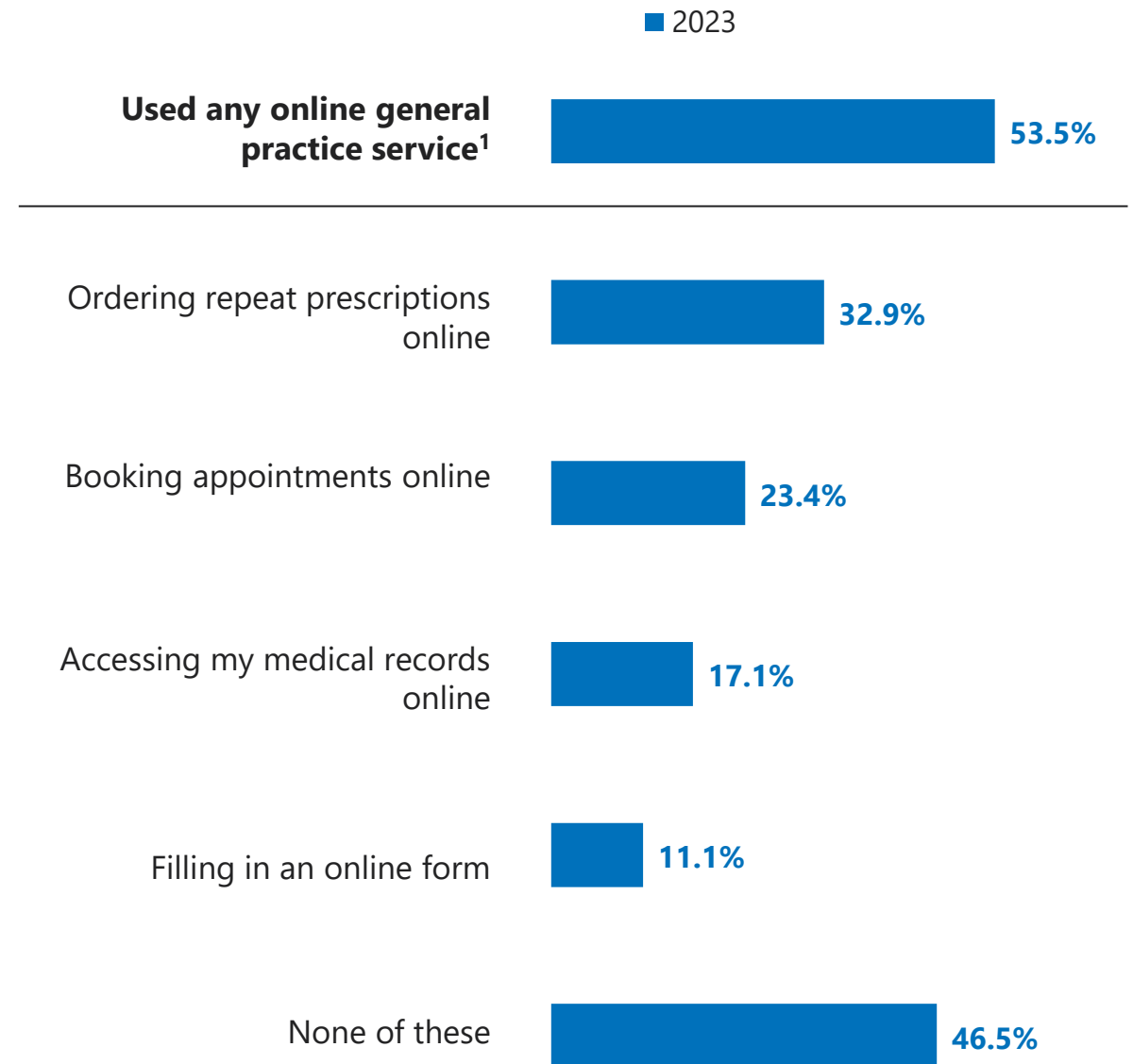
Base: Asked of all patients excluding 'don't know': 2023 (731,343) 2022 (685,426) 2021 (815,587)

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

Overall, 53.5% reported using at least one online general practice service in the 12 months before taking part in the survey.

- Patients most commonly reported ordering repeat prescriptions online (32.9%).
- More than one in five said they had booked an appointment online (23.4%).
- Fewer than one in five (17.1%) reported accessing their medical records online and more than one in ten (11.1%) had filled in an online form.
- Under half (46.5%) reported not using any of the online services listed in the 12 months before taking part in the survey.

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

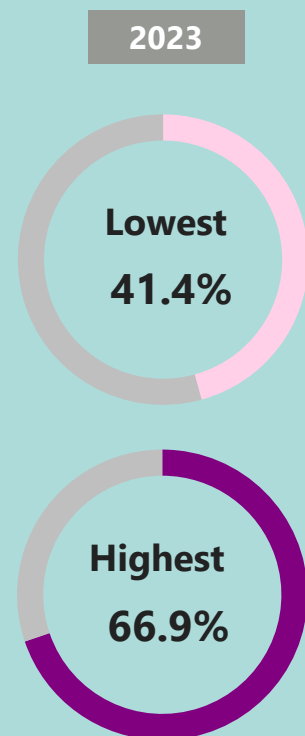


¹Used any online general practice service = 'Ordering repeat prescriptions' or 'booking appointments' or 'accessing medical records' or 'filling in an online form'
Base: Asked of all patients: 2023 (750,344)

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

The proportion of patients who used an online general practice service in the 12 months before taking part in the survey¹ varied between ICSs (ranging from 41.4% to 66.9%, a difference of 25.4 percentage points).

ICS range - % Used any online general practice service¹

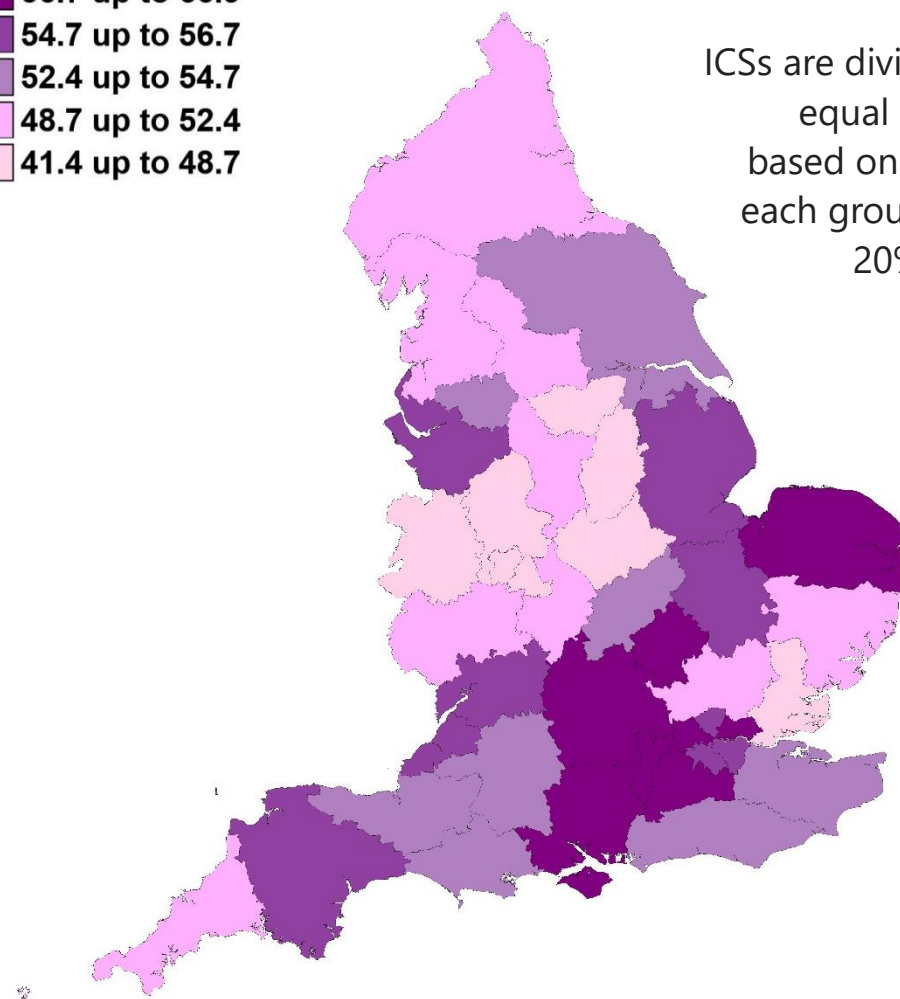


¹Used any online general practice service = 'Booking appointments' or 'ordering repeat prescriptions' or 'accessing medical records' or 'filling in an online form'

Have 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 service¹



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

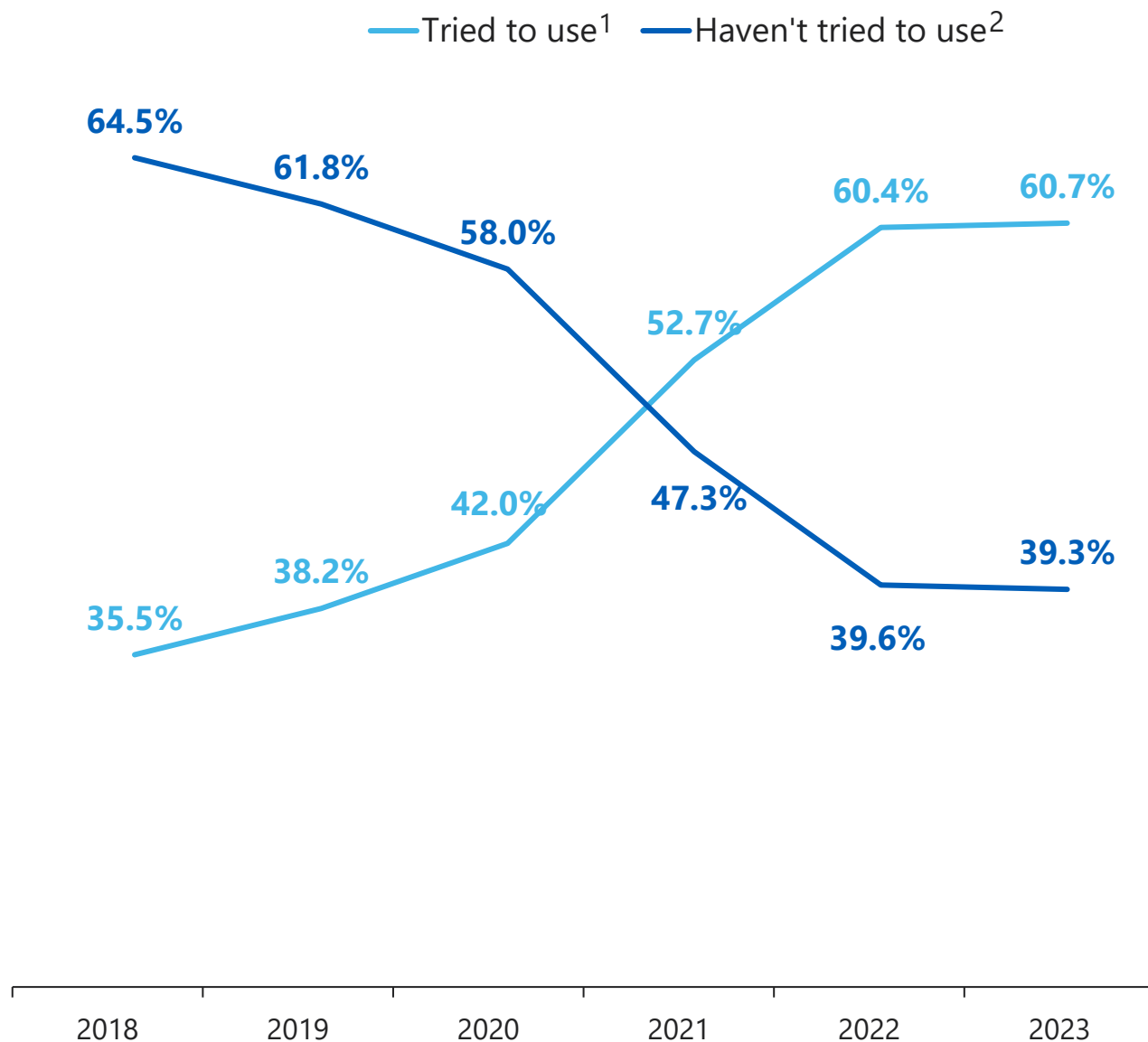
Base: Asked of all patients: 2023 (750,344)

Have patients tried to use their GP practice's website?

Three in five (60.7%) patients had tried to use their GP practice's website¹, an increase on the proportion of patients who tried to use it in the 2022 survey (60.4%).

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?



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

²Haven't tried to use GP practice website = 'haven't tried'

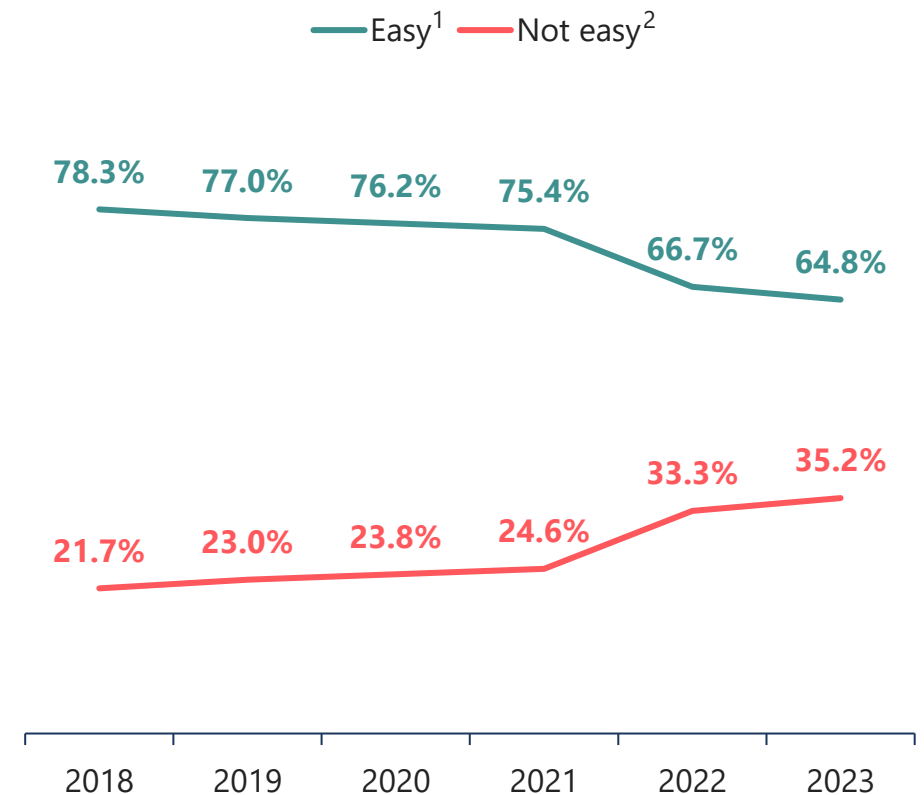
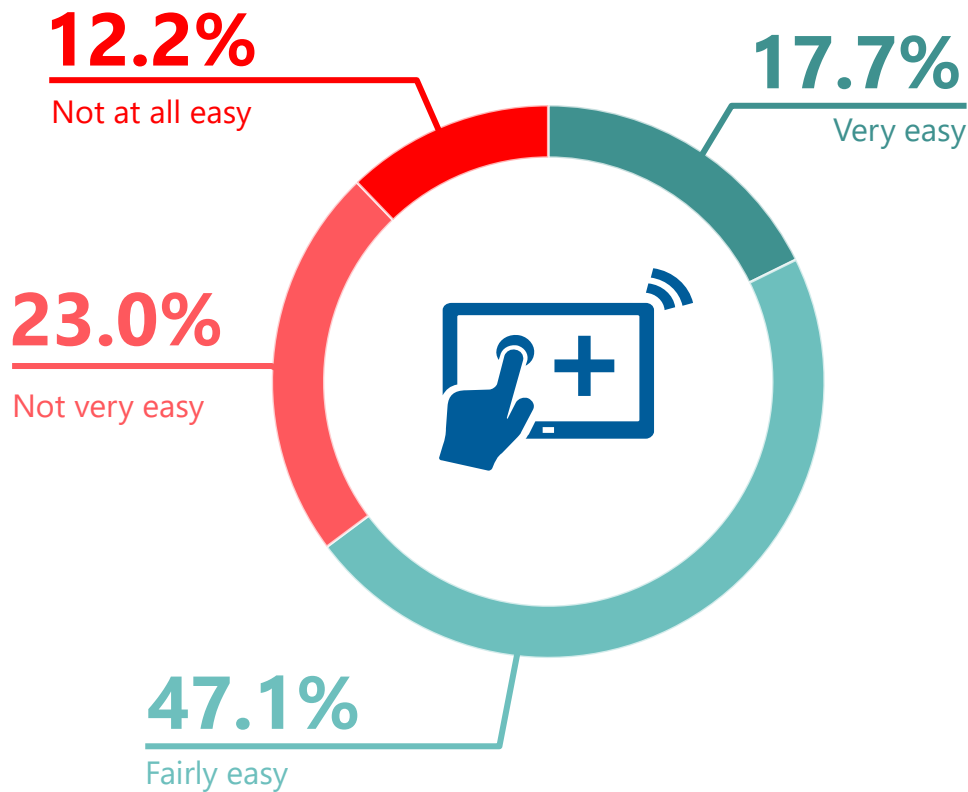
Base: Asked of all patients: 2023 (747,054) 2022 (705,037) 2021 (832,250) 2020 (723,603) 2019 (759,006) 2018 (745,221)

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, less than two thirds (64.8%) found it easy¹ to use. More than one third (35.2%) did not find it easy².

The proportion of patients who had used their GP practice's website has increased year on year, but the proportion who found it easy¹ to use has declined. Whilst the greatest decrease was in 2021, there has been a fall of 1.9 percentage points when comparing the 2022 and 2023 surveys.

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



¹Easy = 'very easy' + 'fairly easy'

²Not easy = 'not very easy' + 'not at all easy'

Base: Asked of all patients excluding 'haven't tried': 2023 (405,797) 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?

Over two in five (41.5%) had a preferred GP¹, including 19.8% for all appointments, and 21.7% 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 GP¹

2018	53.7%
2019	51.8%
2020	50.0%
2021	45.8%
2022	43.4%
2023	41.5%

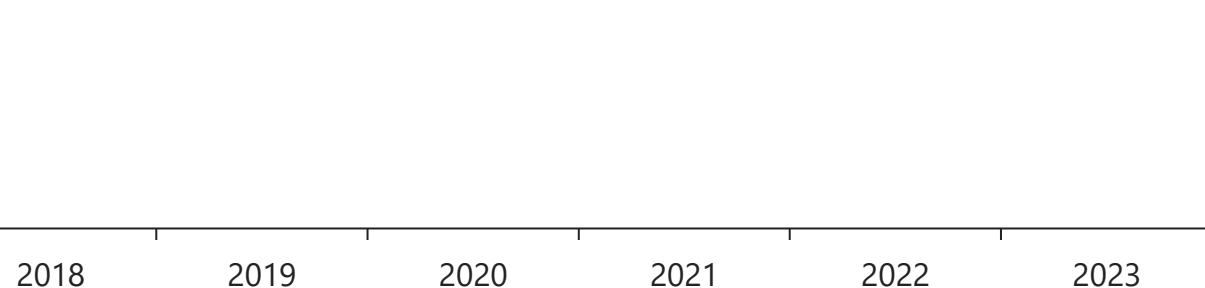
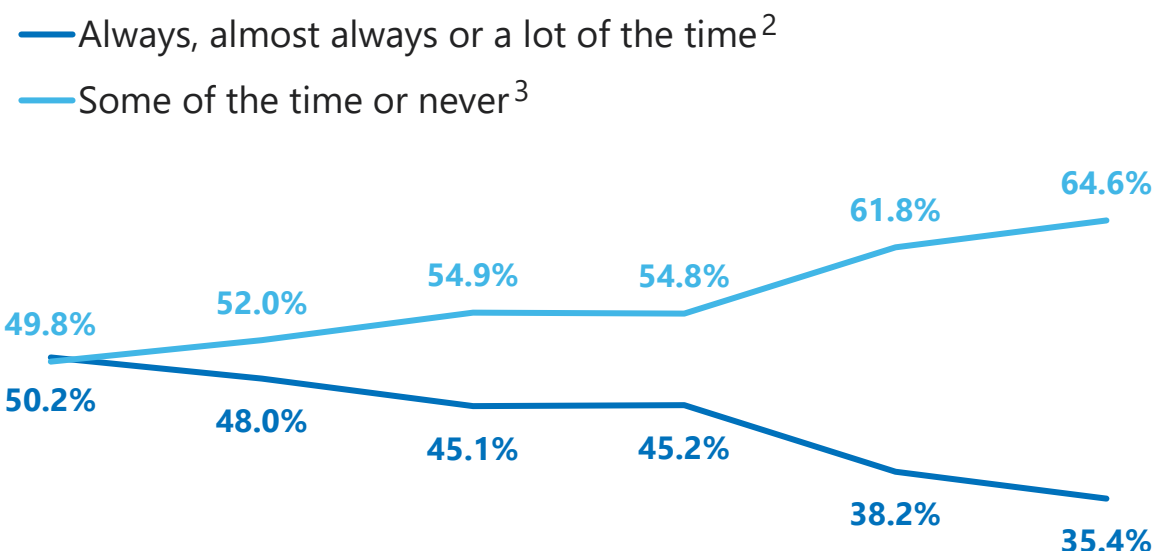
¹Had a preferred GP = 'yes, for all appointments' + 'yes, for some appointments but not others'

Base: Asked of all patients excluding 'there is usually only one GP in my GP practice': 2023 (708,066) 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, 35.4% said they saw or spoke to their preferred GP 'always or almost always' or 'a lot of the time'², a decrease compared with the 2022 survey (38.2%). There has been a general decrease in this result since 2018.

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



²Always, almost always or a lot of the time = 'Always or almost always' + 'a lot of the time'

³Some of the time or never = 'Some of the time' + 'never or almost never'

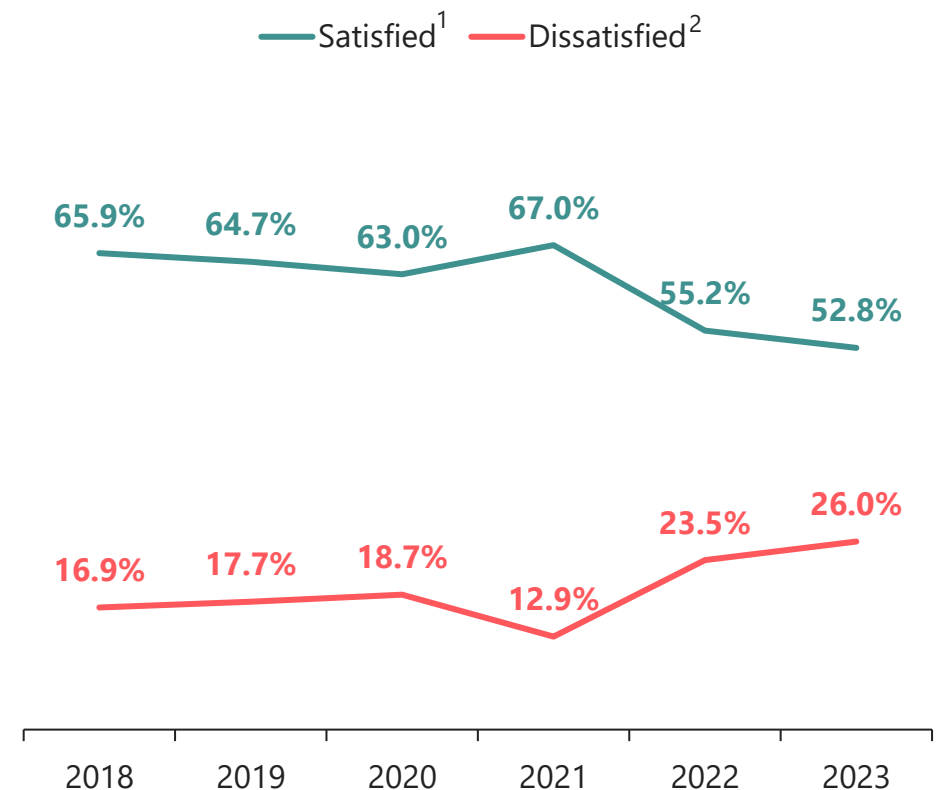
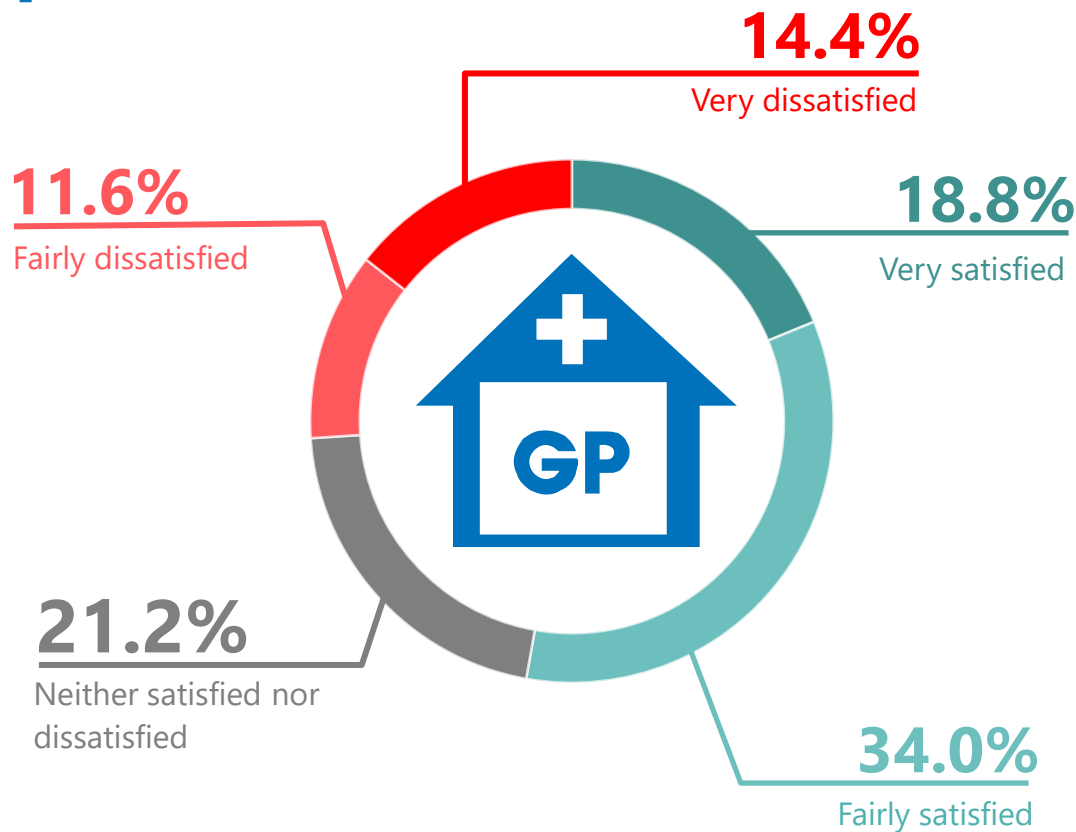
Base: Asked of patients who have a GP they prefer to see at their practice, excluding 'I have not tried': 2023 (305,224) 2022 (300,882) 2021 (372,064) 2020 (352,181) 2019 (382,243) 2018 (387,536)

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

8.0% of patients were not sure what appointment times were available to them. Of the remaining patients, over half (52.8%) were satisfied¹ with the general practice appointment times available, with 18.8% 'very satisfied' and 34.0% fairly satisfied.

Satisfaction with appointment times has decreased to the lowest level across the last six years (52.8%) – a 2.4 percentage point decrease compared with the 2022 survey (55.2%). This had declined from 2018 to 2020, followed by an increase in 2021 before continuing to fall again from 2022.

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



¹Satisfied = 'very satisfied' + 'fairly satisfied'

²Dissatisfied = 'very dissatisfied' + 'fairly dissatisfied'

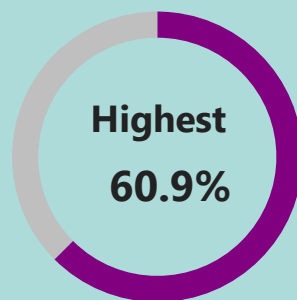
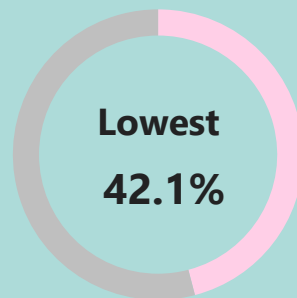
Base: Asked of all patients excluding 'I'm not sure when I can get an appointment': 2023 (641,571) 2022 (600,933) 2021 (733,038) 2020 (663,563) 2019 (696,898) 2018 (689,659)

How did satisfaction with available appointment times vary between ICSs?

The proportion of patients who were satisfied¹ with the general practice appointment times that were available to them varied between ICSs (ranging from 42.1% to 60.9%, a difference of 18.8 percentage points).

ICS range - % Satisfied¹

2023



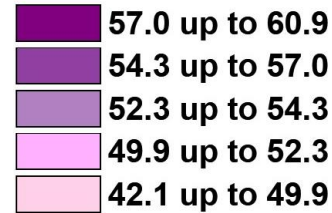
¹Satisfied = 'very satisfied' + 'fairly satisfied'

Satisfaction with GP appointment times

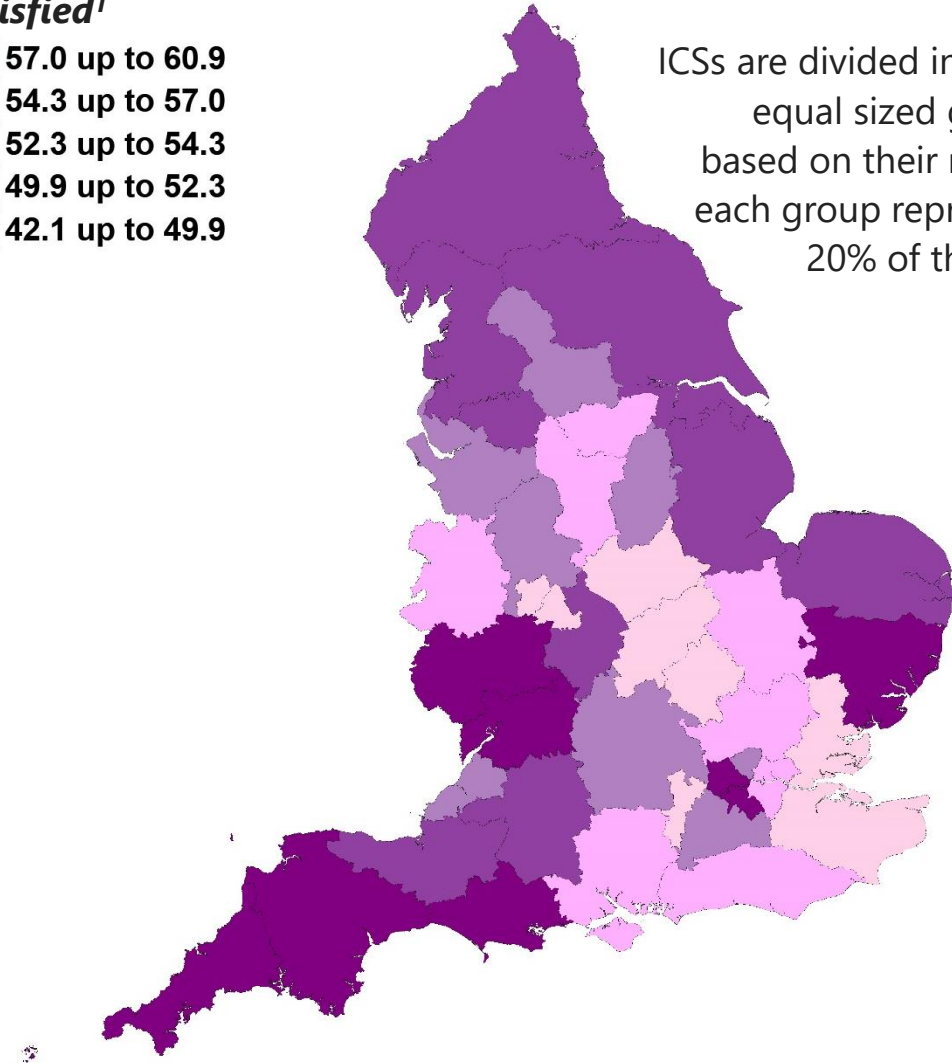
available

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

% Satisfied¹



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



Base: Asked of all patients excluding 'I'm not sure when I can get an appointment': 2023 (641,571)

5

Making an appointment

Note that patients may have last tried to make an appointment at any time since being registered with their GP practice.

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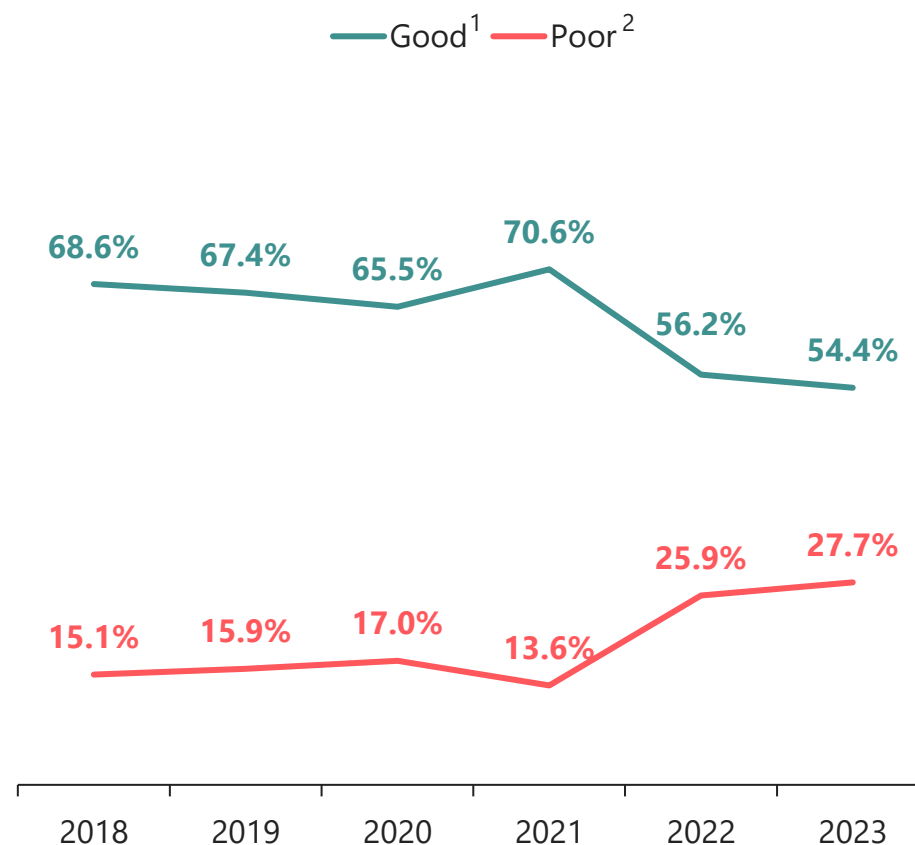
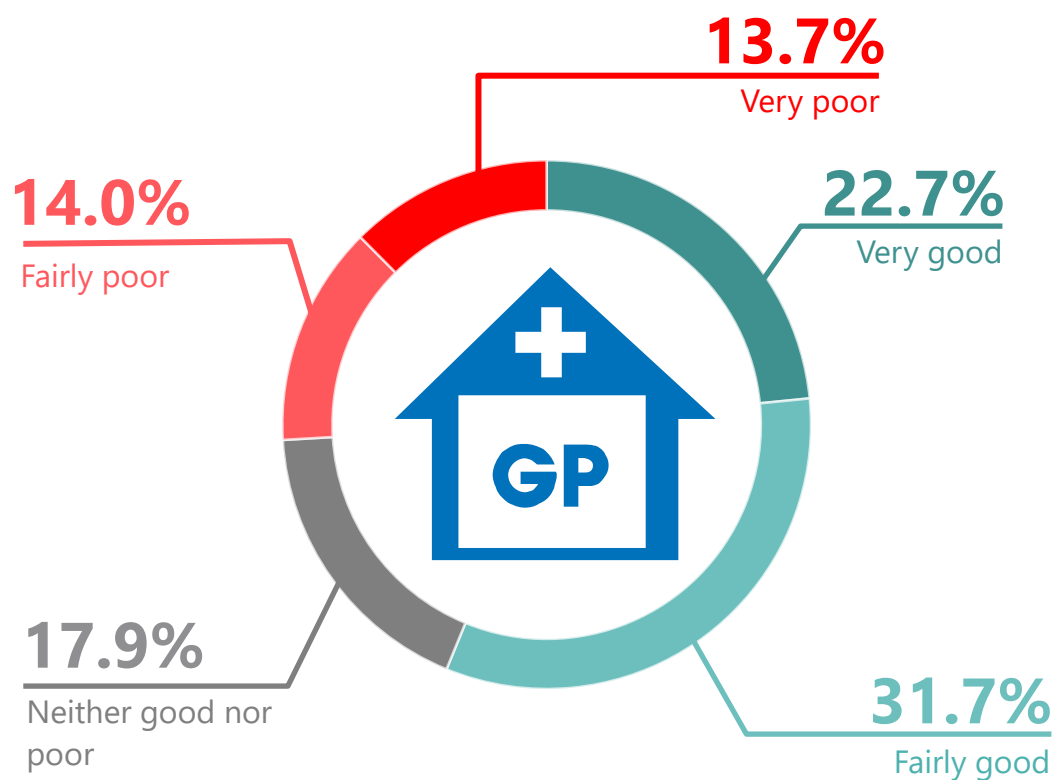
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What was patients' overall experience of making an appointment?

Over half (54.4%) of patients had a good¹ overall experience of making an appointment, with more than one in five (22.7%) describing their experience as 'very good'. However, over a quarter (27.7%) said their overall experience was poor² and 17.9% said it was 'neither good nor poor'.

The proportion of patients reporting a good¹ overall experience of making an appointment has decreased to its lowest level for six years (54.4%) – a 1.8 percentage point decrease from the 2022 survey (56.2%). This had declined from 2018 to 2020, followed by an increase in 2021 before continuing to fall again from 2022.

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



¹Good = 'very good' + 'fairly good'

²Poor = 'very poor' + 'fairly poor'

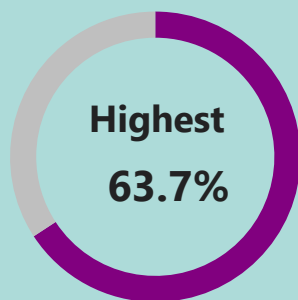
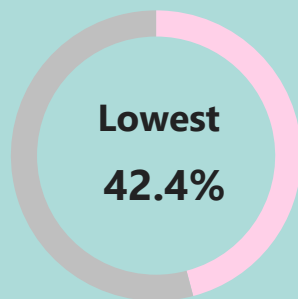
Base: Asked of patients who have tried to make a general practice appointment since being registered with current GP practice: 2023 (710,610) 2022 (667,699) 2021 (769,130) 2020 (670,827) 2019 (705,310) 2018 (693,912)

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 good¹ varied between ICSs (ranging from 42.4% to 63.7%, a difference of 21.3 percentage points).

ICS range - % Good¹

2023

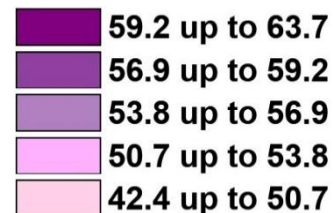


¹Good = 'very good' + 'fairly good'

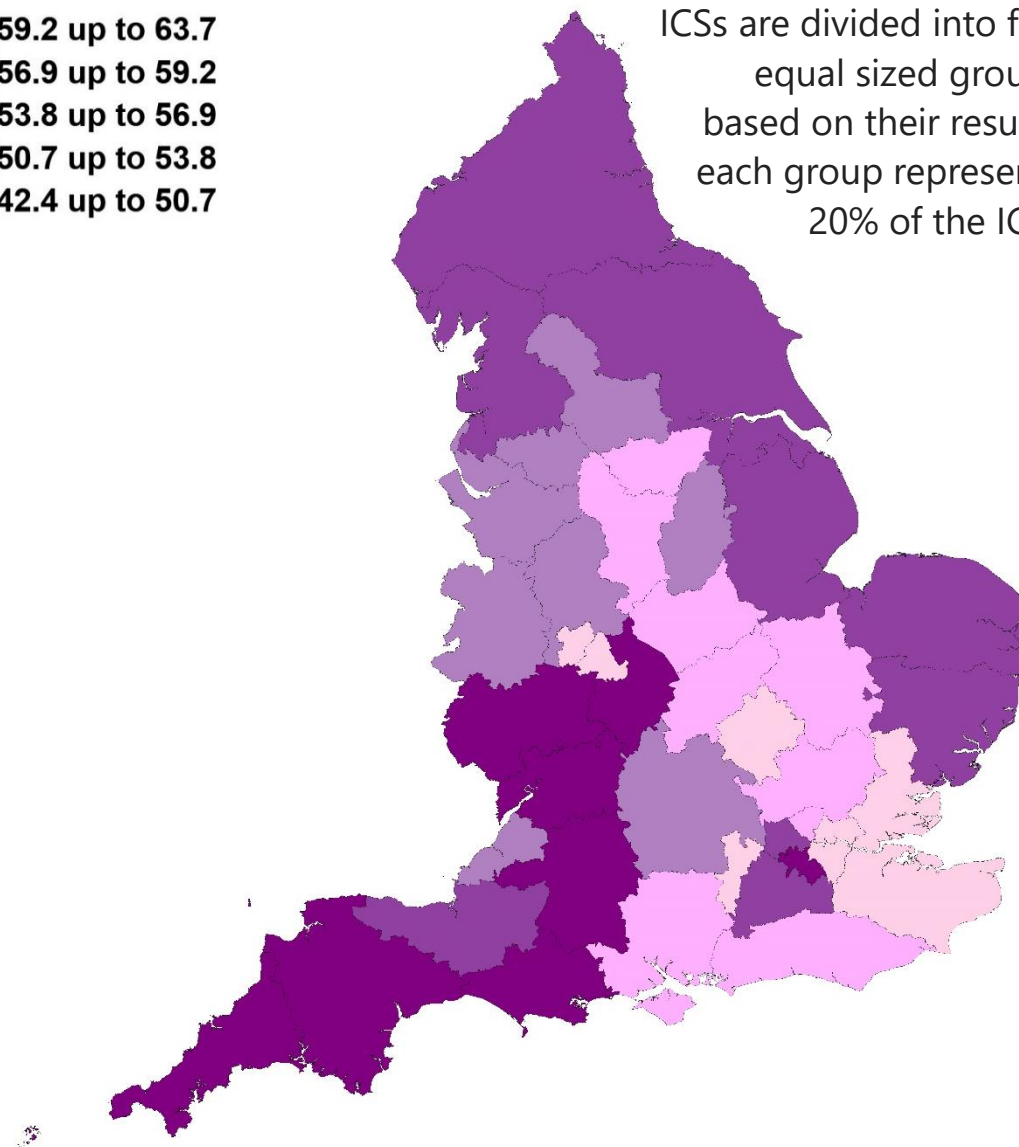
Overall experience of making an appointment

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

% Good¹



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



Base: Asked of patients who have tried to make a general practice appointment at their current GP practice: 2023 (710,610)

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

Patients' overall experience of making an appointment varied among different patient groups¹.

Gender

- Female patients reported the most positive overall experience of making an appointment.
- Non-binary patients or patients who prefer to self-describe reported a less positive overall experience of making an appointment, along with those who would prefer not to say about their gender.

Gender identity same as sex at birth

- Patients whose gender identity was the same as their sex registered at birth reported a less positive overall experience of making an appointment, along with those who would prefer not to say.

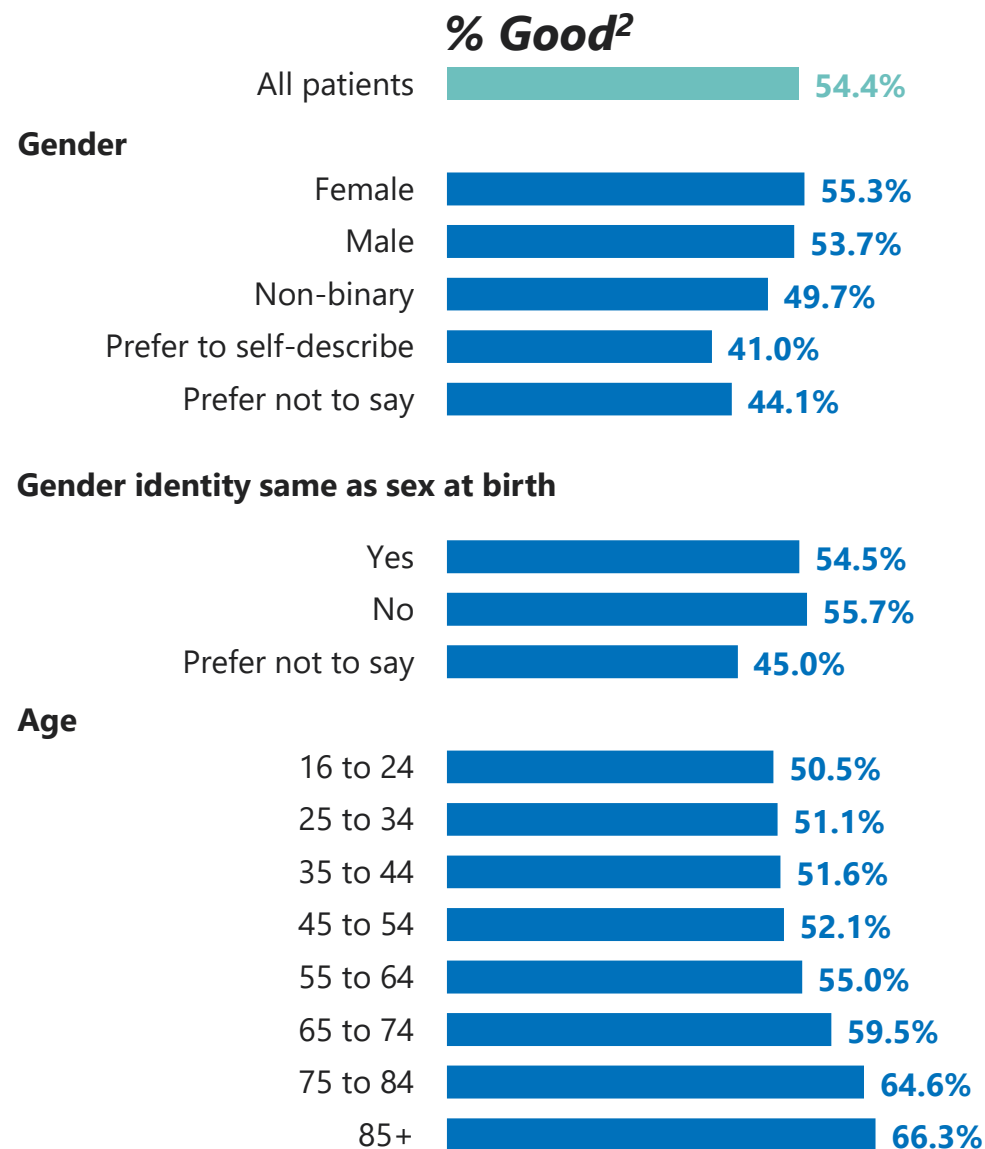
Age

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

¹Please 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?



²Good = 'very good' + 'fairly good'

Base: Asked of patients who tried to make an appointment since being registered with current GP practice: 2023 (710,610). Base ranges: Gender (941 to 401,789), Gender identity same as sex at birth (3,922 to 691,728), Age (23,774 to 155,454)

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

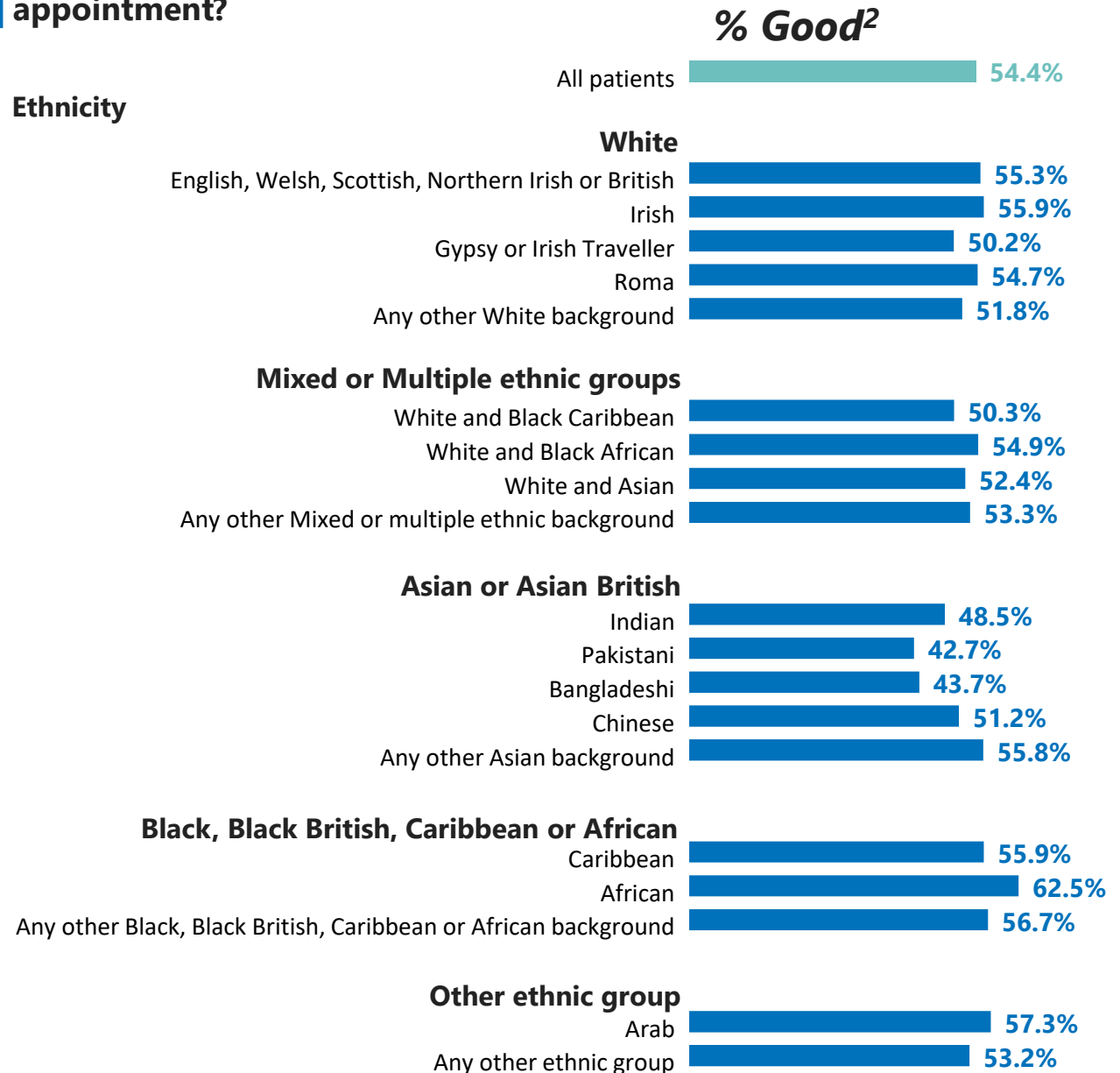
Patients' overall experience of making an appointment varied by ethnicity¹.

- Patients from African backgrounds reported the most positive overall experience of making an appointment.
- Patients from Pakistani, Bangladeshi and Indian ethnic groups reported the least positive overall experience of making an appointment.

¹Please 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?



²Good = 'very good' + 'fairly good'
Base: Asked of patients who tried to make an appointment since being registered with current GP practice : 2023 (710,610). Base range: Ethnicity (275 to 533,049)

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

Patients' overall experience of making an appointment varied among different patient groups¹.

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

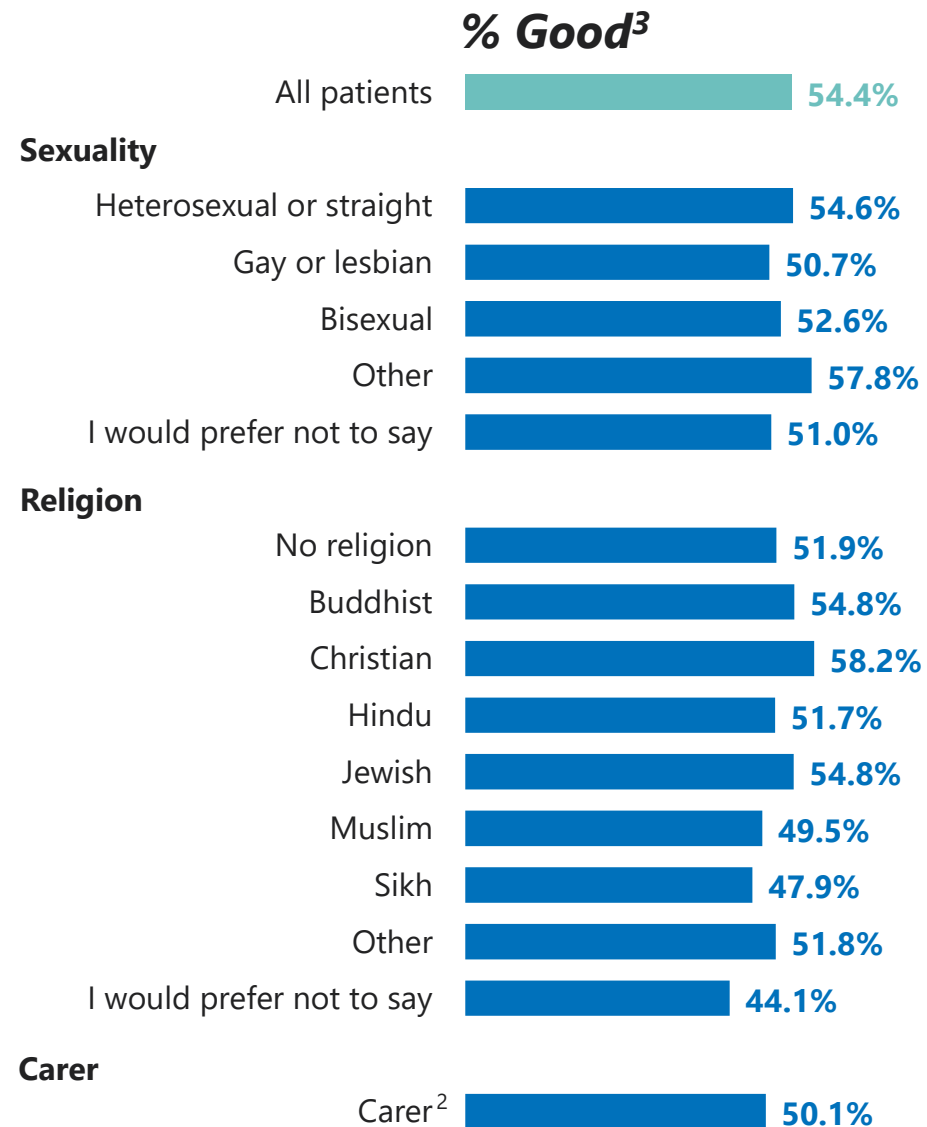
Carer²

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

¹Please 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?



²Carer = 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?

³Good = 'very good' + 'fairly good'

Base: Asked of patients who tried to make an appointment since being registered with current GP practice: 2023 (710,610). Base ranges: Sexuality (7,320 to 634,060), Religion (4,123 to 392,951), Carer (150,131)

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

Patients' overall experience of making an appointment varied among different patient groups¹.

Deprivation

- Generally, 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.

Disability²

- Patients with a disability reported a less positive overall experience of making an appointment compared with patients overall.

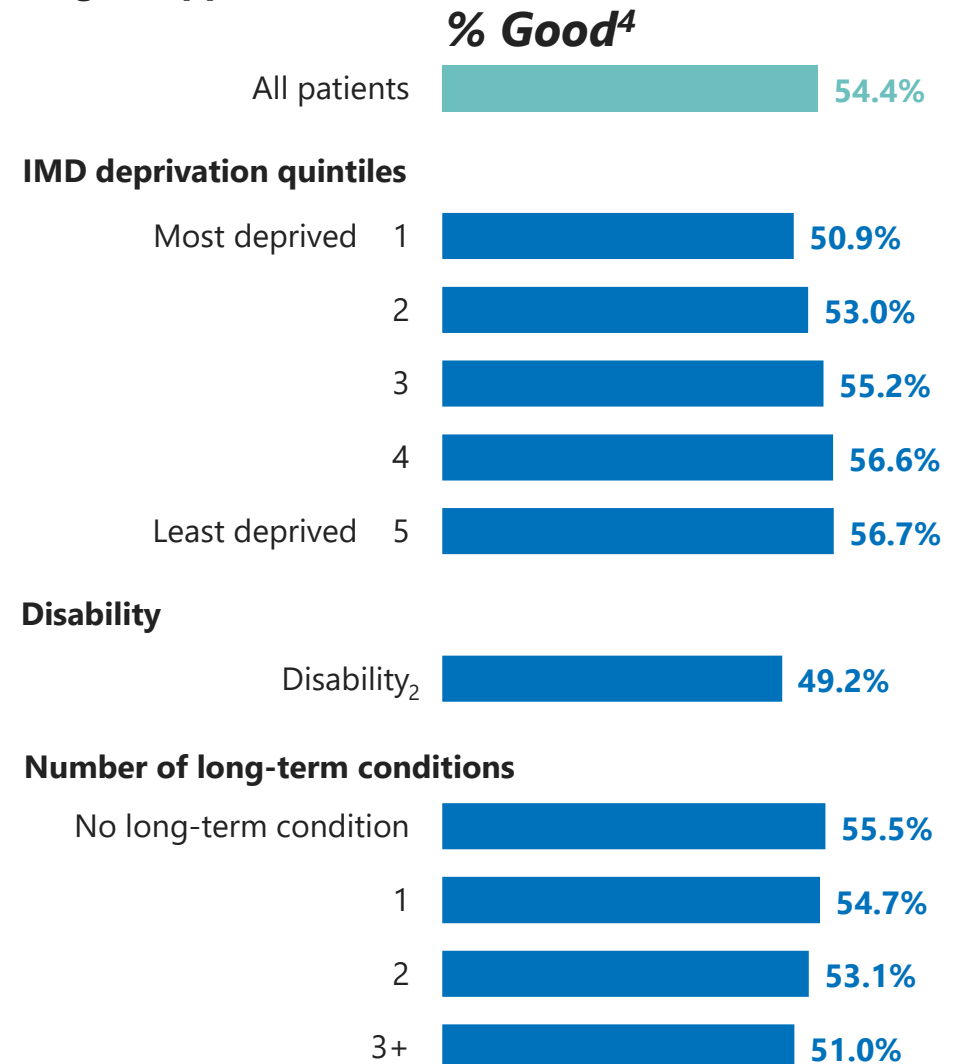
Number of long-term conditions³

- Patients with two, or three or more conditions reported a less positive overall experience of making an appointment.

¹Please 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?



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

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

⁴Good = 'very good' + 'fairly good'

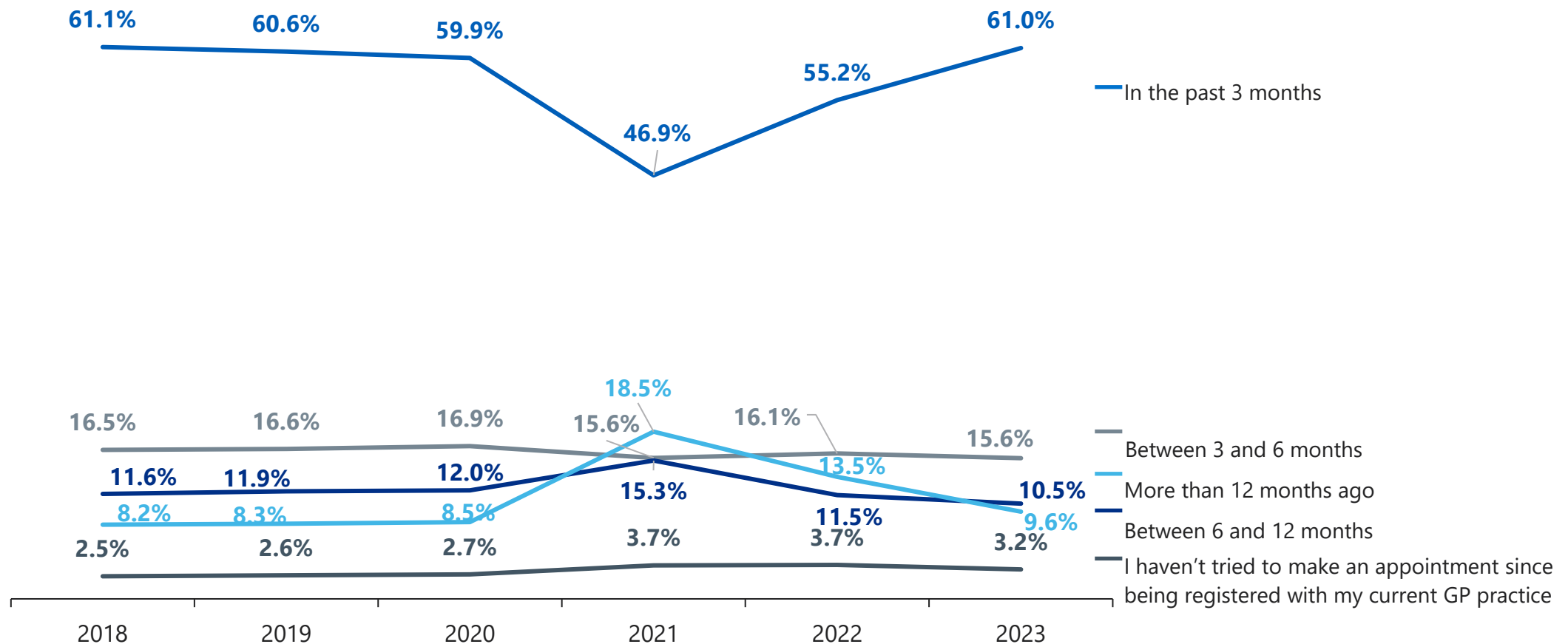
Base: Asked of patients who tried to make an appointment since being registered with current GP practice: 2023 (710,610). Base ranges: IMD deprivation quintiles (135,301 to 145,575), Disability (245,060), Number of long-term conditions (110,462 to 281,122)

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

Around three in five (61.0%) tried to book an appointment in the 3 months before taking part in the 2023 survey. This is an increase of 5.8 percentage points from the 2022 survey (55.2%), and similar to pre-pandemic (2018-2020) levels.

Fewer than four percent (3.2%) said they had not tried to make an appointment since being registered at their current GP practice; this is lower compared with the 2022 survey (3.7%).

Q9. When did you last try to make a general practice appointment, with a GP, nurse or other healthcare professional, either for yourself or for someone else?



Base: Asked of all patients excluding 'don't know': 2023 (722,290) 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?

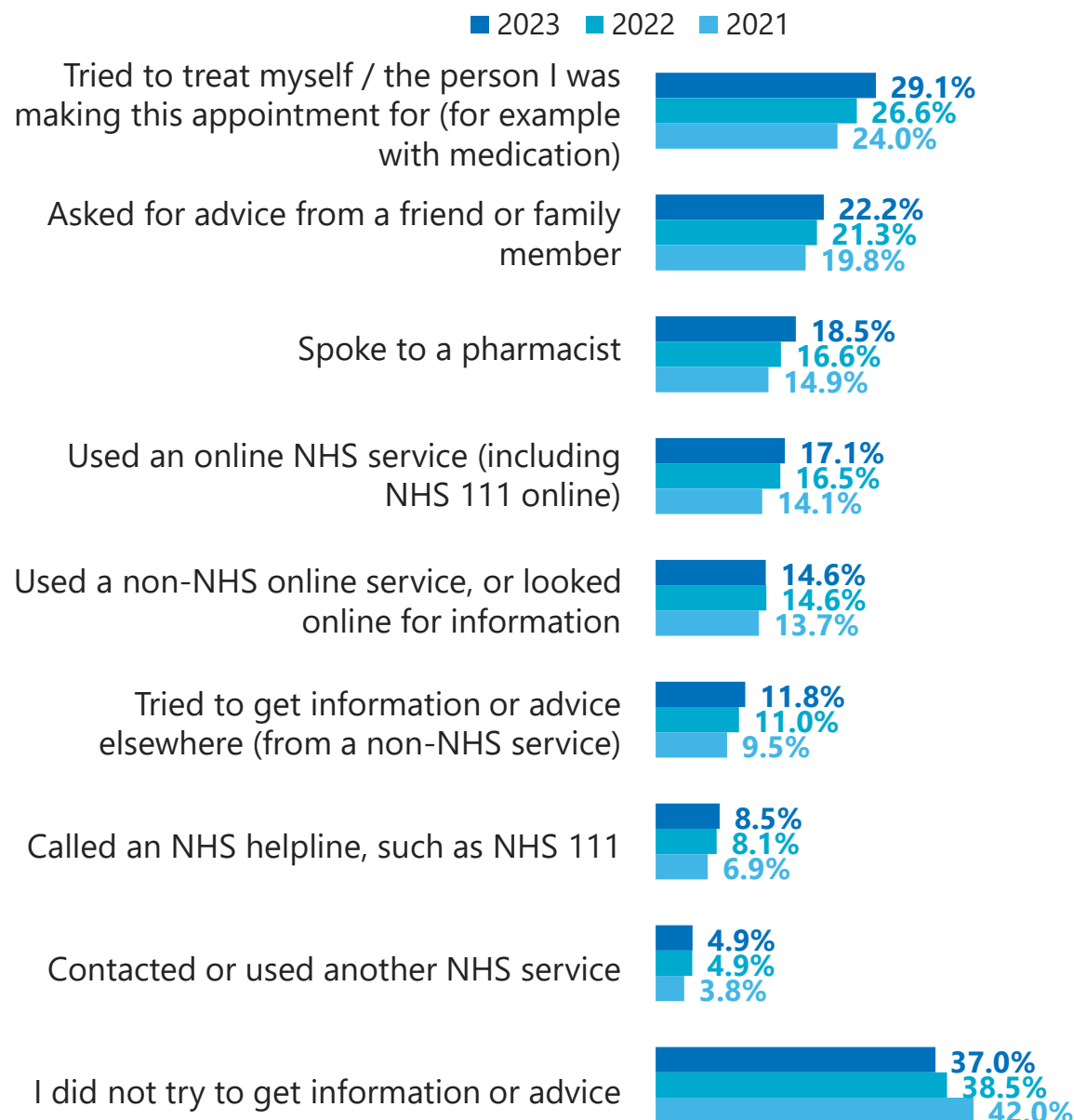
Patients reported taking a variety of actions before trying to make an appointment at their GP practice.

Overall, 63.0% of patients had tried to get information or advice before trying to make an appointment, an increase from 61.5% in the 2022 survey, and 58.0% in the 2021 survey. Specifically:

- Almost three in ten (29.1%) tried to treat themselves or the person they were booking the appointment for (26.6% in 2022, 24.0% in 2021).
- One in five (22.2%) asked for advice from a friend or family member (21.3% in 2022, 19.8% in 2021).
- 18.5% spoke to a pharmacist (16.6% in 2022, 14.9% in 2021).
- 17.1% had used an online NHS service (16.5% in 2022, 14.1% in 2021).

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: Asked of patients who have tried to make an appointment since being registered with their current GP practice: 2023 (701,859) 2022 (661,195) 2021 (758,834)

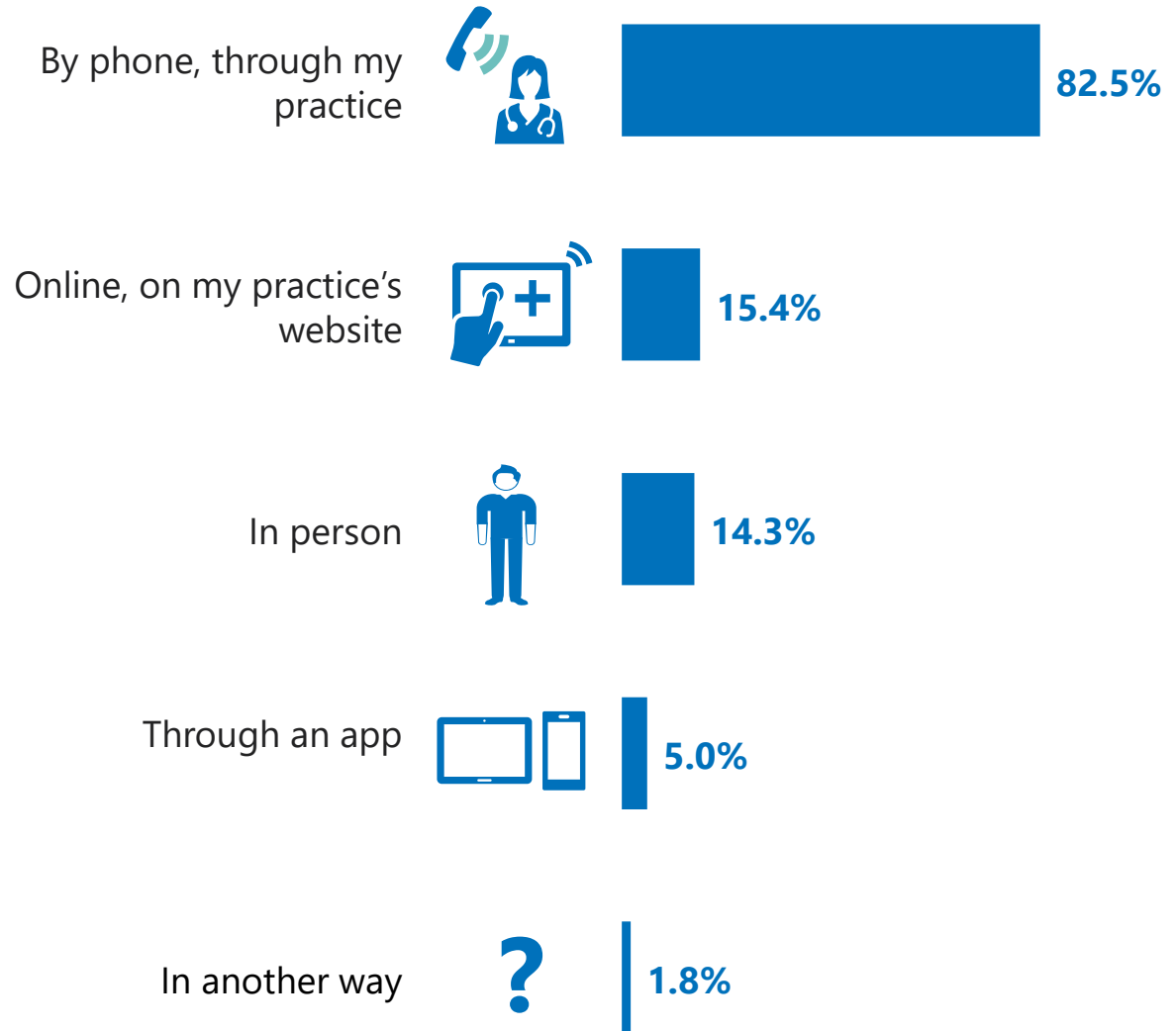
How did patients try to book the appointment?

When patients last tried to book an appointment, over four in five (82.5%) tried to book by phone.

One in six (15.4%) tried to book online on their practice's website, and 5.0% did so through an app.

One in seven (14.3%) tried to book in person, while 1.8% said they had tried in another way.

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



Base: Asked of patients who have tried to make an appointment since being registered with their current GP practice: 2023 (715,604)

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

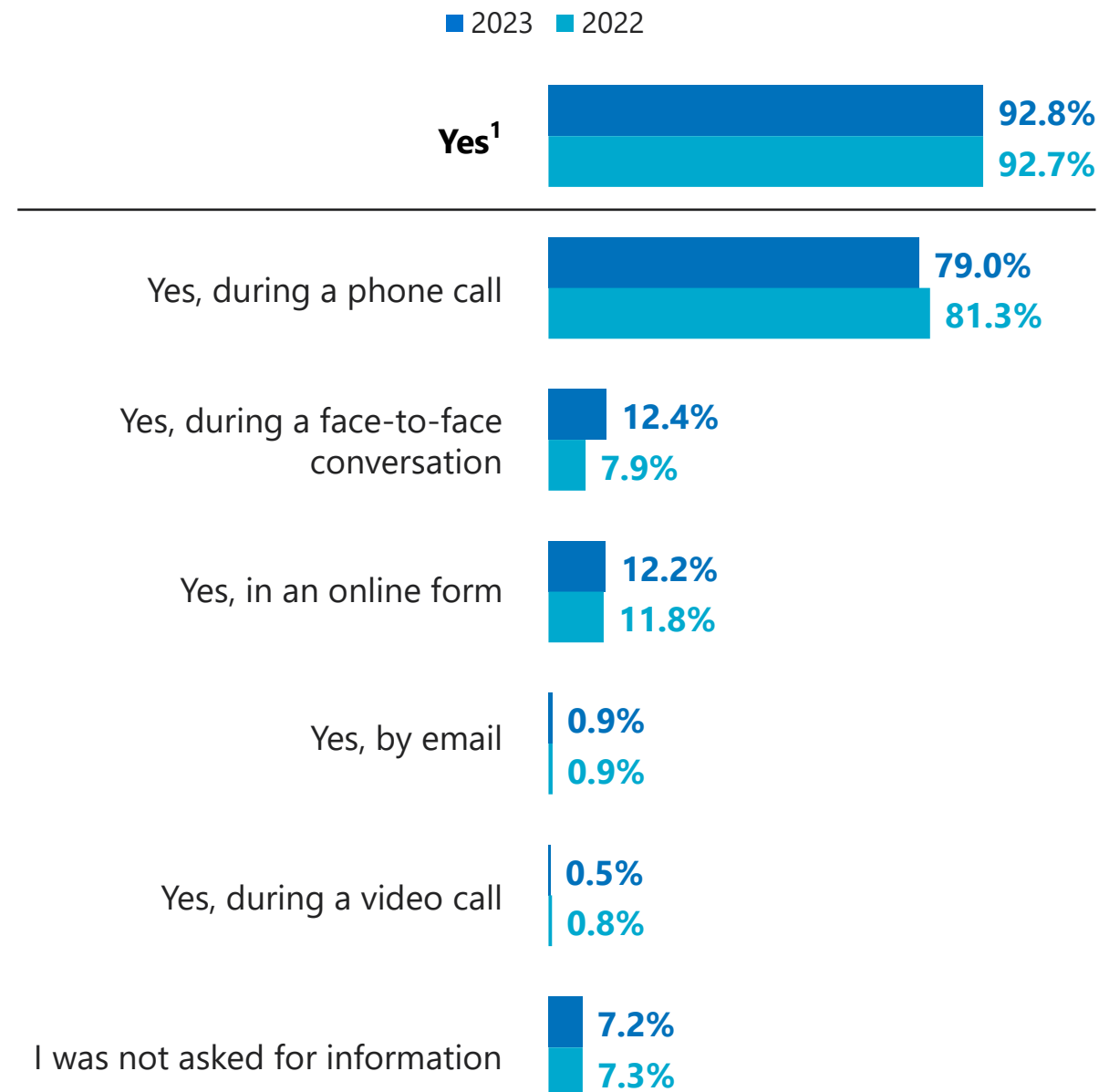
More than nine in ten (92.8%) were asked for information about their reasons for making the appointment when booking¹, similar to the 2022 survey (92.7%).

- The majority (79.0%) were asked for this information during a phone call (81.3% in 2022).
- Just over one in ten were asked for information face-to-face (12.4%), an increase compared with the 2022 survey (7.9%).
- 12.2% were asked for information in an online form, an increase compared with 2022 (11.8%).
- Small proportions of patients were asked for information by email (0.9%) or during a video call (0.5%), both similar proportions to the 2022 survey.

7.2% were not asked for any information about their reasons for making the appointment (7.3% in the 2022 survey).

¹Yes = any yes response

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



Base: Asked of patients who have tried to make an appointment since being registered with their current GP practice, excluding 'don't know / can't remember': 2023 (672,208) 2022 (629,116)

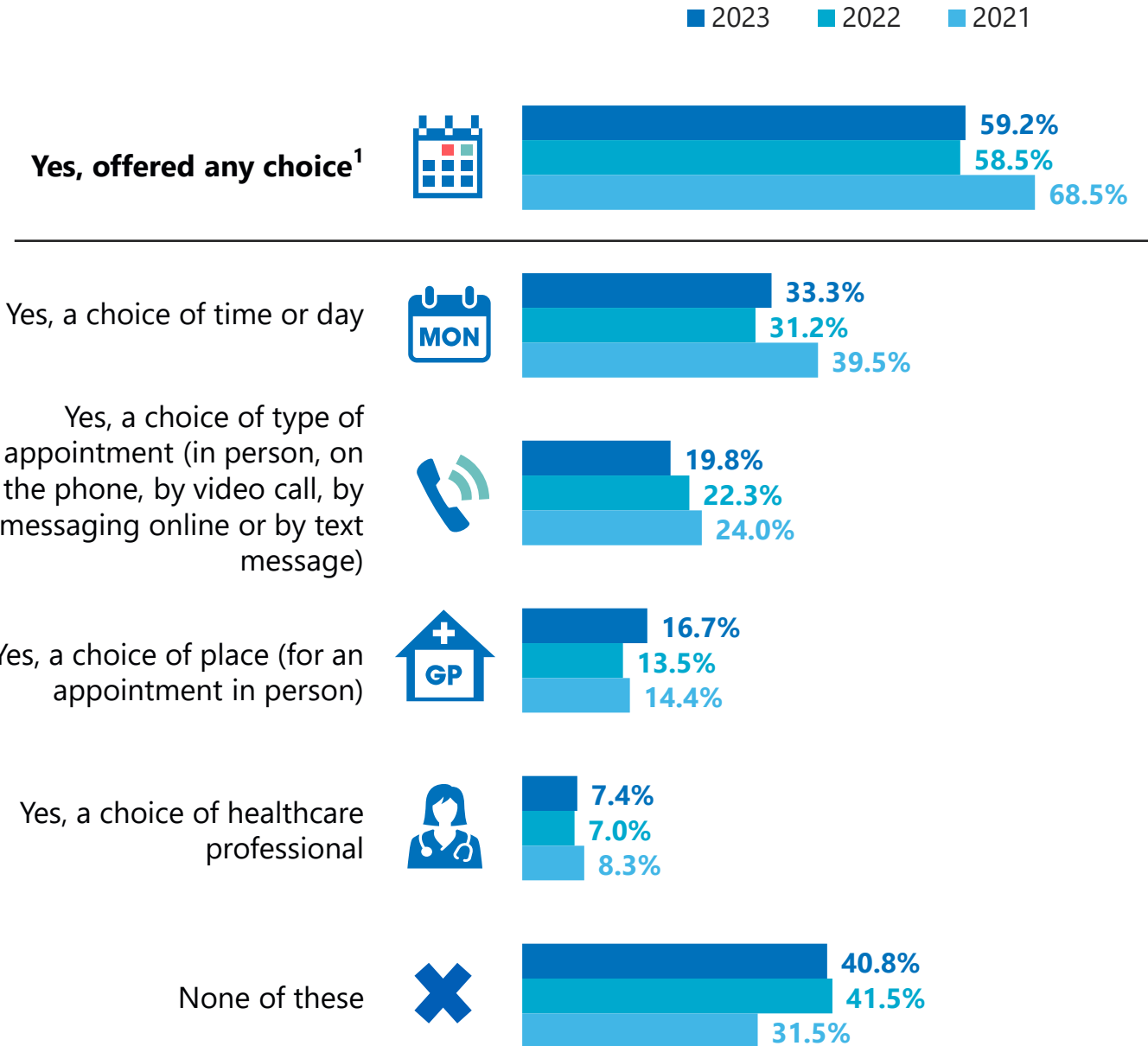
Were patients offered a choice of appointment?

Overall, 59.2% 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. Around four in ten (40.8%) said they were not offered a choice.

- One third (33.3%) were offered a choice of time or day.
- One in five (19.8%) were offered a choice of type of appointment (in person, on the phone, by video call, by messaging online or by text message).
- 16.7% were offered a choice of place.
- 7.4% were offered a choice of healthcare professional.

Compared with the 2022 survey, a higher proportion were offered a choice, in particular a choice of time or day and place. In contrast, a lower proportion were offered a choice of type of appointment. However, reported levels of choice in both 2023 and 2022, were lower than in the 2021 survey.

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



¹Yes, 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: Asked of 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': 2023 (565,787) 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 (12.5%) said that they were not initially offered an appointment, an increase compared to the 2022 survey (12.0%).

Satisfaction with appointment offered?

Of those initially offered an appointment, 72.0% were satisfied with the appointment, and accepted it. This was similar to the 2022 survey (71.9%), but a decrease from the 2021 survey (81.7%).

Around one quarter (24.0%) of those who were initially 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.

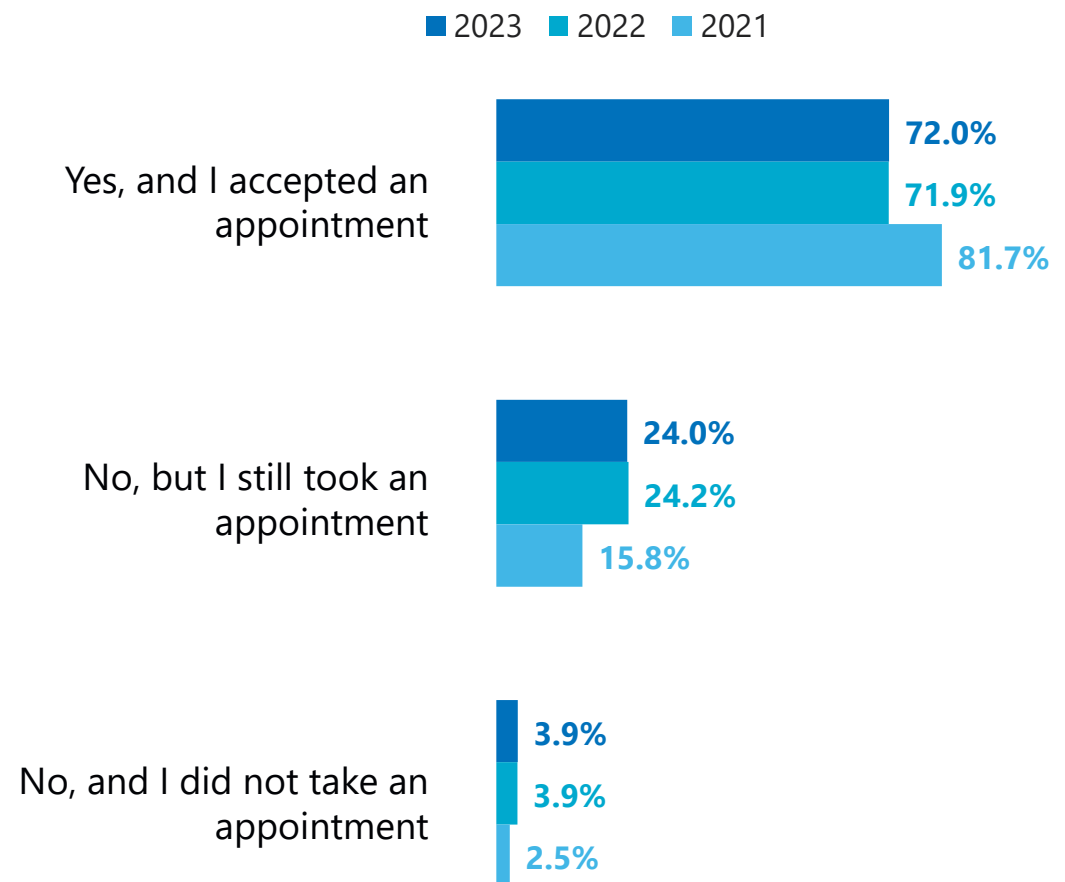
Was an appointment accepted?

Overall, the majority of patients (96.1%) who were initially offered an appointment accepted it¹, the same as the 2022 survey.

¹Accepted 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: Asked of patients who have tried to make an appointment since being registered with their current GP practice, excluding 'I was not offered an appointment': 2023 (631,214) 2022 (594,163) 2021 (709,766)

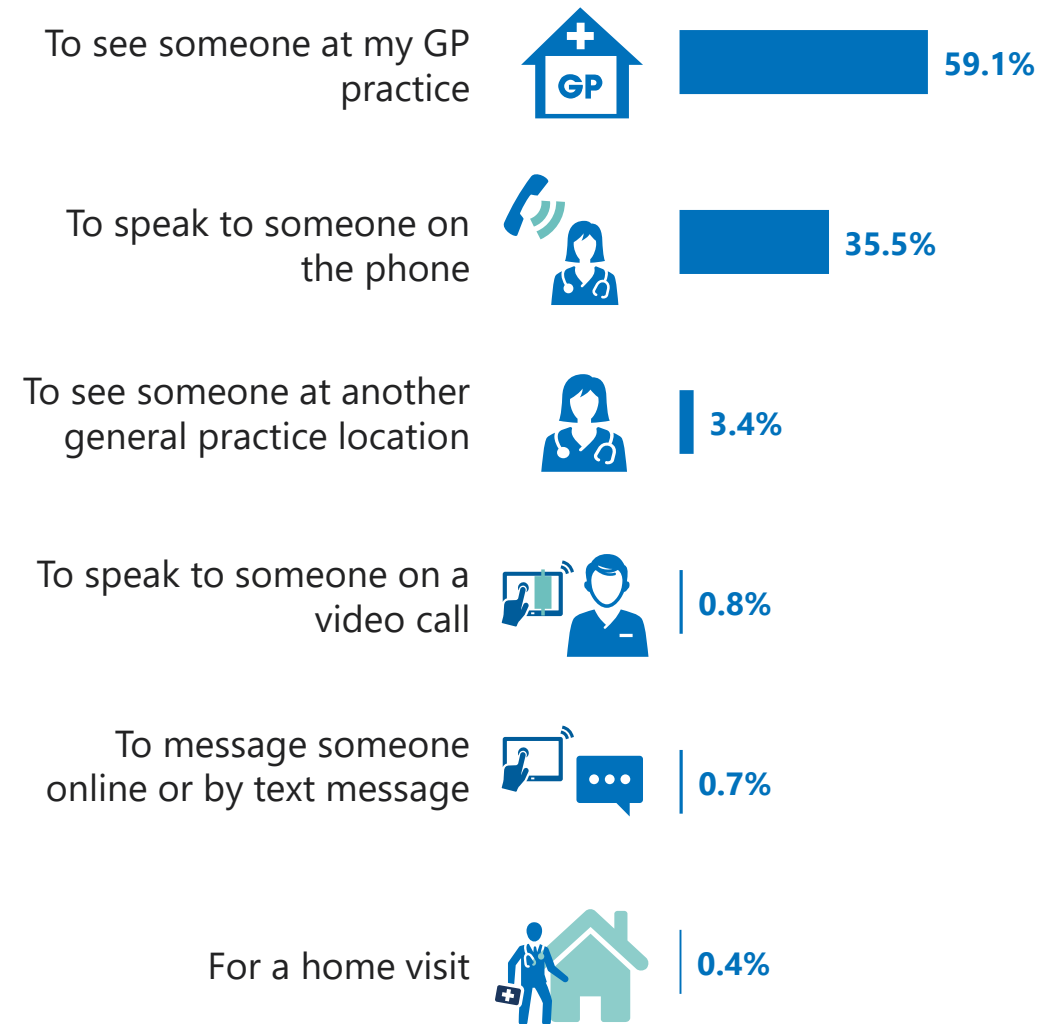
What type of appointments did patients get?

For those who accepted an appointment last time they tried to book one¹, most got an appointment to see someone at their GP practice (59.1%) or to speak to someone over the phone (35.5%).

A small proportion of patients got an appointment to see someone at another general practice location (3.4%), to speak to someone on a video call (0.8%), to message someone online or by text message (0.7%), or for a home visit (0.4%) when they last tried to book one.

¹Note 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...



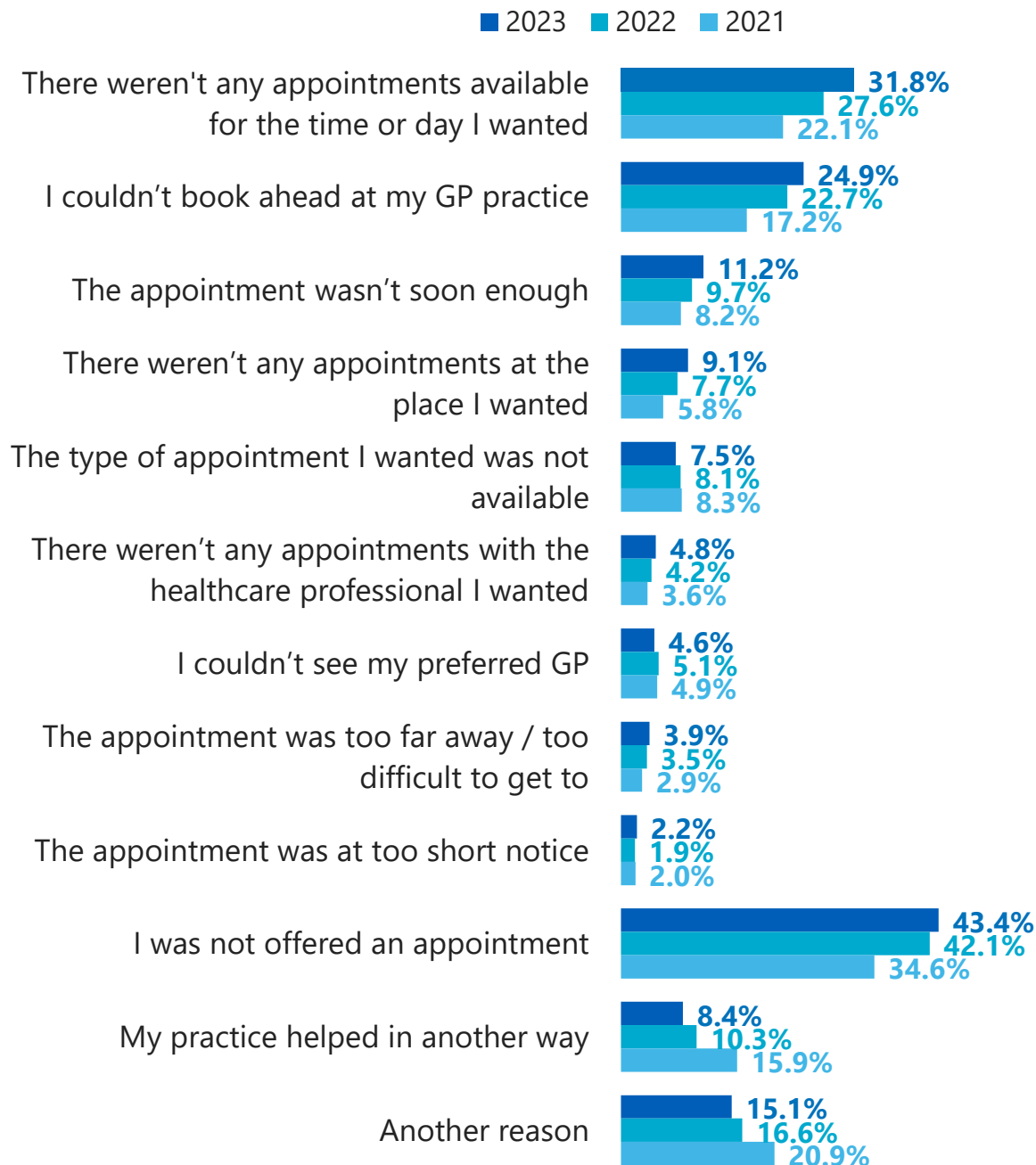
Why did some patients not get an appointment?

15.9% of patients did not initially get an appointment when they last tried to make one (either they did not take the appointment offered or they were not offered an appointment). This is an increase compared with the 2022 survey (15.4%). Of these patients:

- Two in five (43.4%) said they were not offered an appointment, an increase compared with the 2022 and 2021 surveys (42.1% and 34.6% respectively).
- Around three in ten (31.8%) said there were not any appointments available for the time or day they wanted, and a quarter (24.9%) said they could not book ahead at their GP practice. Both have increased compared with the 2022 and 2021 surveys.
- 8.4% said their practice helped in another way, a decrease from 10.3% in the 2022 survey and 15.9% in the 2021 survey.
- Over one in ten (11.2%) said that the appointment wasn't soon enough, 9.1% said there weren't any appointments at the place they wanted, and 7.5% said the type of appointment they wanted was not available.

Q17. If you did not get an appointment, why was that?

(multiple responses allowed)



Base: Asked of patients who were not offered an appointment or did not take the appointment offered: 2023 (95,714) 2022 (89,722) 2021 (70,162)

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

Patients who did not get an appointment

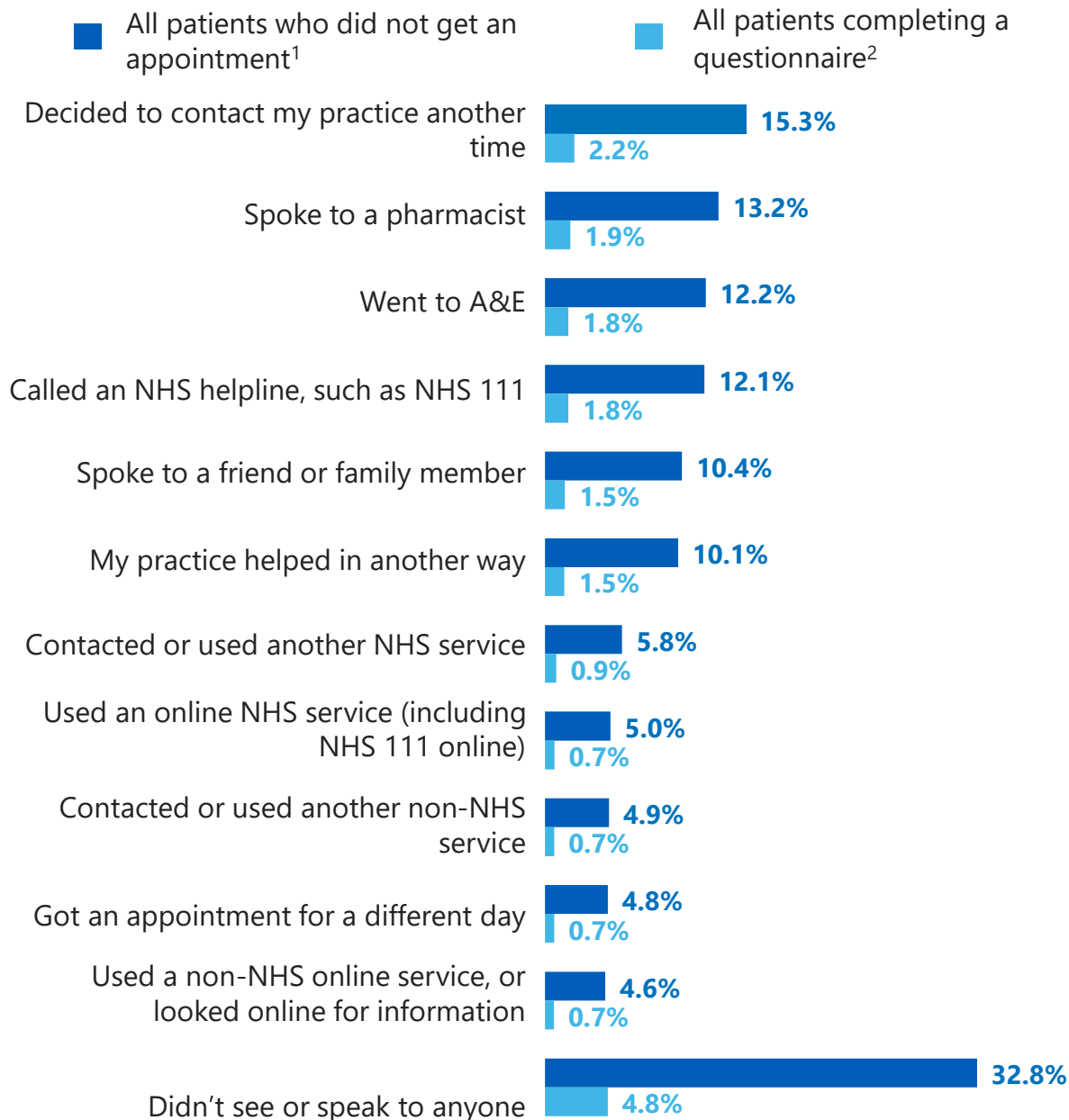
15.9% of patients did not initially get an appointment the last time they tried (either they did not take the appointment offered or were not offered an appointment). Of these patients:

- 15.3% decided to contact their practice at another time and 13.2% said that they spoke to their pharmacist.
- Around one in ten patients went to A&E (12.2%), called an NHS helpline (12.1%), spoke to a friend or family member (10.4%), or had their practice help in another way (10.1%).
- Around a third (32.8%) did not see or speak to anyone
- 4.8% said they went on to get an appointment for a different day.

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)



¹Base 1: Asked of patients who were not offered an appointment or did not take the appointment offered: 2023 (94,877)

²Base 2: All patients completing a questionnaire: 2023 (759,149)

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

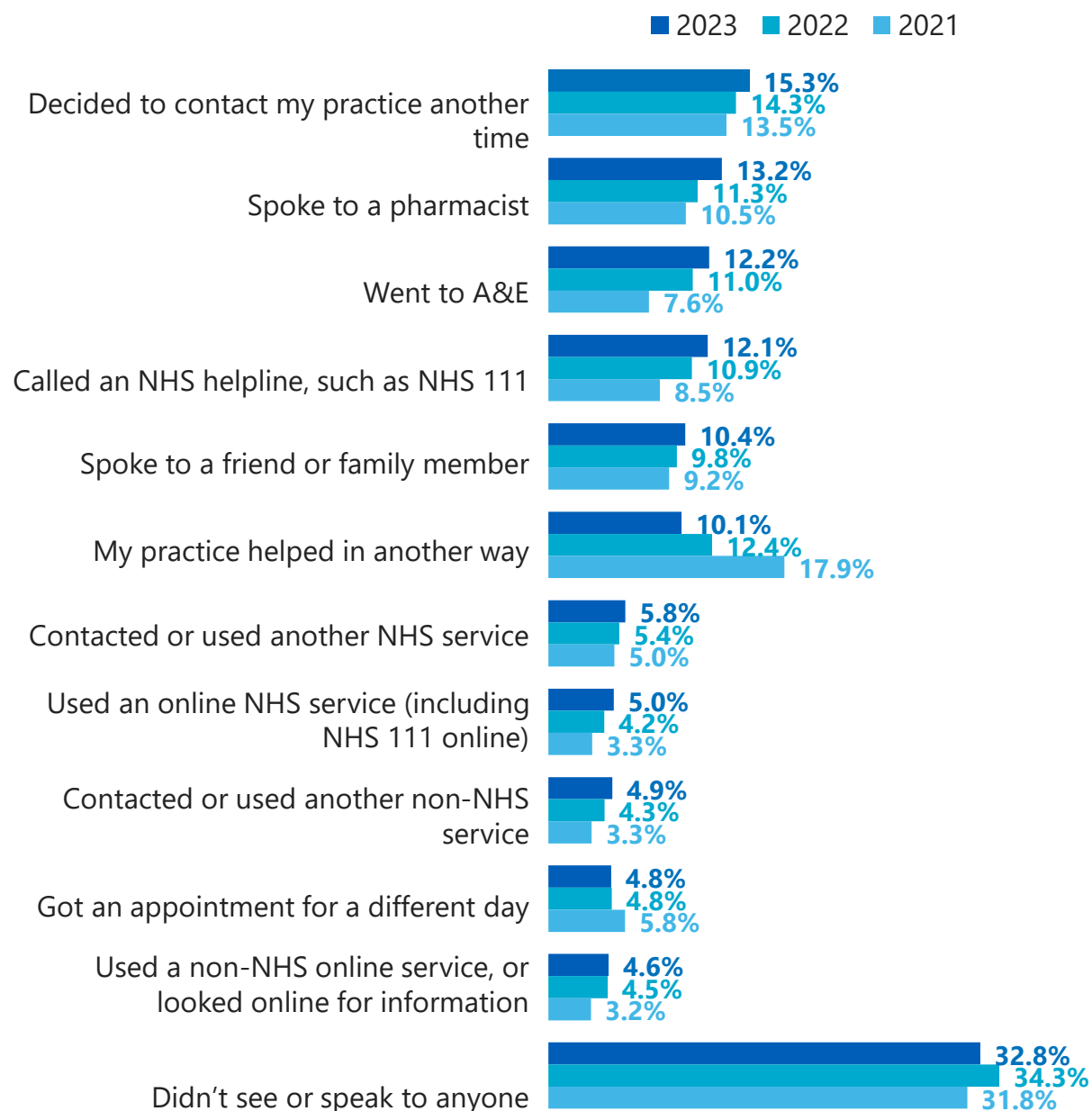
15.9% of patients did not initially get an appointment the last time they tried (either they did not take the appointment offered or were not offered an appointment). For these patients, there has been a larger increase over time for the following actions:

- 12.2% said they went to A&E, compared with 11.0% in the 2022 survey and 7.6% in the 2021 survey.
- 12.1% said they called an NHS helpline, such as NHS 111, compared with 10.9% in the 2022 survey and 8.5% in the 2021 survey.
- 13.2% spoke to a pharmacist, compared with 11.3% in the 2022 survey and 10.5% in the 2021 survey.

In contrast, the proportion who said their practice helped in another way has decreased year on year, from 17.9% in the 2021 survey, to 12.4% in the 2022 survey, and to 10.1% in the 2023 survey.

The proportion of patients who went on to get an appointment for a different day (4.8%) has remained similar to the 2022 survey and decreased from the 2021 survey (5.8%).

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



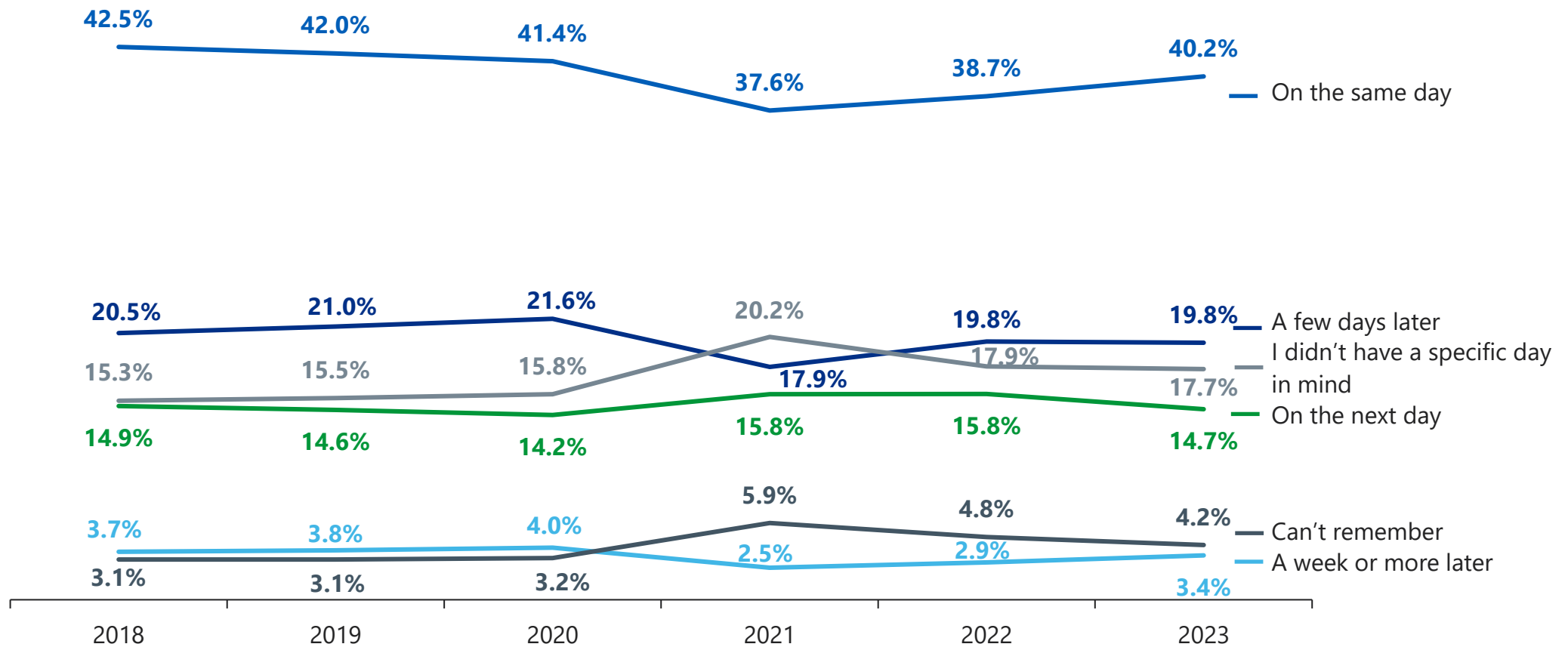
Base: Asked of patients who were not offered an appointment or did not take the appointment offered:
2023 (94,877) 2022 (88,838) 2021 (69,437)

When would patients have liked the appointment to be?

In the 2023 survey, 40.2% wanted the last appointment they tried to book to be on the same day, 14.7% said the next day and 19.8% wanted it a few days later.

Compared with the 2022 survey, the proportion of patients who wanted to be seen in under a week has increased (74.7%, compared with 74.4% in the 2022 survey). Although this still remains lower than in the 2018 to 2020 surveys.

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



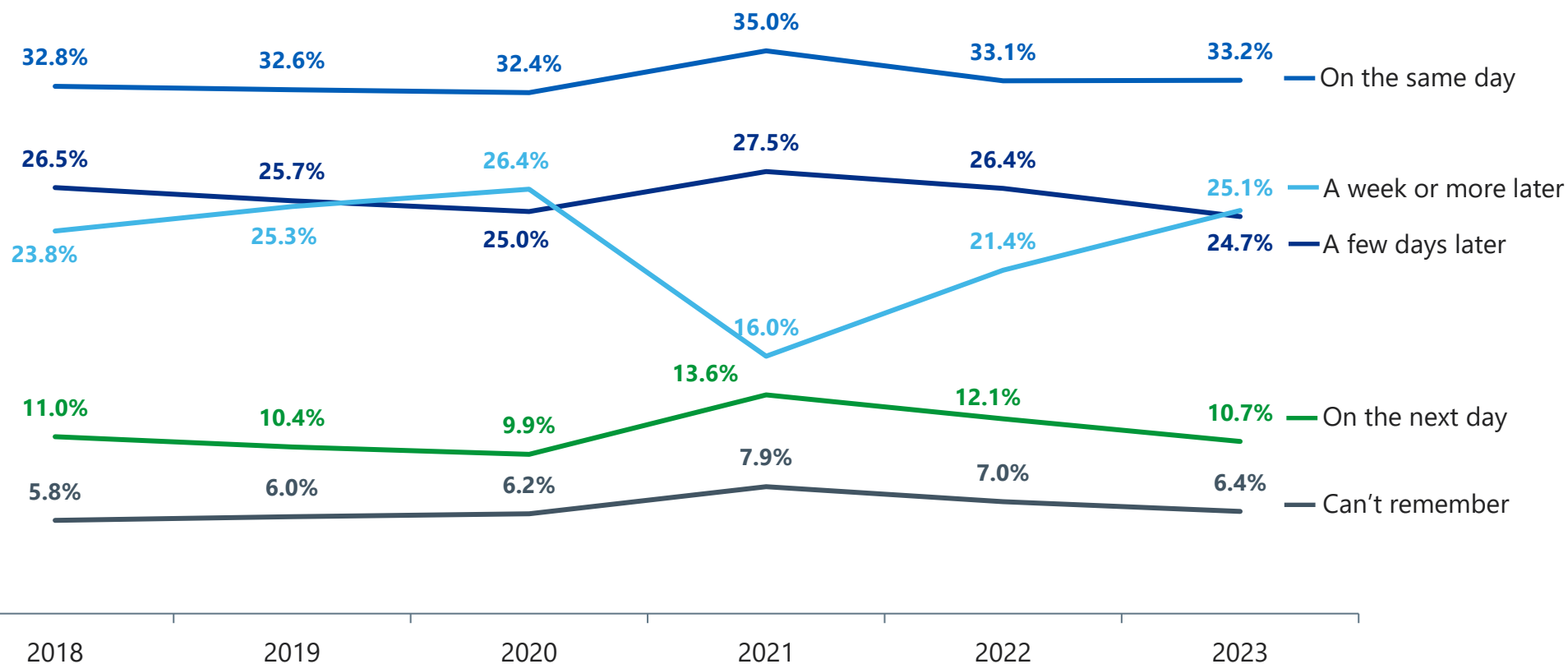
Base: Asked of patients who have tried to make an appointment since being registered with their current GP practice: 2023 (704,851) 2022 (663,806) 2021 (765,406), 2020 (666,542), 2019 (705,144), 2018 (695,060)

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 (33.2%) said it took place on the same day, 10.7% got an appointment on the next day, and 24.7% got an appointment a few days later. One in four (25.1%) said they waited a week or more.

Compared with the 2022 survey a higher proportion of patients said they got an appointment a week or more later, the last time they tried to make one.

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: Asked of patients who got an appointment: 2023 (596,918) 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?

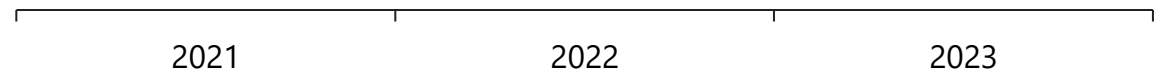
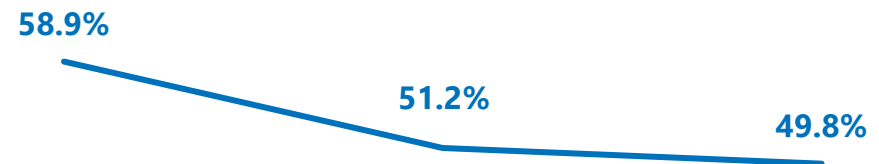
When patients last tried, half (49.8%) got an appointment¹ when they wanted or sooner² - 1.4 percentage points lower than the 2022 survey (51.2%) and 9.1 percentage points lower than the 2021 survey (58.9%).

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

²Seen when wanted or sooner = Q11. When would you have liked this appointment to be?/ Q16. Were you satisfied with the appointment (or appointments) you were offered?/ Q20. How long after initially trying to book the appointment did the appointment take place?

Whether patients got an appointment at a time they wanted or sooner

The following analysis³ considers patients' preference for when they wanted an appointment.



³Note that in 2022, trends were reported back to 2018 but due to a change in the calculation of this statistic, trends are now only presented between 2021-2023

Base: 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: 2023 (508,429) 2022 (469,691) 2021 (514,336)

Did patients get an appointment sooner, at a time they wanted, later, or did not get one?

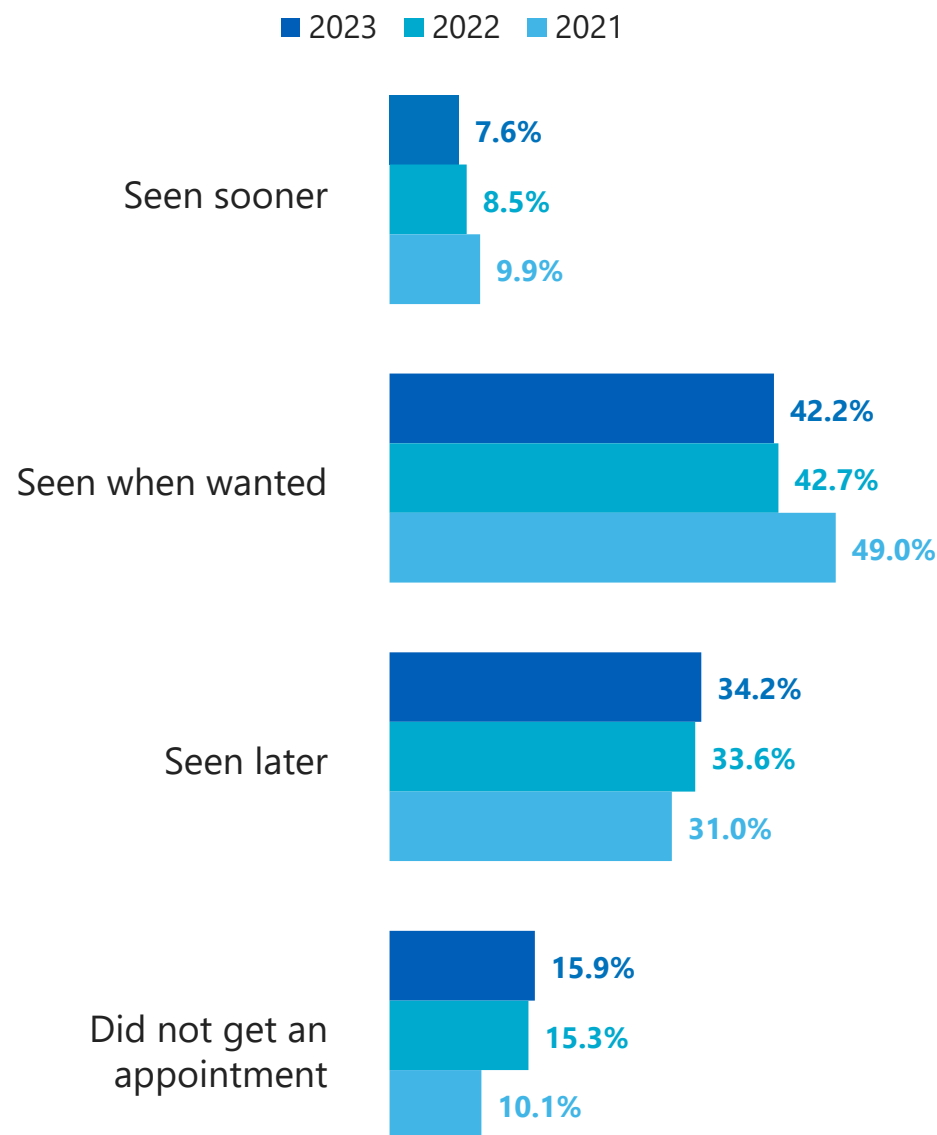
Comparing preferences for when patients wanted an appointment and when they reported they got one, 42.2% were seen when wanted, 7.6% were seen sooner, and 34.2% were seen later when they last tried to get an appointment.

The proportion of patients who reported being seen later than they wanted has increased year on year between the 2021 and 2023 surveys. The proportions being seen when wanted or sooner have seen corresponding year on year decreases, and are at their lowest levels of the past 3 years.

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

²Seen when wanted, sooner, later, or did not get an appointment = Q11. When would you have liked this appointment to be?/ Q16. Were you satisfied with the appointment (or appointments) you were offered?/ Q20. How long after initially trying to book the appointment did the appointment take place?

Whether patients got an appointment sooner, at a time they wanted, later, or did not get one



Base: 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: 2023 (508,429) 2022 (469,691) 2021 (514,336)

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, 25.1% saw or spoke to someone a week or more after initially contacting the practice.

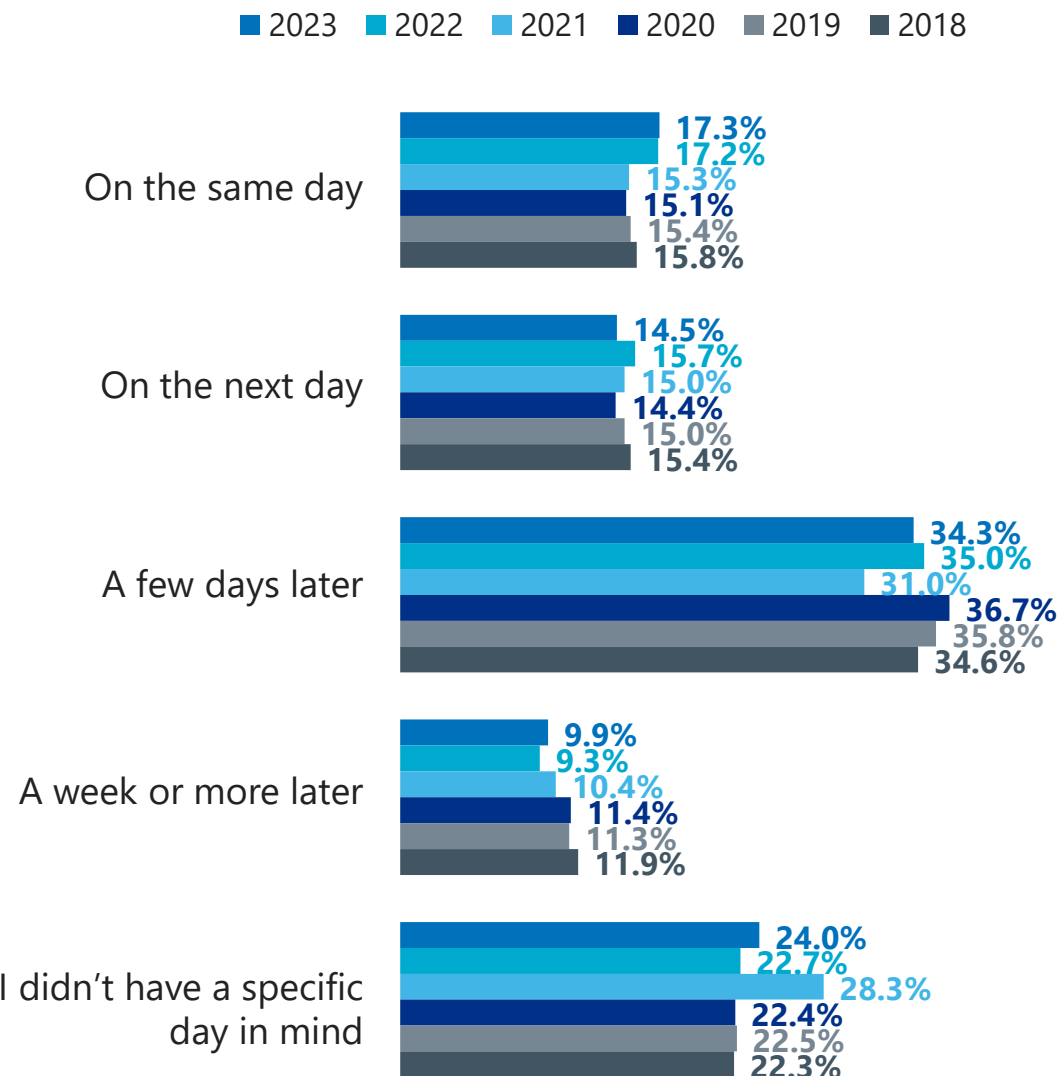
About one in ten (9.9%) of these patients specifically wanted to see or speak to someone a week or more after contacting the practice, while just under a quarter (24.0%) did not have a specific day in mind.

However, two in three (66.1%) of those who were seen a week or more later wanted to be seen sooner, either on the same day they contacted the practice (17.3%), on the next day (14.5%), or a few days later (34.3%).

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?



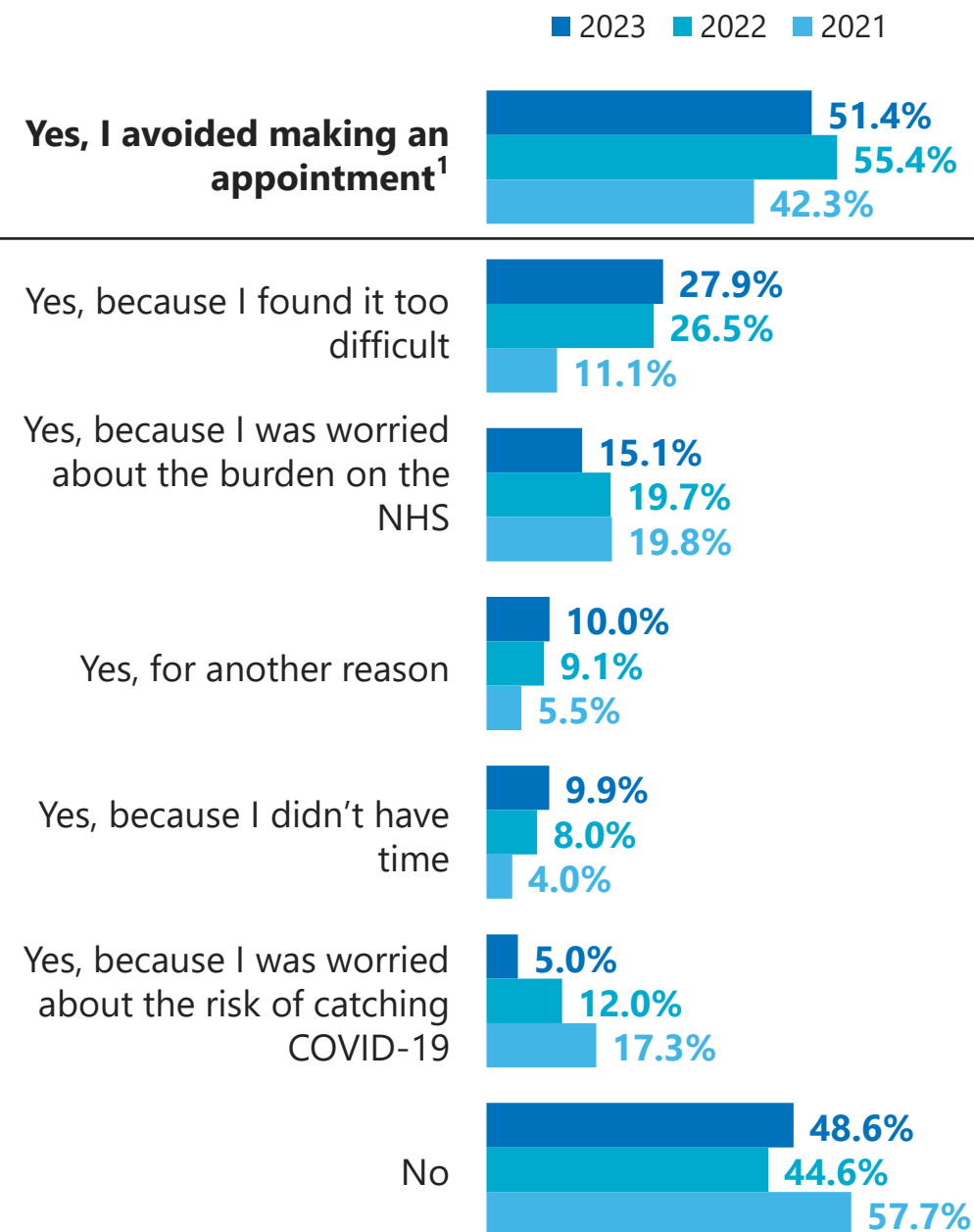
Base: Patients who had to wait a week or more later for the appointment to take place, excluding those who can't remember when they would have liked the appointment: 2023 (137,634) 2022 (107,275) 2021 (96,050), 2020 (148,500), 2019 (150,503), 2018 (137,218)

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

13.8% of patients did not need an appointment in the 12 months before taking part in the survey. Of those who did (86.2%), 51.4% had avoided making an appointment¹, a decrease of 4.0 percentage points compared with the 2022 survey (55.4%).

- The most common reason for patients avoiding making an appointment if they needed one was because they found it too difficult (27.9%, an increase compared with 26.5% in the 2022 survey).
- 15.1% said they were worried about the burden on the NHS (an increase compared with 19.7% in the 2022 survey).
- 5.0% said they were worried about catching COVID-19 (a decrease compared with 12.0% in the 2022 survey).

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



¹Yes, I avoided making an appointment = Any 'Yes' response

Base: Asked of all patients, excluding 'I haven't needed an appointment': 2023 (634,559)
2022 (587,901) 2021 (656,399)

6

Patient's last appointment

Note that a patient's last appointment may have happened at any time since being registered with their GP practice.



MENU:

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

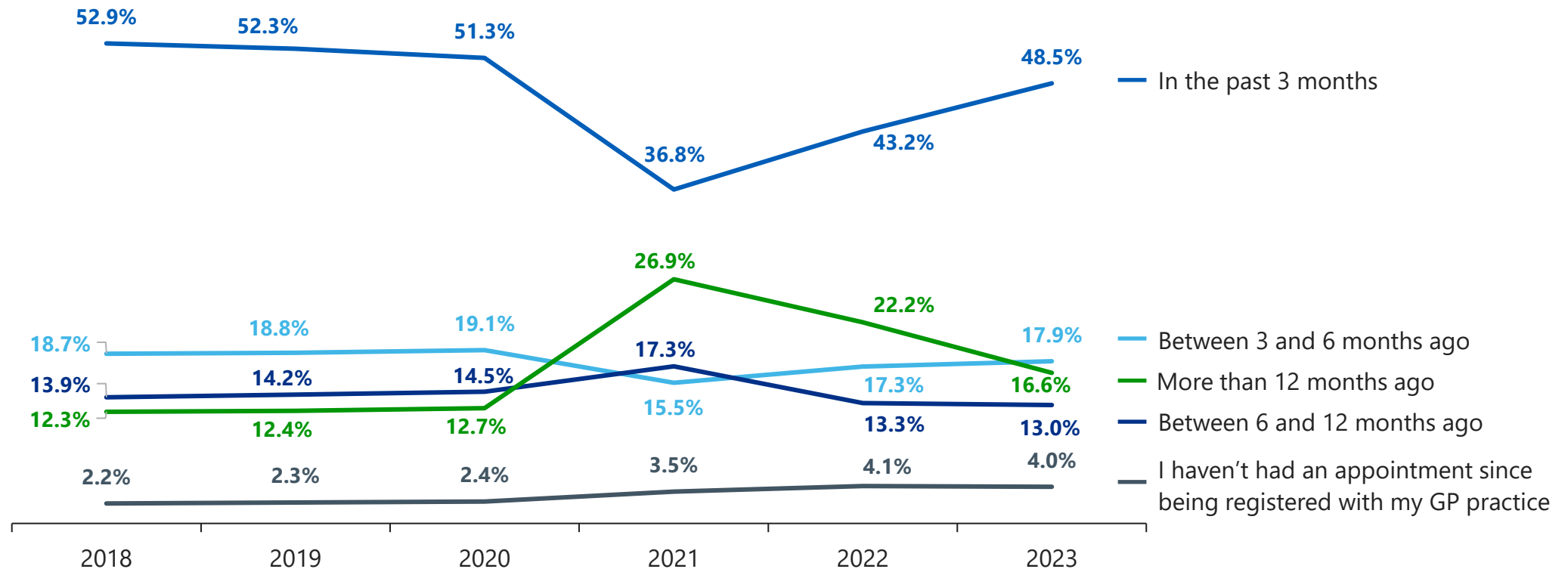
When did patients last have a general practice appointment?

Two in three (66.3%) had their last general practice appointment in the 6 months before taking part in the survey¹, with 48.5% having had their last general practice appointment in the previous 3 months.

Three in ten (29.6%) had their last appointment over 6 months ago², and 4.0% had not had an appointment since registering with their GP practice.

A higher proportion say they have had an appointment in the last 6 months¹ compared with the 2022 survey (66.3% compared with 60.5% in 2022), but this remains lower compared with pre-pandemic (2018-2020) levels.

Q22. When was your last general practice appointment?



¹Within the previous 6 months = 'in the past 3 months' + 'between 3 and 6 months ago'

²Over 6 months ago: 'between 6 and 12 months ago' + 'more than 12 months ago'

Base: Asked of all patients: 2023 (735,696) 2022 (701,093) 2021 (815,068) 2020 (712,594) 2019 (745,125) 2018 (735,334)

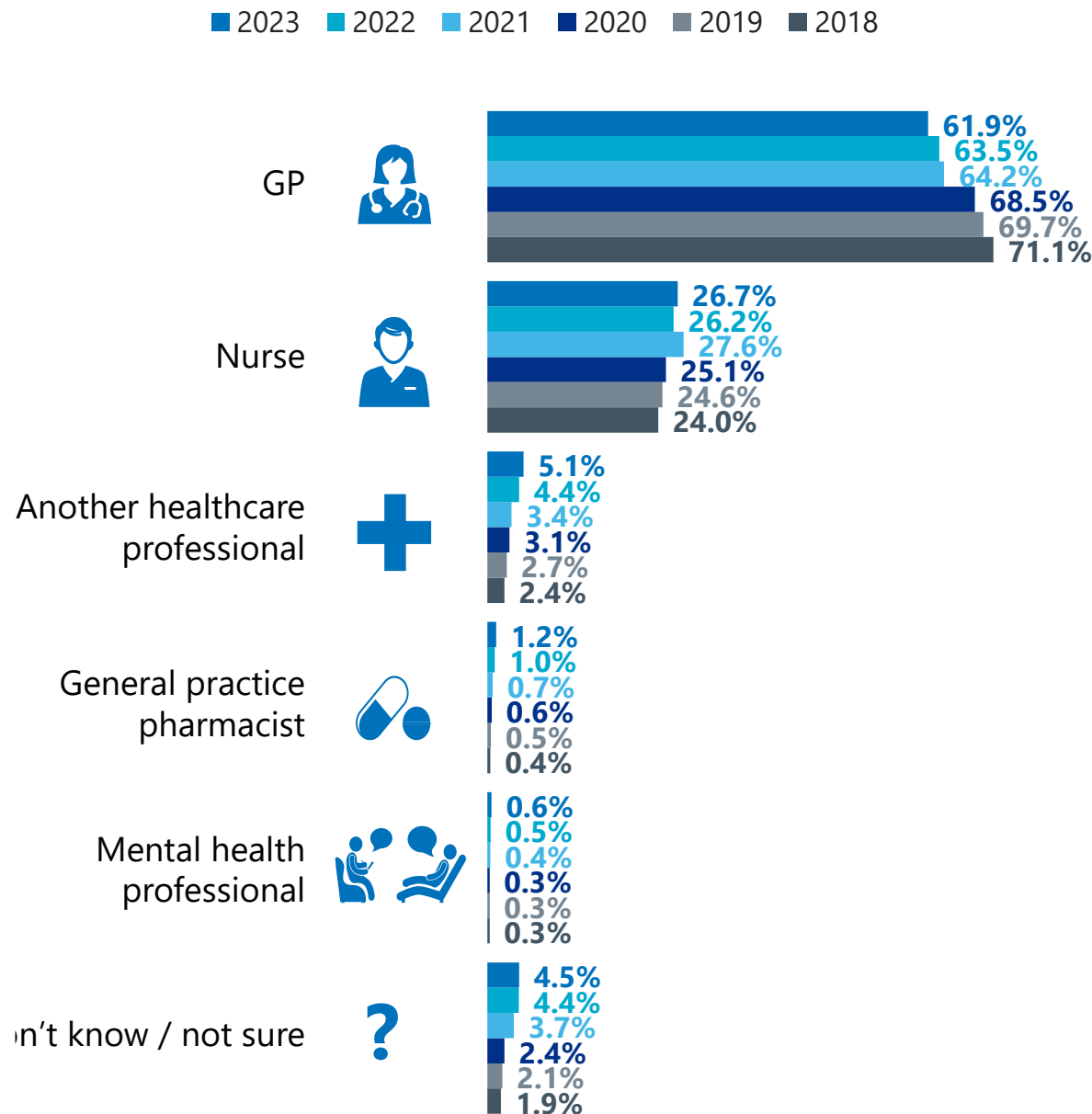
Who did patients have their last general practice appointment with?

Around three in five (61.9%) said their last general practice appointment was with a GP, and around a quarter (26.7%) said their last appointment was with a nurse.

Five percent (5.1%) said they had their last appointment with another healthcare professional. A lower proportion of patients said their last appointment was with a general practice pharmacist (1.2%) or a mental health professional (0.6%).

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

Q26. Who was your last general practice appointment with?



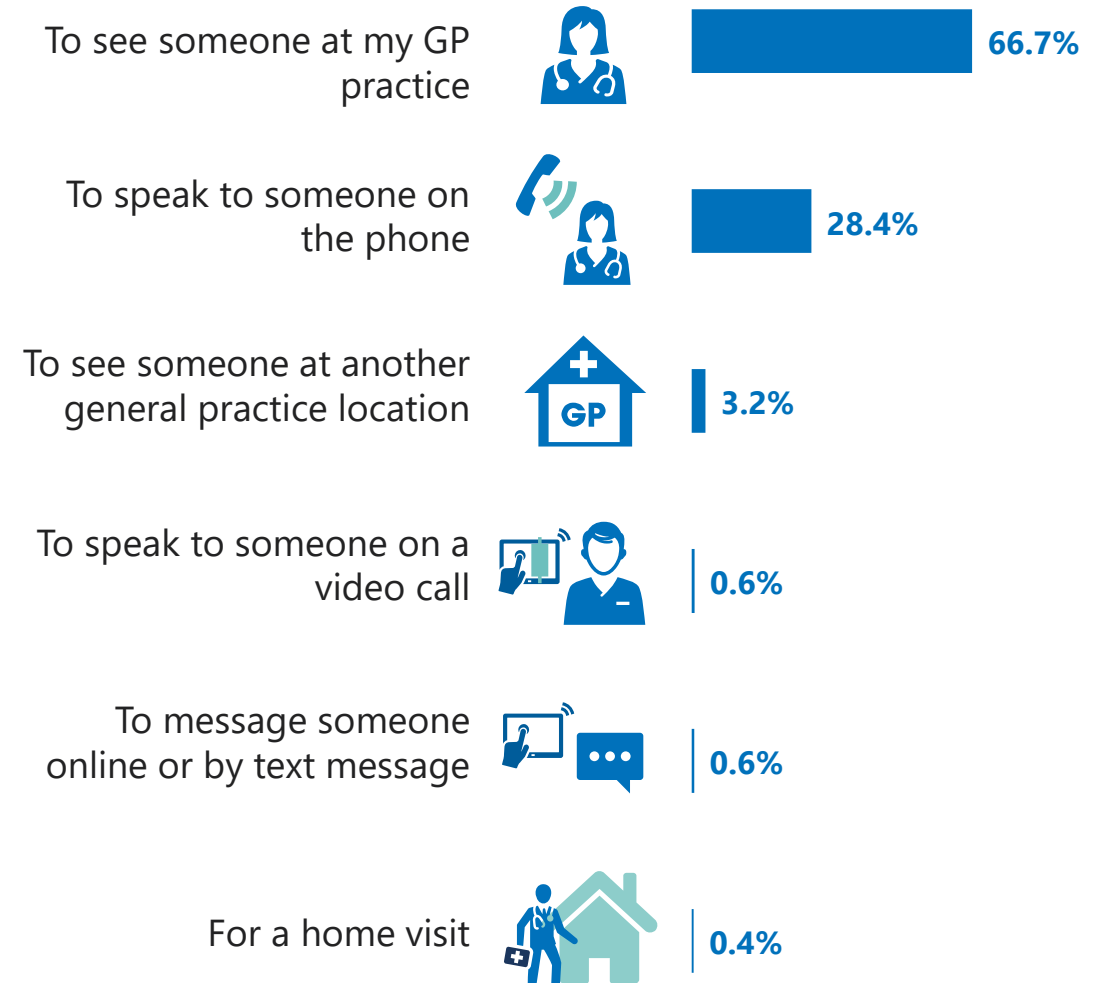
Base: Asked of patients who have had an appointment since being registered with their current GP practice: 2023 (700,767) 2022 (663,651) 2021 (772,739) 2020 (672,181) 2019 (714,231), 2018 (703,721)

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

For their last appointment, two thirds (66.7%) said they saw someone at their GP practice, and over a quarter (28.4%) spoke to someone over the phone.

A smaller proportion of patients saw someone at another general practice location (3.2%), spoke to someone on a video call (0.6%), messaged someone online or by text message (0.6%), or had a home visit (0.4%).

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



Base: Asked of patients who have had an appointment since being registered with their current GP practice: 2023 (699,256)

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

Across all different appointment types, more than four in five reported that their needs were met at their last appointment².

A higher proportion of patients said their needs were met¹ if the appointment was in person, including seeing someone at their GP practice (92.9%), a home visit (92.2%) or at another general practice location (89.9%).

A lower proportion of patients whose last appointment was remote said their needs were met¹, including speaking to someone on the phone (87.1%), speaking to someone on a video call (83.8%), or messaging someone online or by text message (82.8%).

¹Please 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?



²Yes, needs met = 'yes, definitely' + 'yes, to some extent'

Base: Asked of 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: 2023 (676,829)

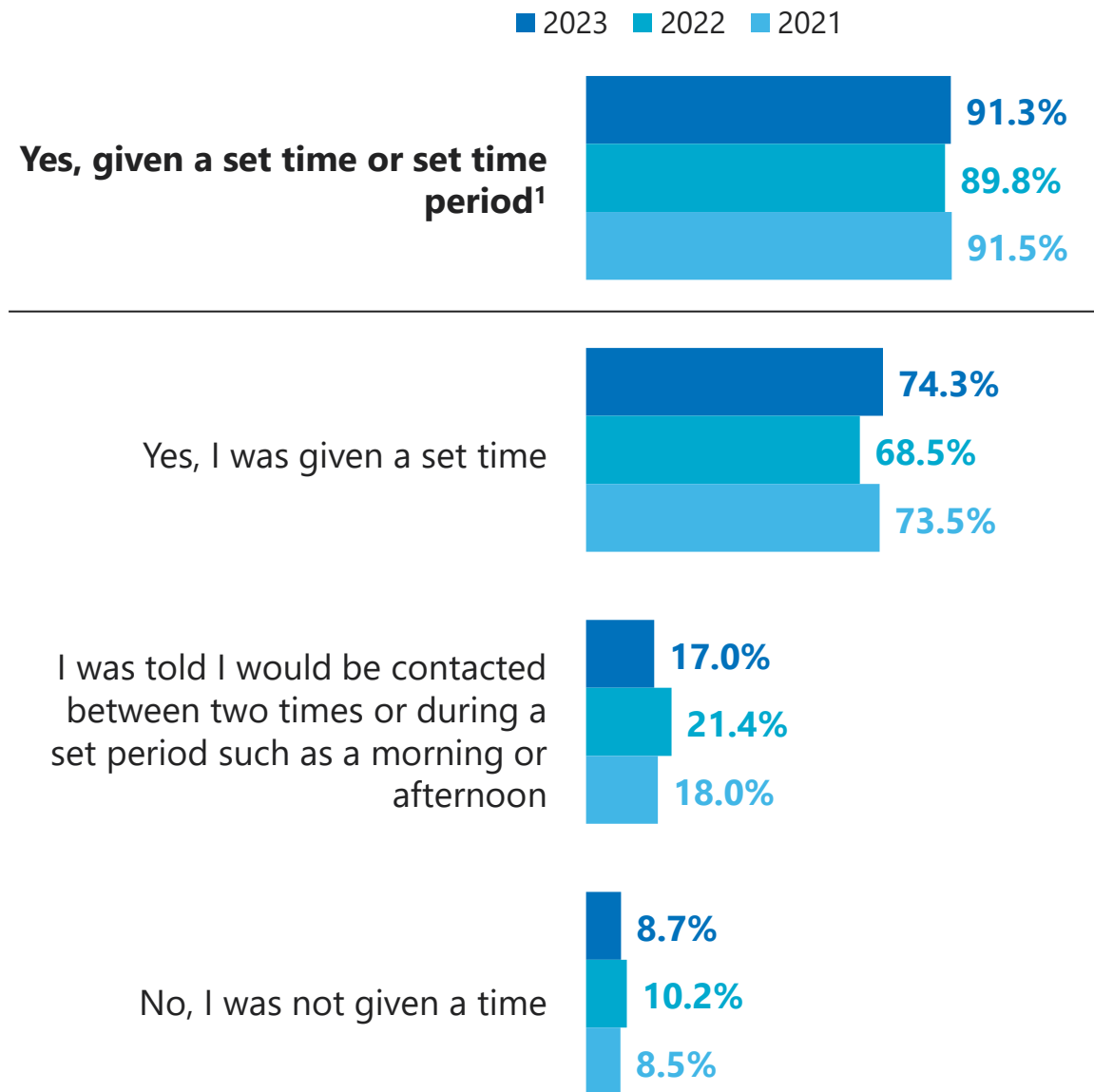
Were patients given a set time for their last appointment?

Nine in ten (91.3%) were given a set time or set time period for their last appointment. This includes 74.3% who said that they were given a set time and 17.0% who were told they would be contacted between two times or during a set period such as a morning or afternoon.

Fewer than one in ten (8.7%) said that they were not given a time for their last appointment.

In the 2023 survey, a higher proportion reported being given a set time or set time period than in the 2022 survey (89.8%), though the 2023 result is similar to the 2021 survey (91.5%).

Q24. Were you given a time for the appointment?



¹Yes = '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: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'can't remember / don't know': 2023 (678,212) 2022 (640,472) 2021 (742,249)

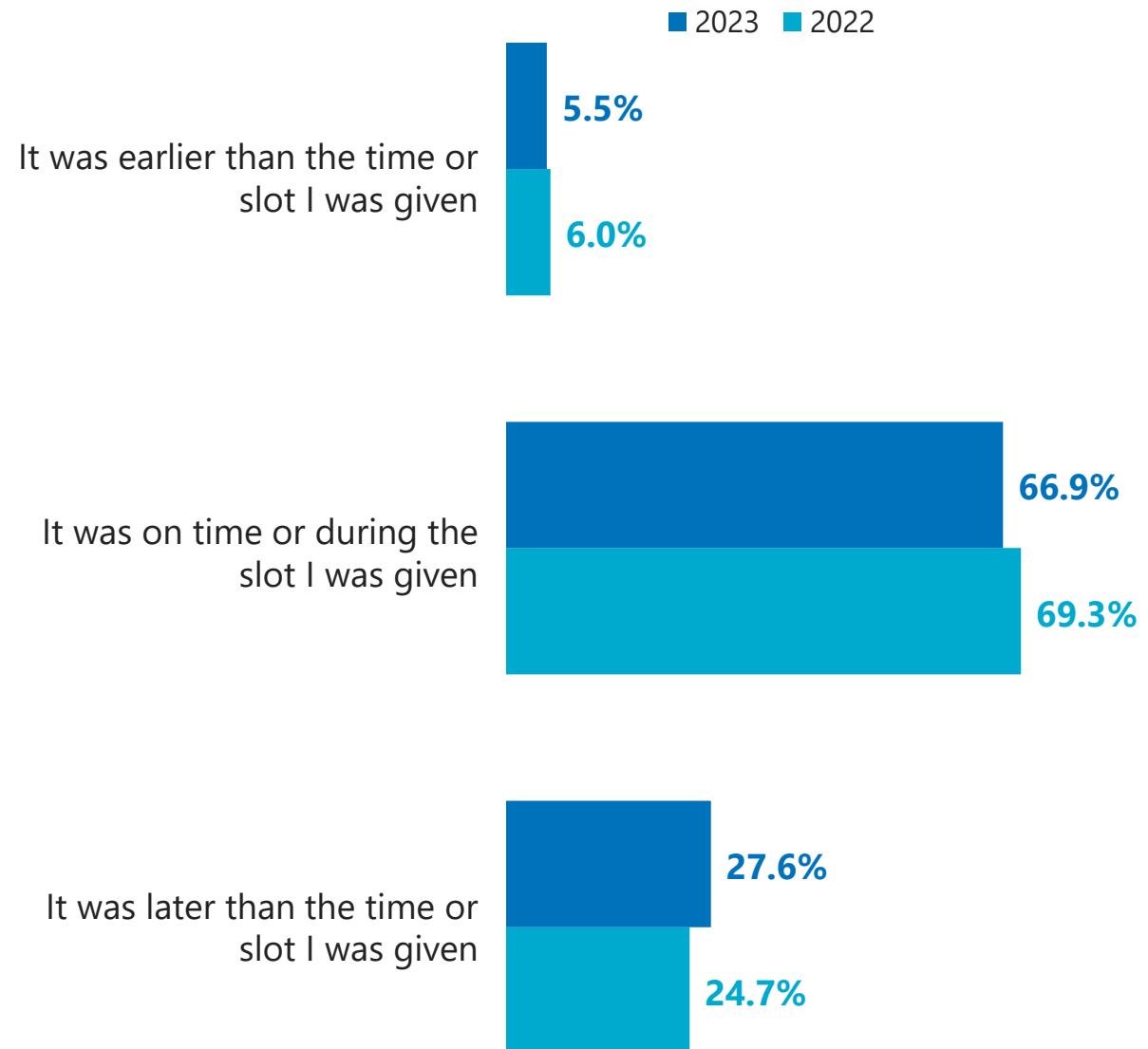
Did appointments happen at the time, or during the slot given?

Two thirds of patients (66.9%) said their last appointment happened at the time, or during the slot, they were given. This is a decrease from 69.3% in the 2022 survey.

Over a quarter (27.6%) said their appointment took place later than the time or slot given. This is an increase from 24.7% in the 2022 survey.

5.5% said it was earlier (6.0% in the 2022 survey).

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



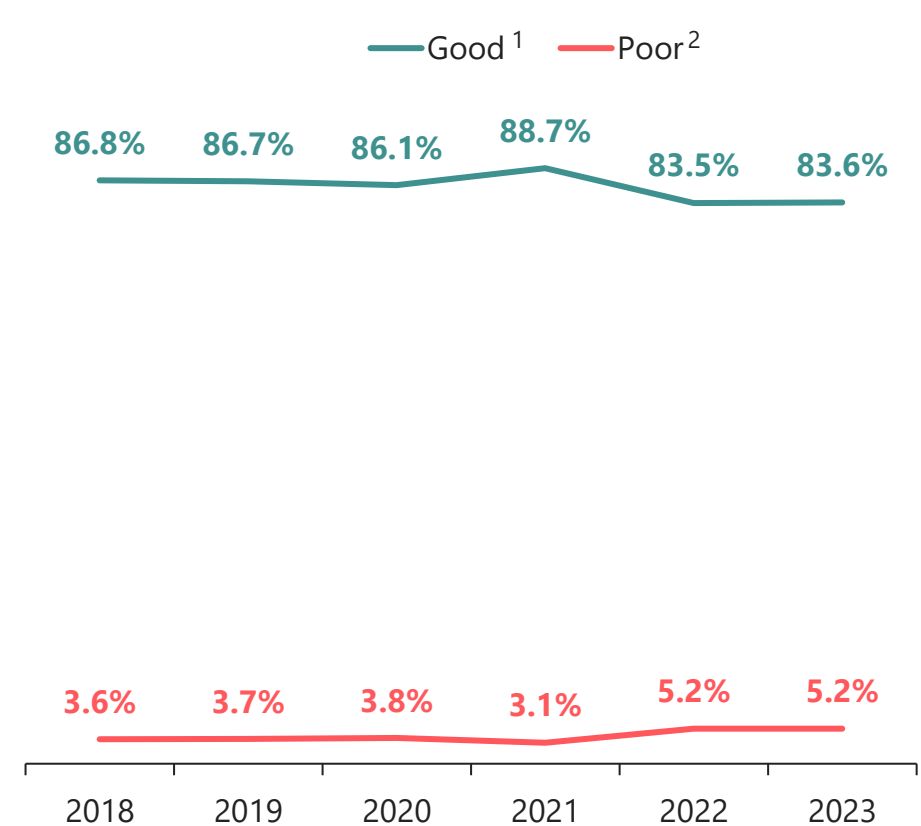
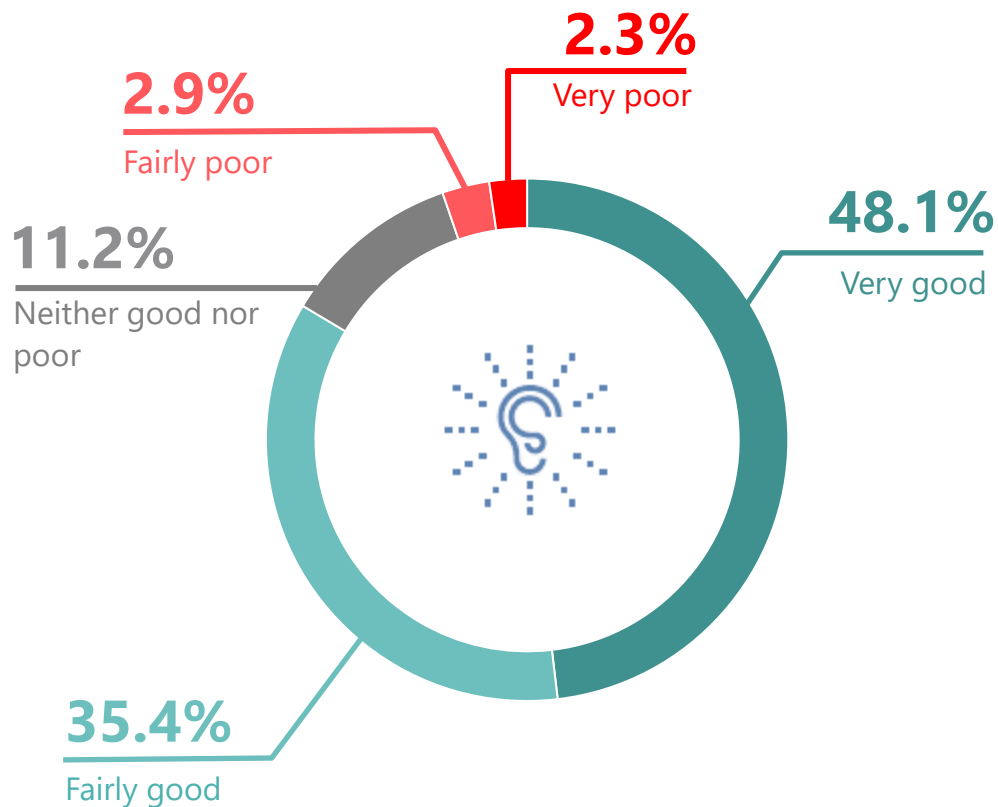
Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'can't remember': 2023 (581,056) 2022 (537,474)

How did patients rate the healthcare professional at giving them enough time?

More than four in five said that at their last appointment the healthcare professional was good at giving them enough time (83.6%) – this is similar to the 2022 survey (83.5%).

Perceptions of whether the healthcare professional gave patients enough time increased to the highest level in 2021 survey, followed by a decrease in the 2022 survey, which was the lowest level across the past six years.

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



¹Good = 'very good' + 'fairly good'

²Poor = 'very poor' + 'fairly poor'

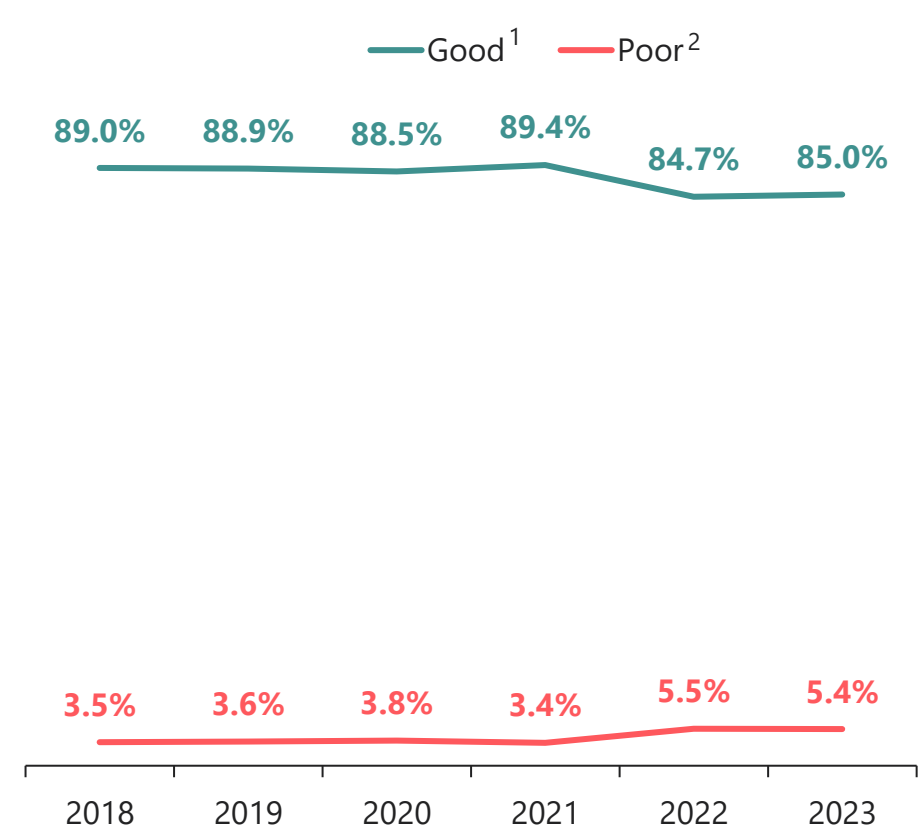
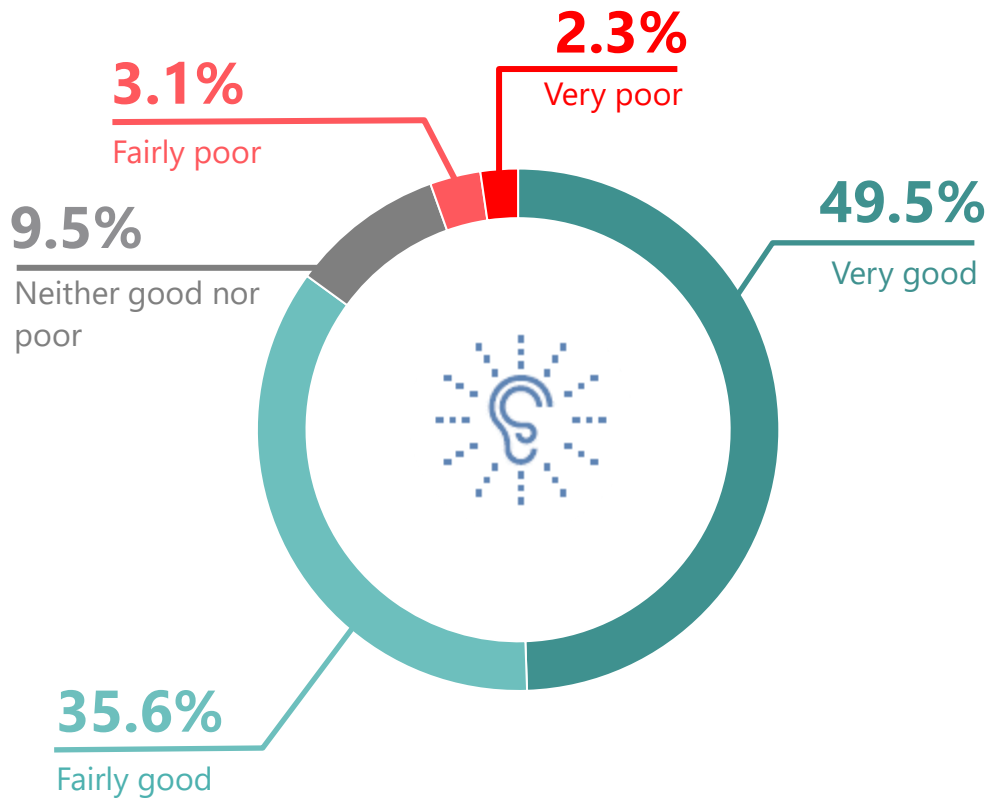
Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'doesn't apply': 2023 (699,079) 2022 (663,252) 2021 (772,283) 2020 (678,664) 2019 (717,030) 2018 (706,895)

How did patients rate the healthcare professional at listening to them?

More than four in five said that at their last appointment the healthcare professional was good at listening to them (85.0%) – this is an increase compared with the 2022 survey (84.7%).

Perceptions of whether the healthcare professional listened to patients increased to the highest level in 2021 survey, followed by a decrease in the 2022 survey, which was the lowest level across the past six years.

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



¹Good = 'very good' + 'fairly good'

²Poor = 'very poor' + 'fairly poor'

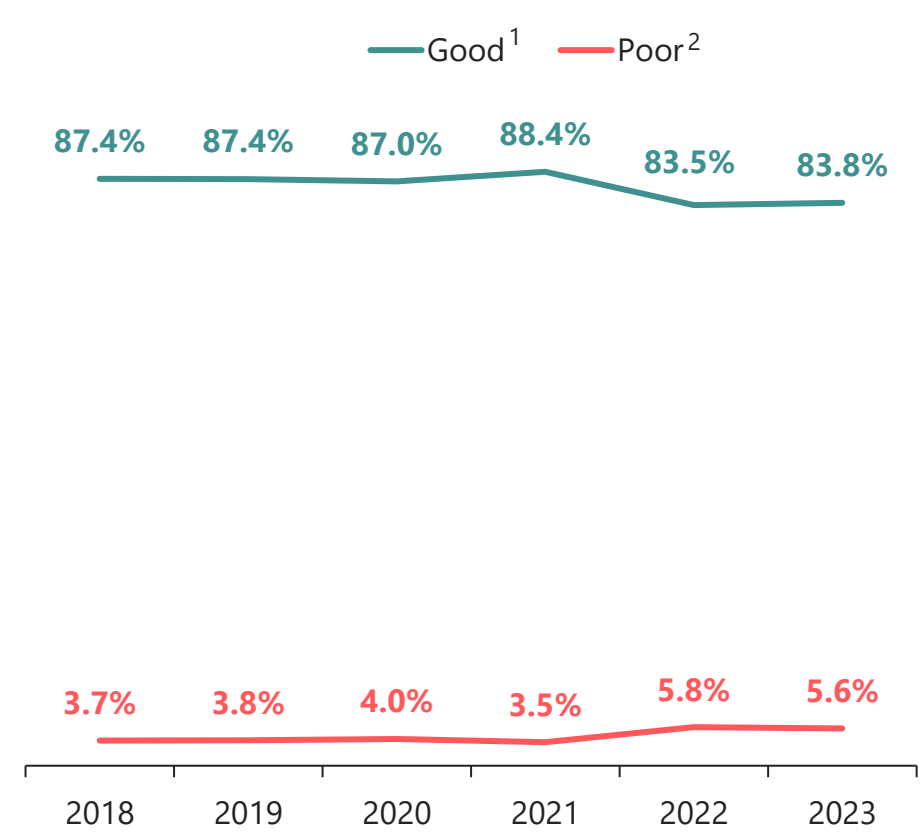
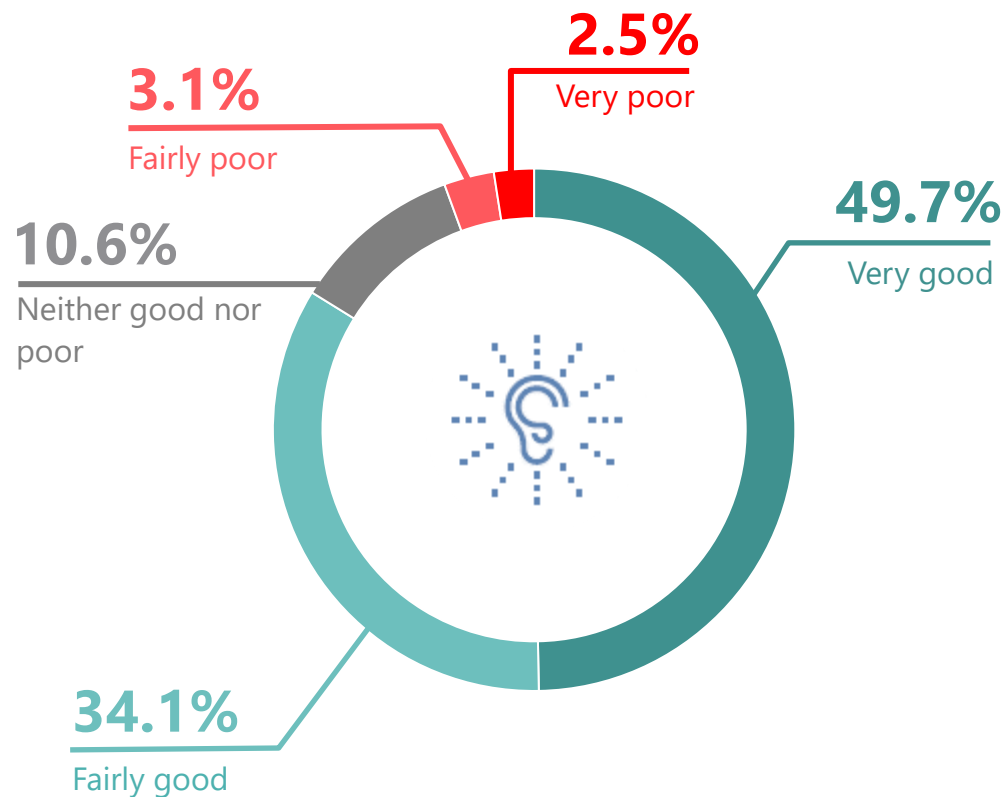
Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'doesn't apply': 2023 (689,523) 2022 (652,716) 2021 (756,619) 2020 (676,845) 2019 (715,282) 2018 (705,167)

How did patients rate the healthcare professional at treating them with care and concern?

More than four in five said that at their last appointment the healthcare professional was good at treating them with care and concern (83.8%) – this is an increase compared with the 2022 survey (83.5%).

Perceptions of whether the healthcare professional treated patients with care and concern increased to the highest level in 2021 survey, followed by a decrease in the 2022 survey, which was the lowest level across the past six years.

Q27. Last time you had a general practice appointment, how good was the healthcare professional at each of the following? – *Treating you with care and concern*



¹Good = 'very good' + 'fairly good'

²Poor = 'very poor' + 'fairly poor'

Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'doesn't apply': 2023 (675,108) 2022 (640,504) 2021 (764,243) 2020 (676,130) 2019 (717,062) 2018 (706,882)

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

Of patients who had a mental health need, 81.3% felt this was recognised and/or understood¹ – 0.6 percentage points higher than the 2022 survey (80.8%) but lower than between 2018 to 2021, where results varied between 87.0% and 85.4%.

Of all those who answered the question, one in five (19.4%) said it did not apply to their last appointment, and a third (33.3%) 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?

18.7%

No, not at all

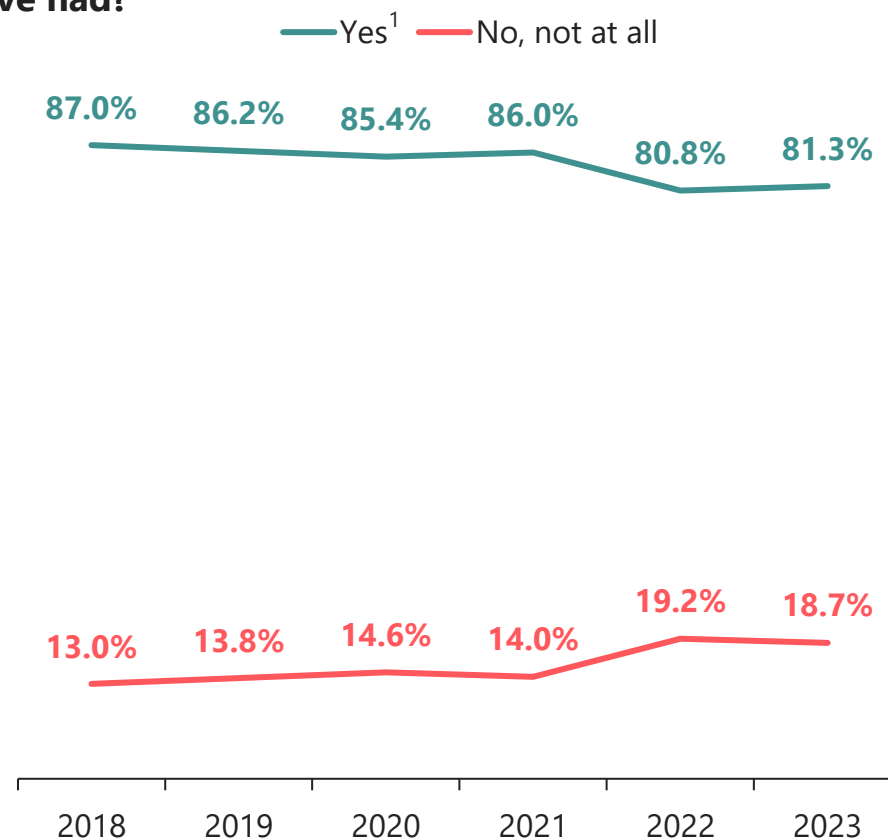
31.9%

Yes, to some extent



49.4%

Yes, definitely



¹Yes = 'yes, definitely' + 'yes, to some extent'

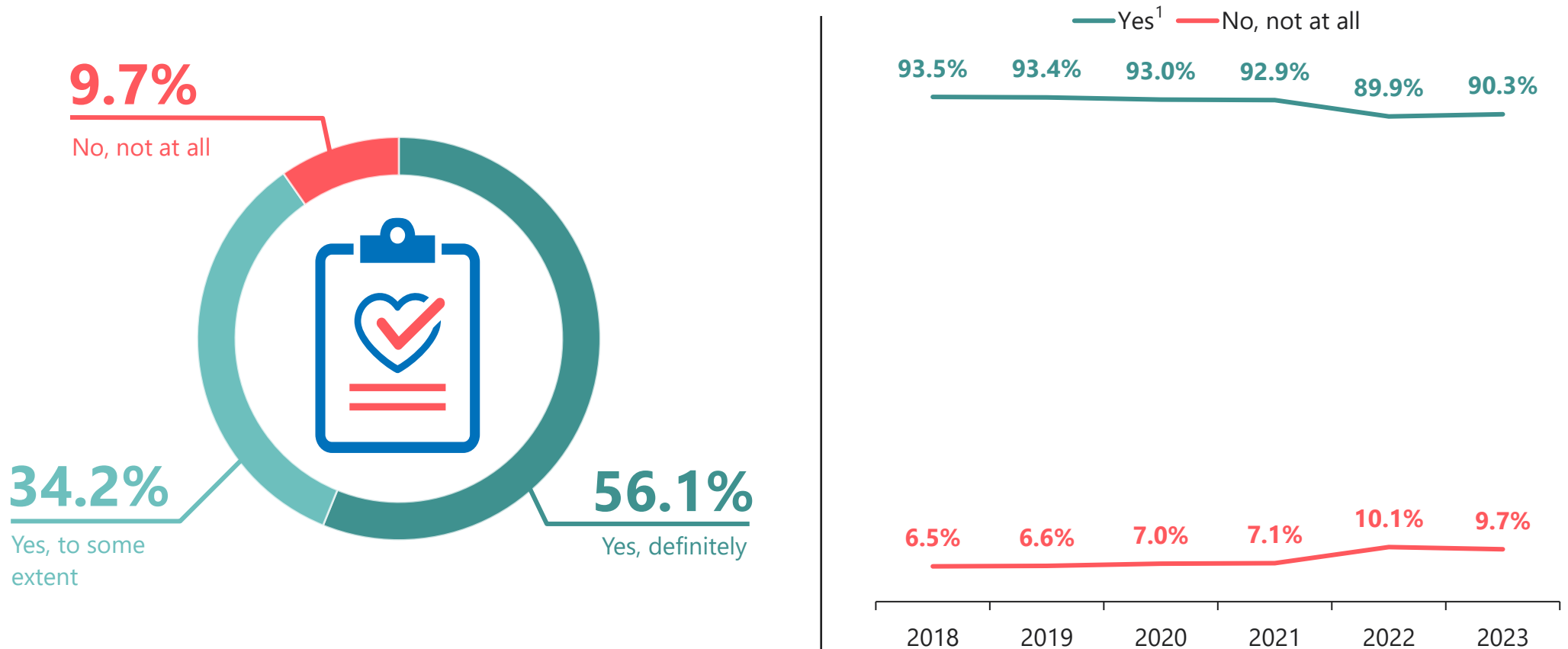
Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'I did not have any mental health needs' and 'did not apply to my last appointment': 2023 (310,113) 2022 (297,429) 2021 (344,371) 2020 (277,005) 2019 (284,999) 2018 (277,497)

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

Nine in ten (90.3%) 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 treatment¹, including over half (56.1%) who said they 'definitely' felt involved. One in ten (9.7%) said that they were 'not at all' involved in decisions about their care and treatment.

The proportion of patients who felt involved in decisions increased by 0.4 percentage points, from 89.9% in 2022 to 90.3% in 2023. However, this remains a lower proportion than between 2018 (93.5%) and 2021 (92.9%).

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



¹Yes= 'yes, definitely' + 'yes, to some extent'

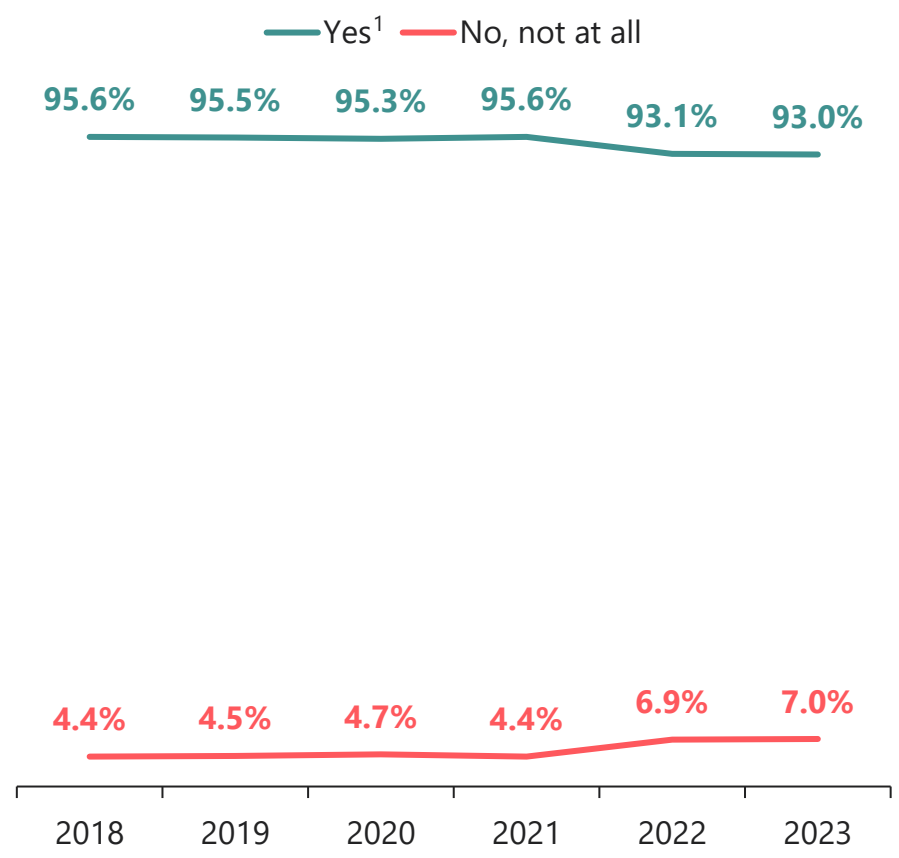
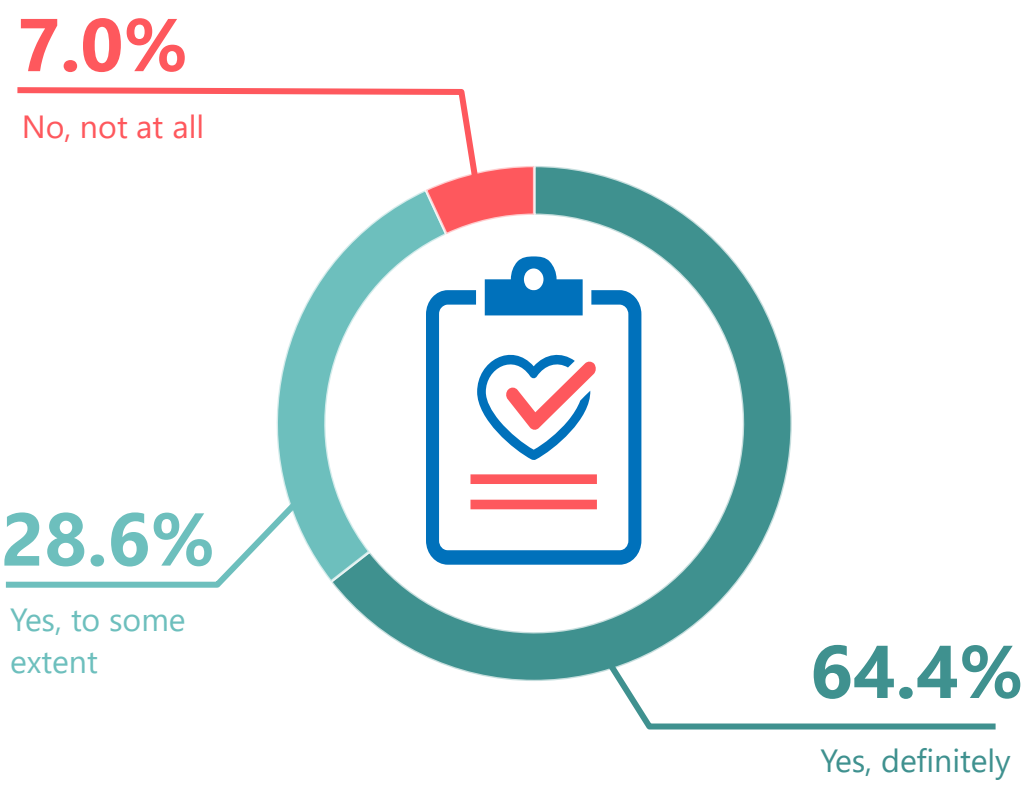
Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know' / doesn't apply: 2023 (622,446) 2022 (587,718) 2021 (681,926) 2020 (603,943) 2019 (637,385), 2018 (628,938)

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

More than nine in ten patients (93.0%) had confidence and trust¹ in the healthcare professional they saw at their last appointment, similar to the 2022 survey (93.1%). This includes 64.4% who said they 'definitely' had confidence and trust in them. Seven percent (7.0%) did **not** have confidence and trust in the healthcare professional at their last appointment.

The proportion of patients who had confidence and trust¹ in the healthcare professional had remained relatively stable from 2018 to 2021, following a decline between 2021 and 2022.

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



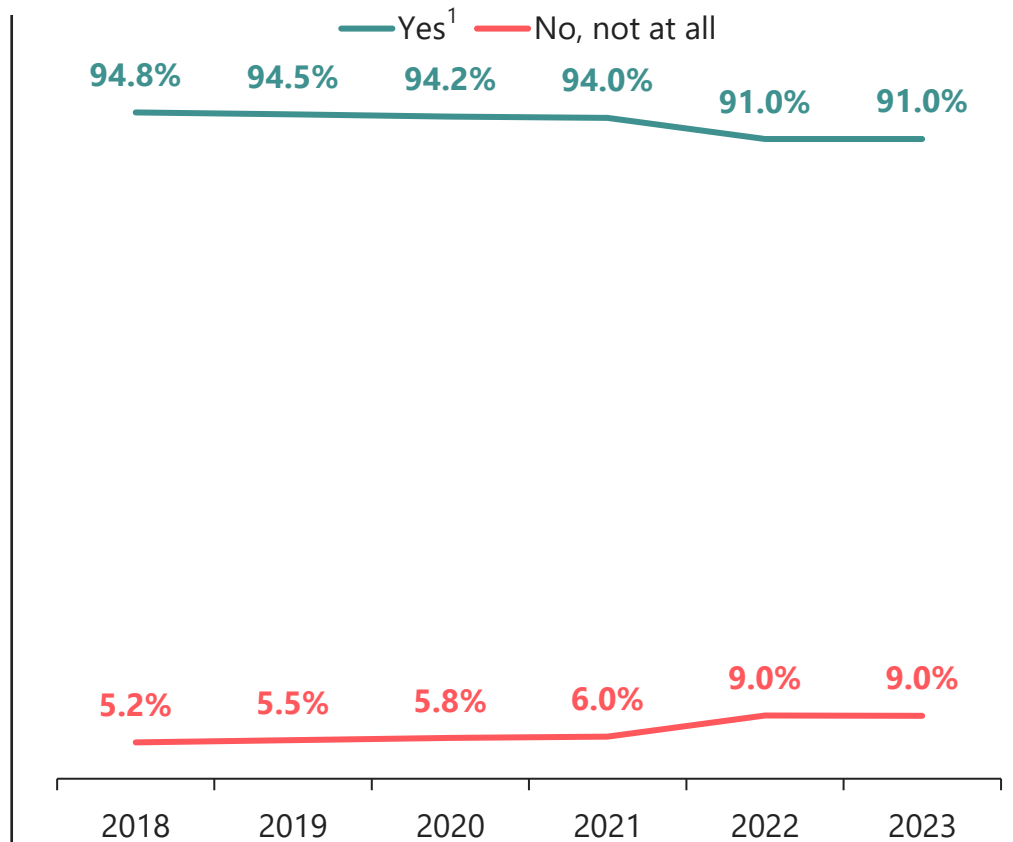
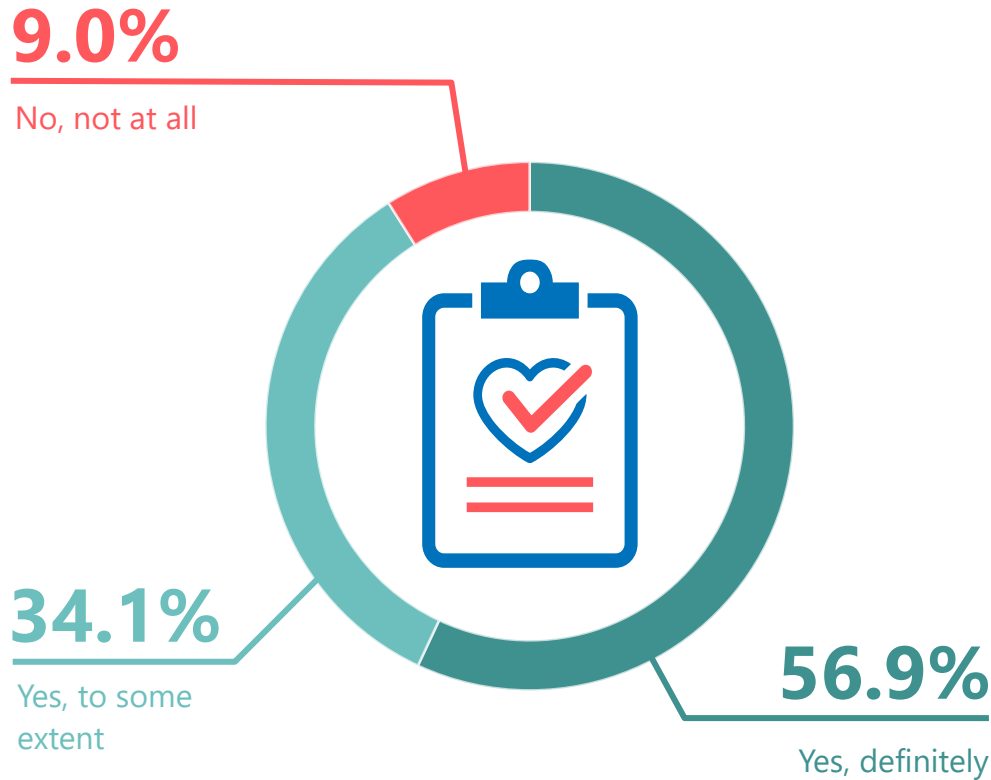
¹Yes = 'yes, definitely' + 'yes, to some extent'
 Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2023 (686,133) 2022 (650,855) 2021 (759,144) 2020 (667,229) 2019 (705,397) 2018 (695,421)

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

Nine in ten (91.0%) patients felt that their needs were met¹ during their last general practice appointment, with 56.9% 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 was unchanged from the 2022 survey (91.0%). This compares with between 94.8% in 2018 and 94.0% in 2021.

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



¹Yes = 'yes, definitely' + 'yes, to some extent'.
 Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say':
 2023 (688,092) 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 groups¹.

Gender

- Female patients were slightly more likely to have said their needs were met.
- Non-binary patients or patients who prefer to self-describe were less likely to have said their needs were met, along with those who would prefer not to say about their gender.

Gender identity same as sex at birth

- Patients whose gender identity is different from their sex registered at birth were less likely to have said their needs were met, along with those who would prefer not to say.

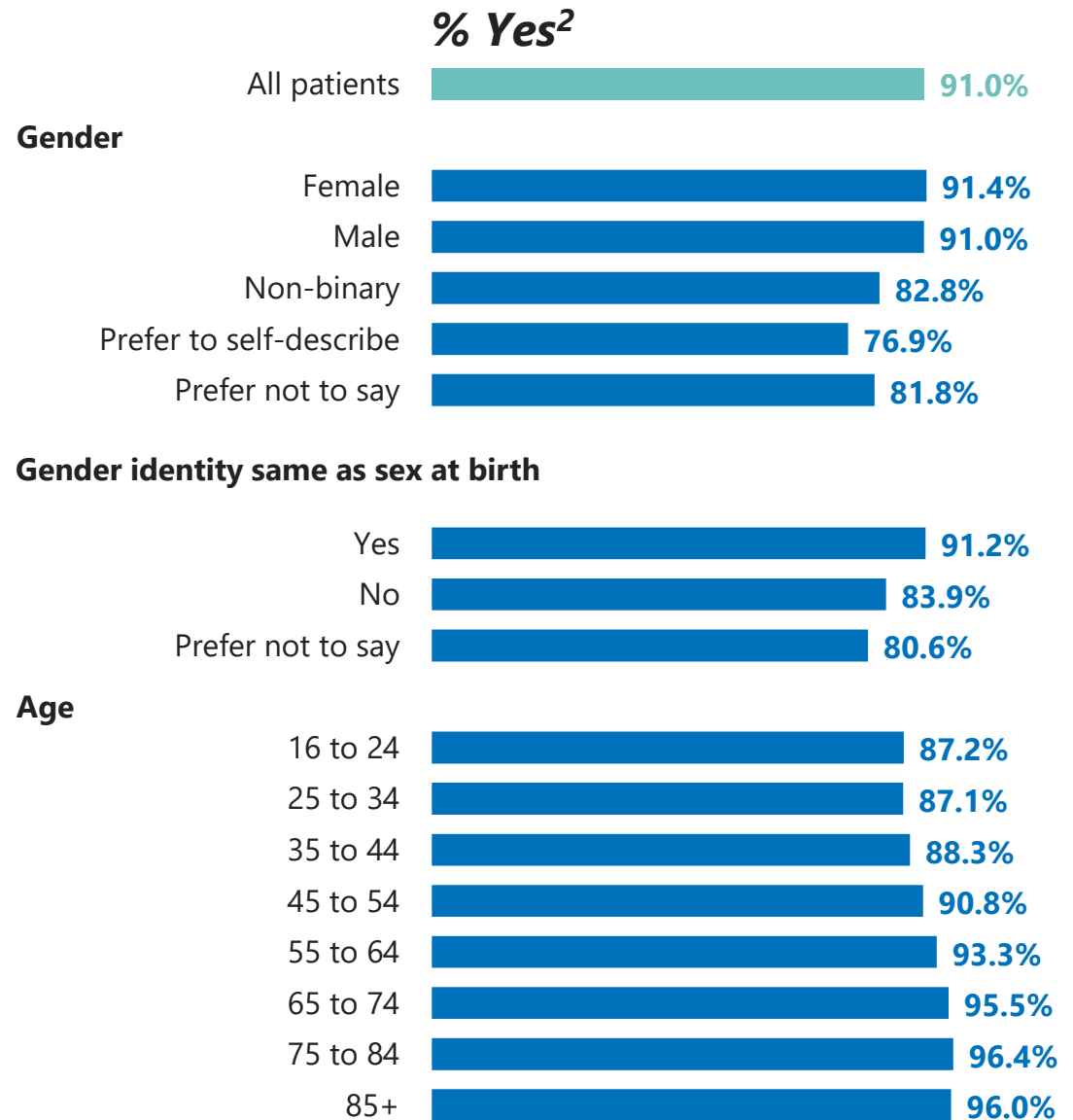
Age

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

¹Please 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?



²Yes = 'yes, definitely' + 'yes, to some extent'.

Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2023 (688,092). Base ranges: Gender (819 to 390,631), Gender identity same as sex at birth (3,496 to 672,170), Age (22,544 to 151,664)

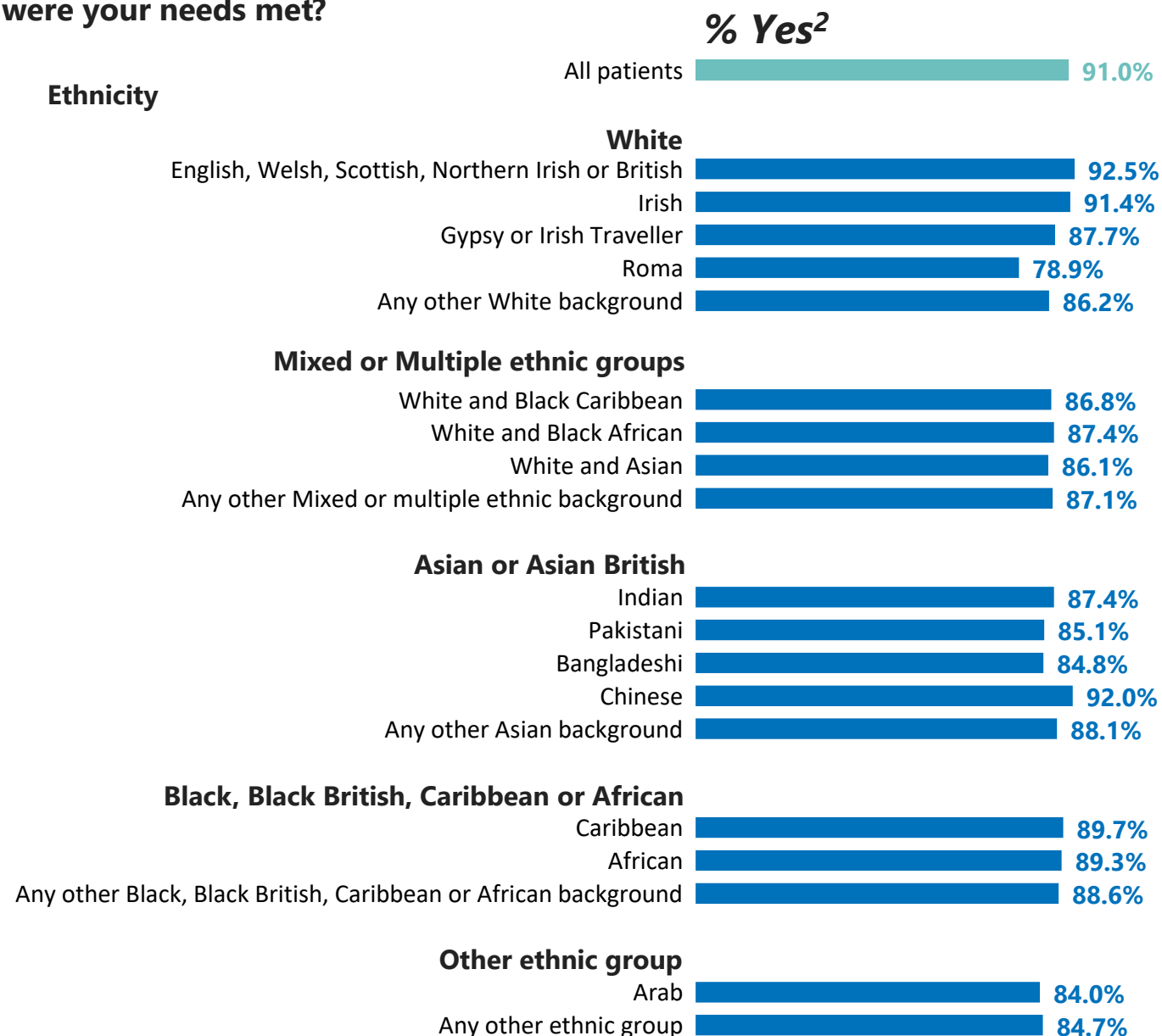
How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied by ethnicity¹.

- Patients from English, Welsh, Scottish, Northern Irish or British and Chinese ethnic groups were most likely to have said their needs were met.
- Patients from Roma, Arab, Bangladeshi, Any other ethnic group and Pakistani 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?



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

²Yes = 'yes, definitely' + 'yes, to some extent'.

Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2023 (688,092). Base range: Ethnicity (261 to 522,496)

How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied among different patient groups¹.

Sexuality

- Bisexual and gay or lesbian 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

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

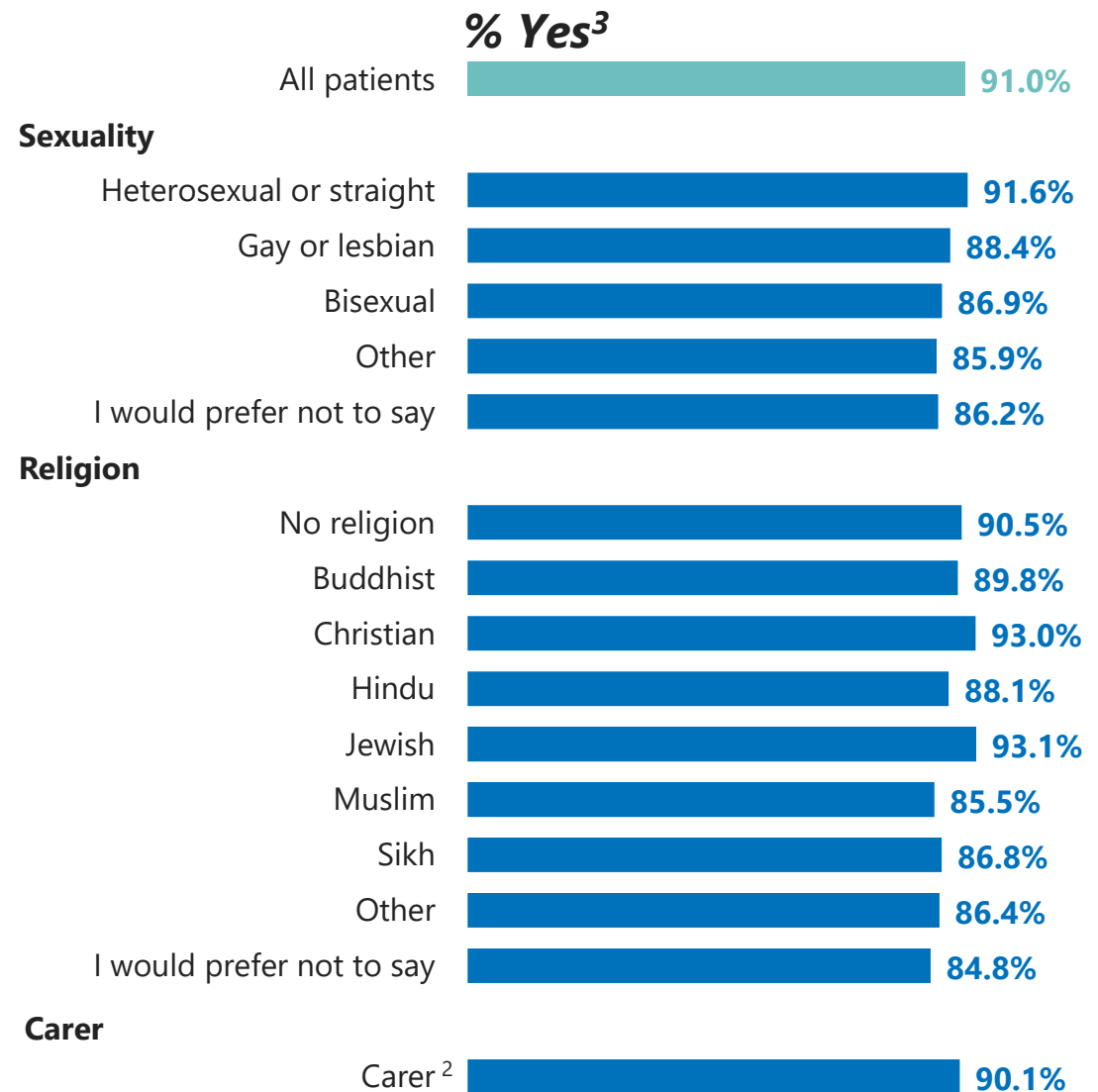
Carer²

- Patients who are carers were less likely to have said their needs were met compared with patients overall.

¹Please 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?



²Carer = 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?

³Yes = 'yes, definitely' + 'yes, to some extent'.

Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2023 (688,092). Base ranges: Sexuality (6,612 to 618,031), Religion (3,998 to 384,165), Carer (146,212)

How did patient needs being met vary by patient demographics?

Whether patient needs were met at their last appointment varied among different patient groups¹.

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.

Disability²

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

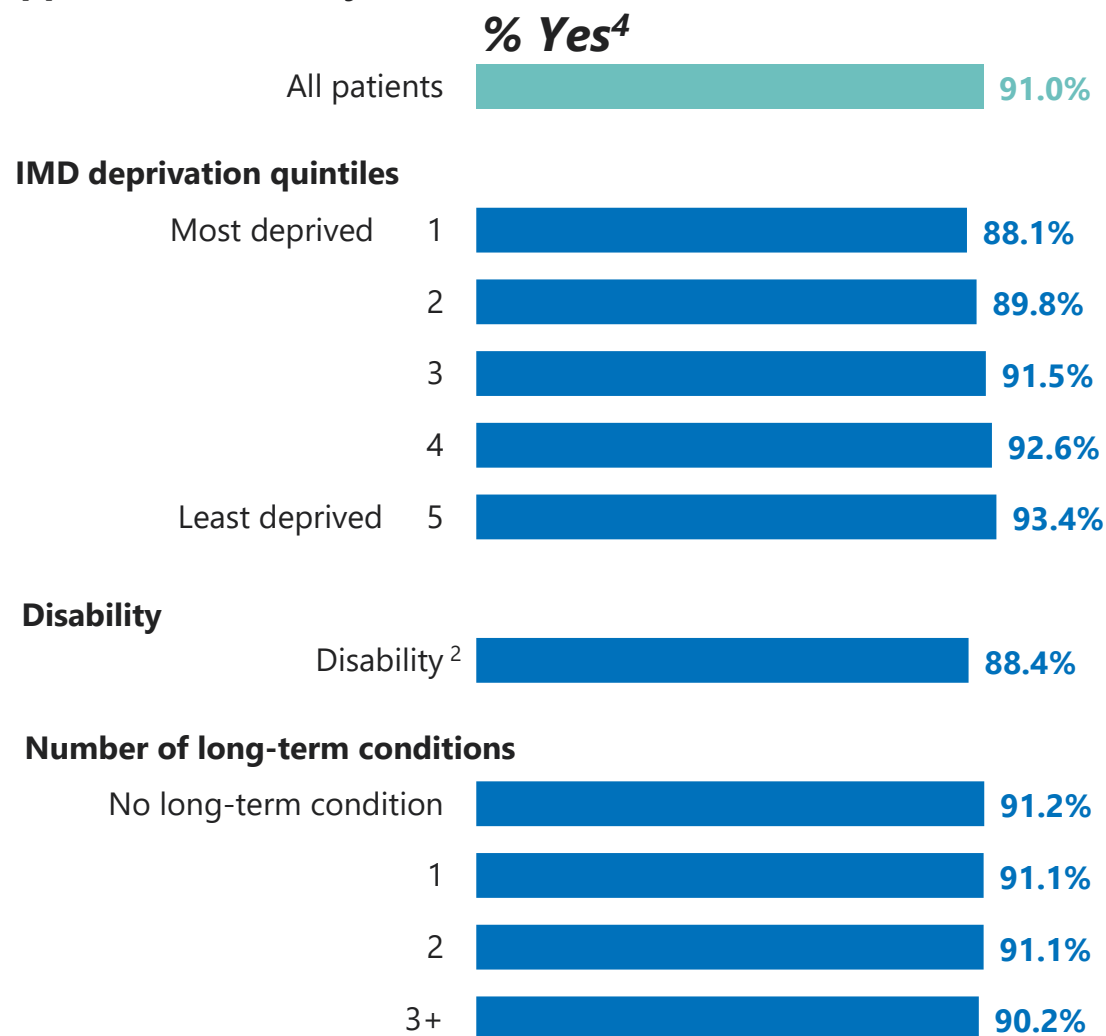
Number of long-term conditions³

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

¹Please 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?



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

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

⁴Yes = 'yes, definitely' + 'yes, to some extent'.

Base: Asked of patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2023 (688,092). Base ranges: IMD deprivation quintiles (132,555 to 141,163), Disability (239,464), Number of long-term conditions (108,336 to 266,784)

7

Patient health

MENU:

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

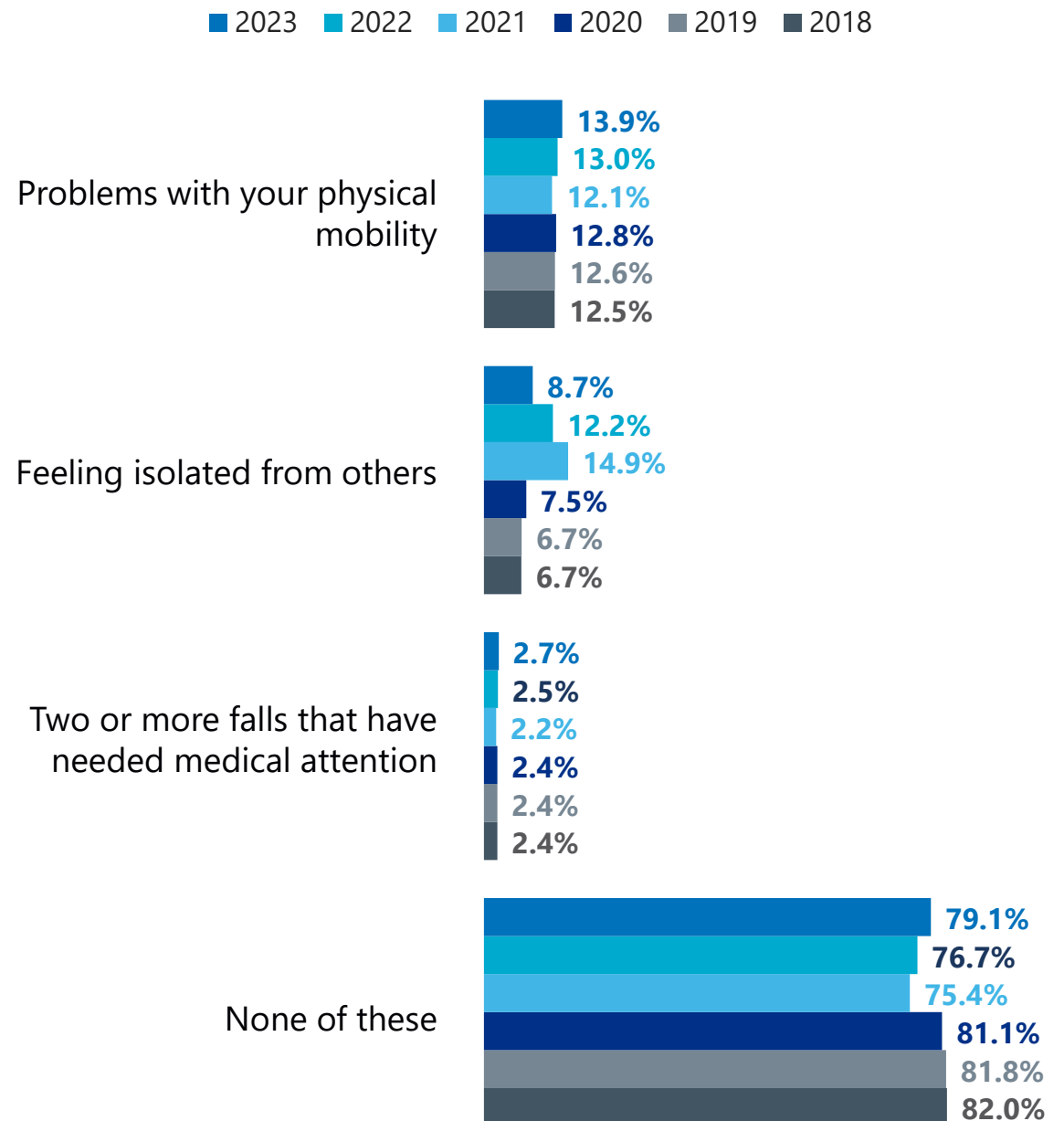
How common are problems with physical mobility, falls and isolation?

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 seven (13.9%) had experienced problems with their physical mobility over the last twelve months.
- 8.7% said they had felt isolated from others, a decrease compared with the 2022 and 2021 surveys (12.2% and 14.9% respectively), and closer to results in the 2020 survey (7.5%).
- A small proportion (2.7%) had experienced two or more falls that needed medical attention.

Over three quarters (79.1%) said they had not experienced any of these in the 12 months before taking part in the survey.

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

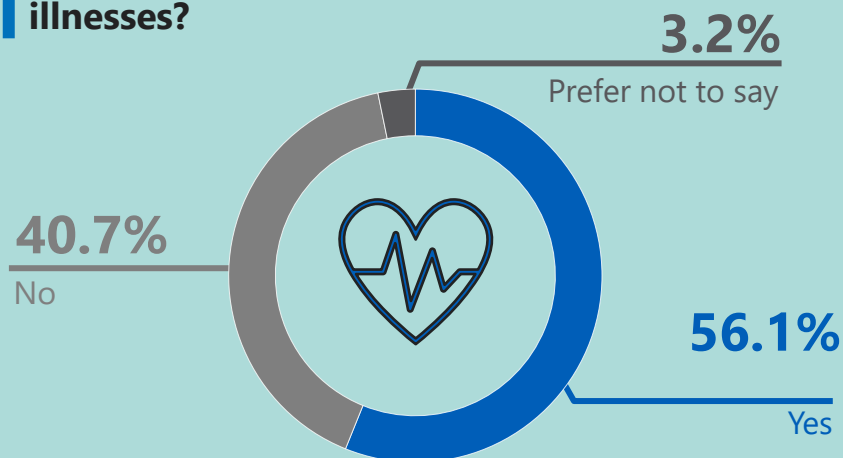


Base: Asked of all patients: 2023 (742,768) 2022 (702,966) 2021 (824,407), 2020 (711,735), 2019 (742,883), 2018 (735,425)

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

Over half (56.1%) 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 age¹ – this is the highest level over the last six years (52.2% in 2018).

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



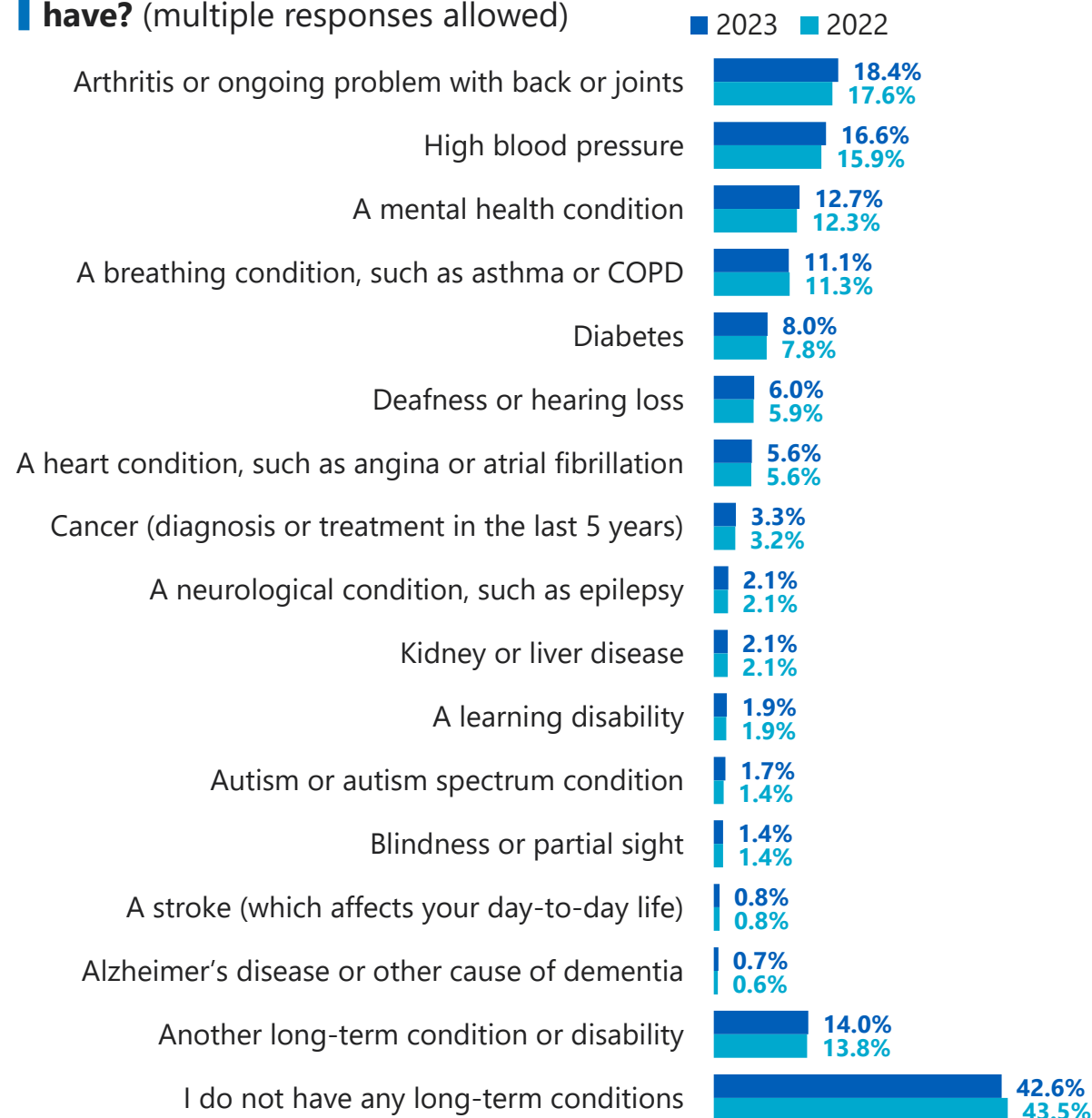
The most commonly reported long-term health conditions were arthritis or ongoing problems with back or joints (18.4%) and high blood pressure (16.6%).

¹The results presented here are based on a recoded version of Q35. Anyone who initially answered 'No' or 'Don't know' has been recoded to 'Yes' if they went on to select any long-term condition at the following question.

Base: Asked of all patients, excluding 'don't know / can't say': 2023 (723,213)

Types of long-term condition(s)

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



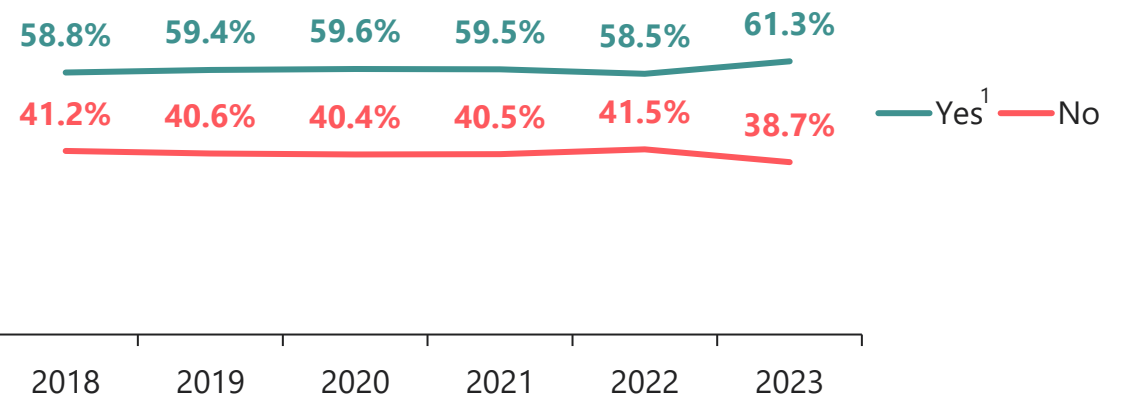
Base: Asked of patients who stated whether they had a long-term condition, excluding those who prefer not to say: 2023 (689,155) 2022 (648,237) 2021 (749,478)

Did any of these long-term conditions or illnesses reduce patients' ability to carry out their day-to-day activities?

Around three in five (61.3%) with a long-term condition, illness or disability reported that this reduced their ability to carry out their day-to-day activities¹ – this is the highest level over the past six years.

Impact of long-term conditions on day-to-day activities

Q38. Do any of these conditions or illnesses reduce your ability to carry out your day-to-day activities?



¹Yes = 'yes, a lot' + 'yes, a little'

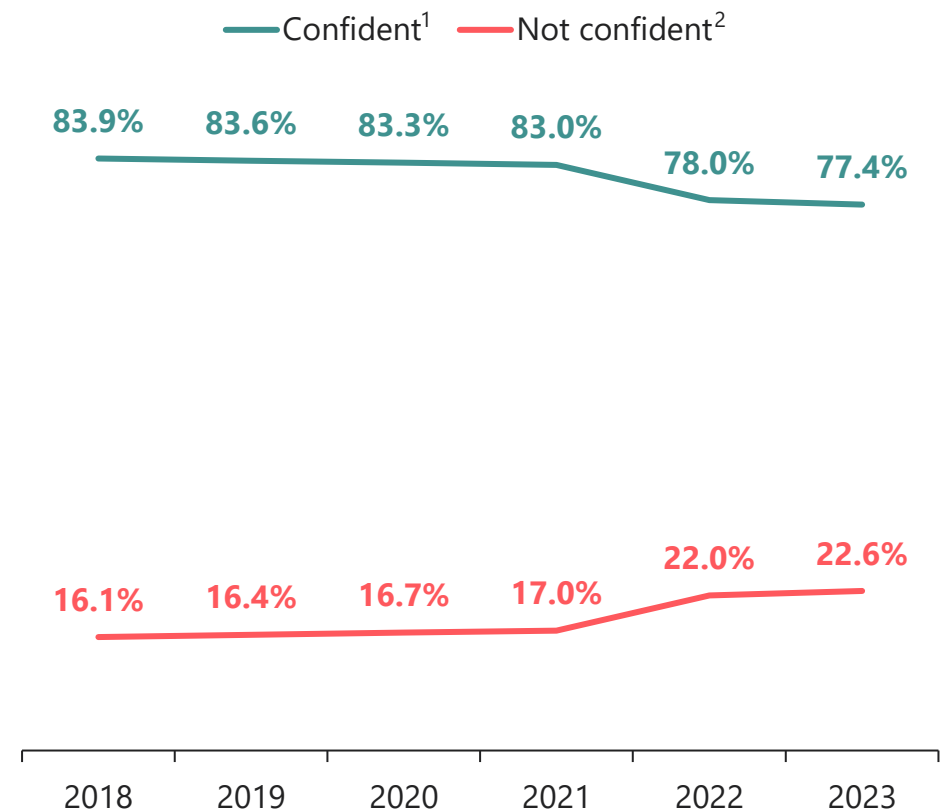
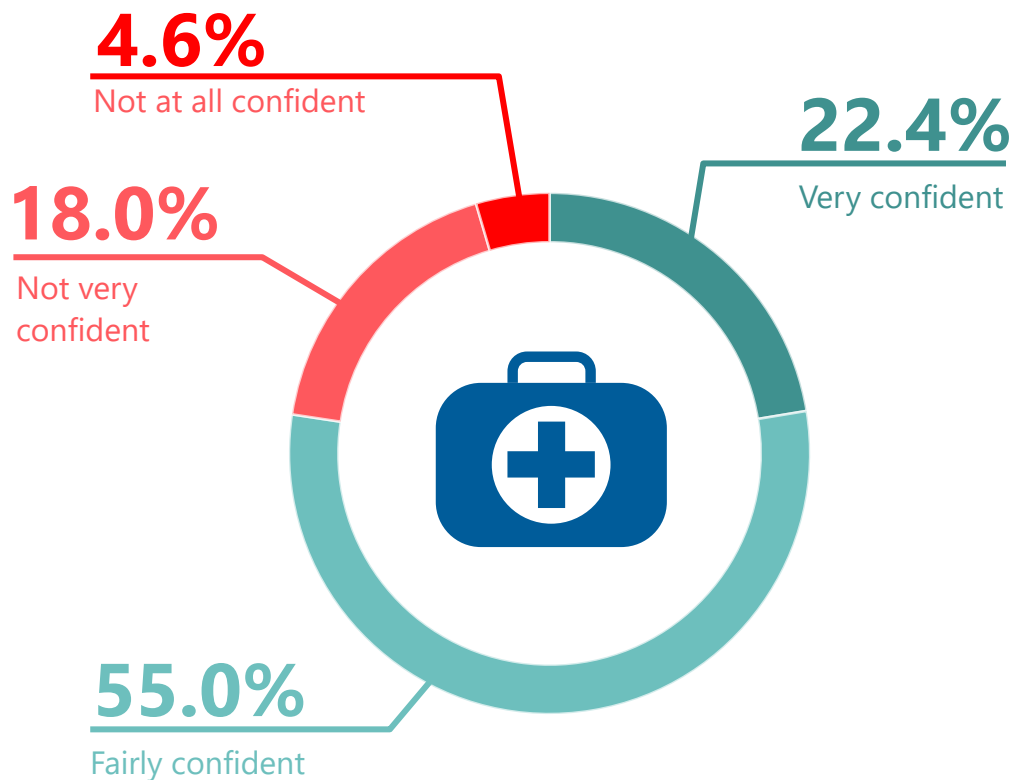
Base: Asked of patients with a long-term condition, illness, or disability: 2023 (434,249) 2022 (395,683) 2021 (455,264) 2020 (415,316) 2019 (434,675) 2018 (425,736)

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

Over three quarters (77.4%) were confident¹ that they could manage any issues that arise from their condition or conditions, with 22.4% saying they were 'very confident'. Just over one in five (22.6%) were not confident² in managing condition related issues, including 4.6% saying they were 'not at all confident'.

Confidence in managing issues arising from a long-term condition¹ decreased from the 2022 survey, by 0.6 percentage points, to the lowest level for six years. Prior to this, the proportion varied between 83.9% in 2018 and 83.0% 2021.

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



¹Confident = 'very confident' + 'fairly confident'

²Not confident = 'not very confident' + 'not at all confident'

Base: Asked of patients with a long-term condition, illness, or disability, excluding 'don't know': 2023 (416,426) 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 (77.4%) with at least one long-term condition said they were confident¹ they could manage any issues arising from their condition (or conditions if multiple conditions selected).

Patients with cancer (diagnosis or treatment in the last five years) and high blood pressure were most likely to feel confident¹ to manage their condition(s) (79.9% and 79.5% respectively).

In contrast, patients who were less likely to feel confident¹ to manage any issues arising from their condition(s) included those who have an autism spectrum condition (56.0%), a learning disability (56.9%), or had a stroke (58.8%).

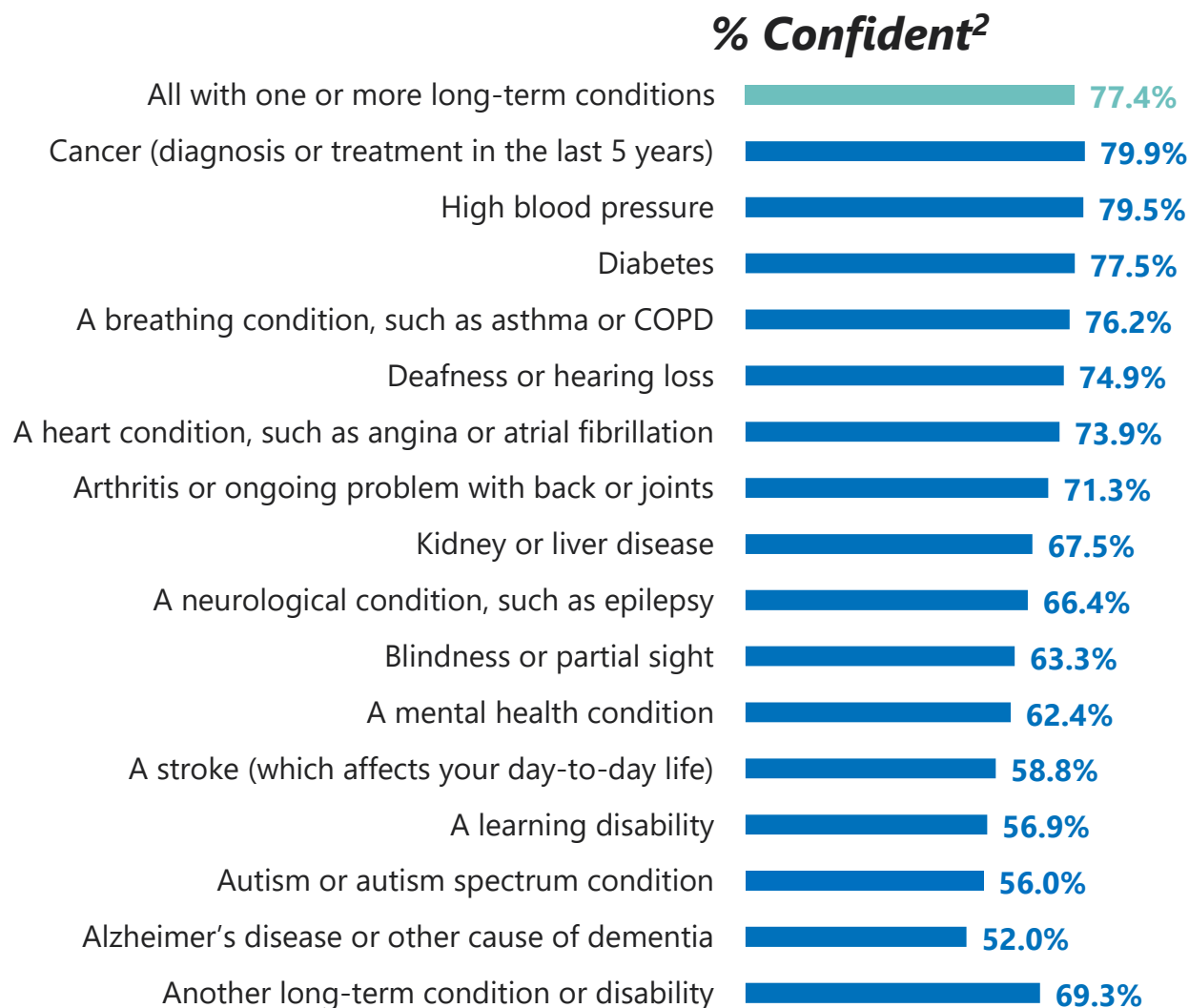
Around half of patients with Alzheimer's disease or another cause of dementia (52.0%) were confident¹ in managing their condition(s).

¹Note 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)?



²Confident = 'very confident' + 'fairly confident'

Base: Asked of patients with a long-term condition, illness, or disability, excluding those who don't know how confident they are: 2023 (416,426). Base range: Long-term condition (5,293 to 157,627)

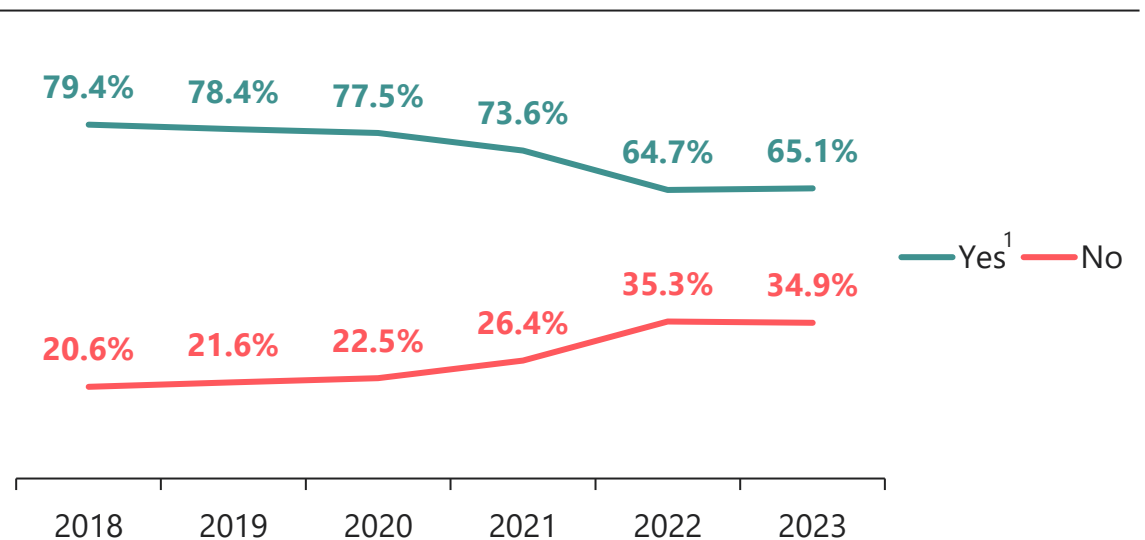
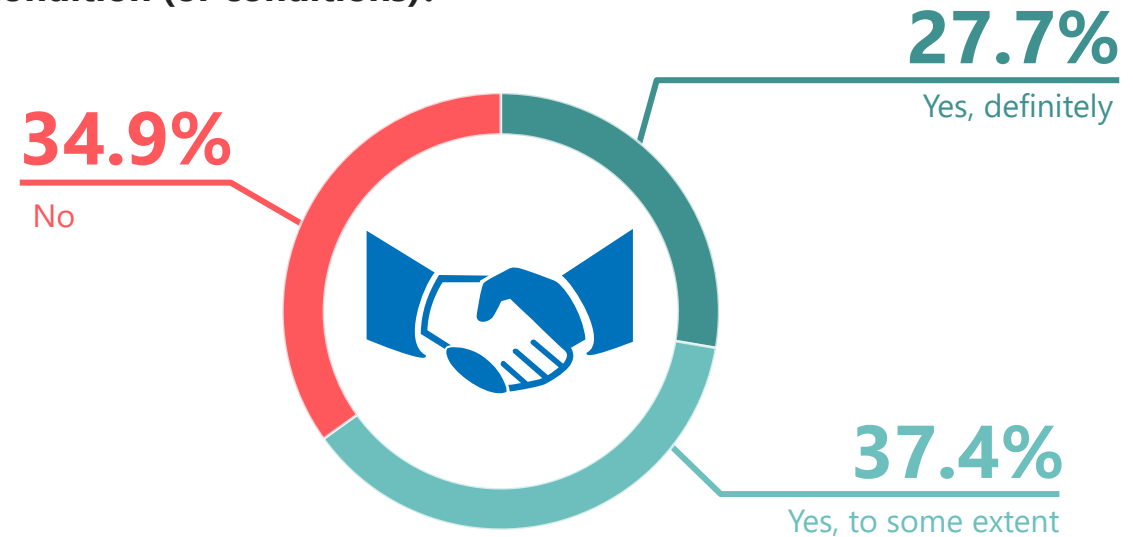
Did patients get enough support to manage their long-term condition(s)?

A quarter (25.2%) said that they did not need support from local services to manage their condition (or conditions) (a decrease compared with 26.1% in 2022, 26.6% in 2021, 26.3% in 2020 and 26.4% in 2019).

Of patients who needed support, almost two thirds (65.1%) felt that they had enough support¹ from local services or organisations to help them manage their condition(s). This is an increase compared with the 2022 survey (64.7%), but had been declining since 2018 with the largest decrease between the 2021 survey (73.6%) and the 2022 survey (64.7%).

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)?



¹Yes = 'yes, definitely' + 'yes, to some extent'

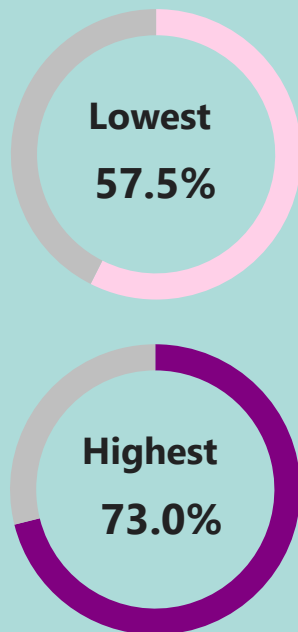
Base: Asked of patients with a long-term condition, illness, or disability, excluding 'I haven't needed support' and 'don't know / can't say': 2023 (293,843) 2022 (267,139) 2021 (305,097) 2020 (279,703) 2019 (292,168) 2018: (284,887)

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 support¹ from local services or organisations to help them manage their condition(s) varied between ICSs (ranging from 57.5% to 73.0%, a difference of 15.6 percentage points).

ICS range - % Support¹

2023

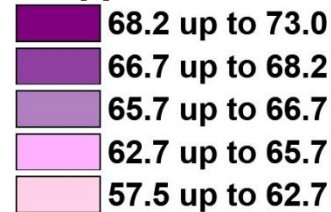


¹Support = 'yes definitely' + 'yes, to some extent'

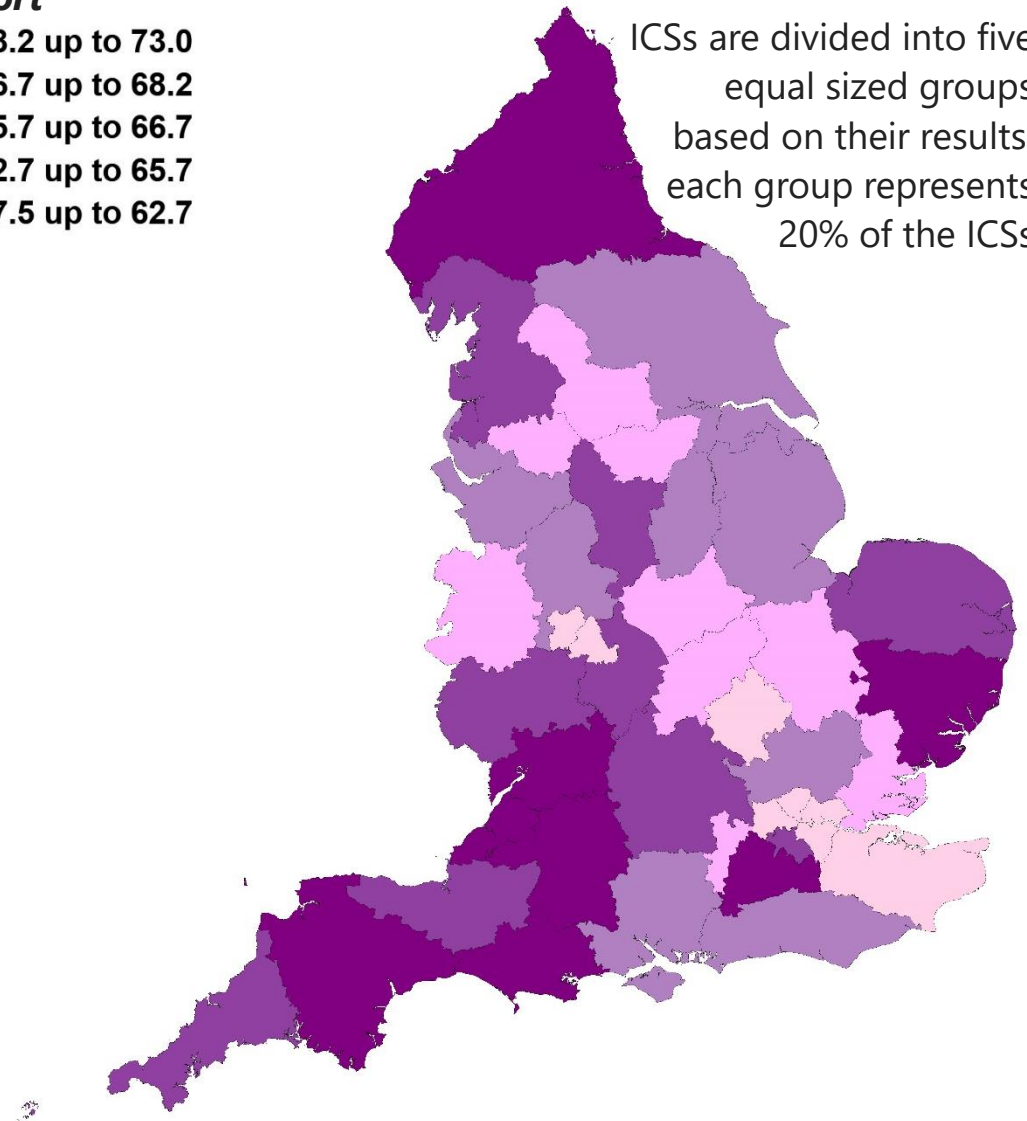
Support managing long-term conditions

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)?

%Support¹



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



Base: Asked of patients with a long-term condition, illness, or disability, excluding 'I haven't needed support' and 'don't know / can't say': 2023 (293,843)

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

Just under two thirds (65.1%) of patients with a long-term condition, disability or illness had received enough support¹ 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 supported¹ by local services or organisations to help manage their condition (or conditions if multiple selected) (78.0%). This was followed by those with Alzheimer's disease or other causes of dementia (76.0%), patients with diabetes (69.9%), a heart condition (69.0%), and high blood pressure (68.7%).

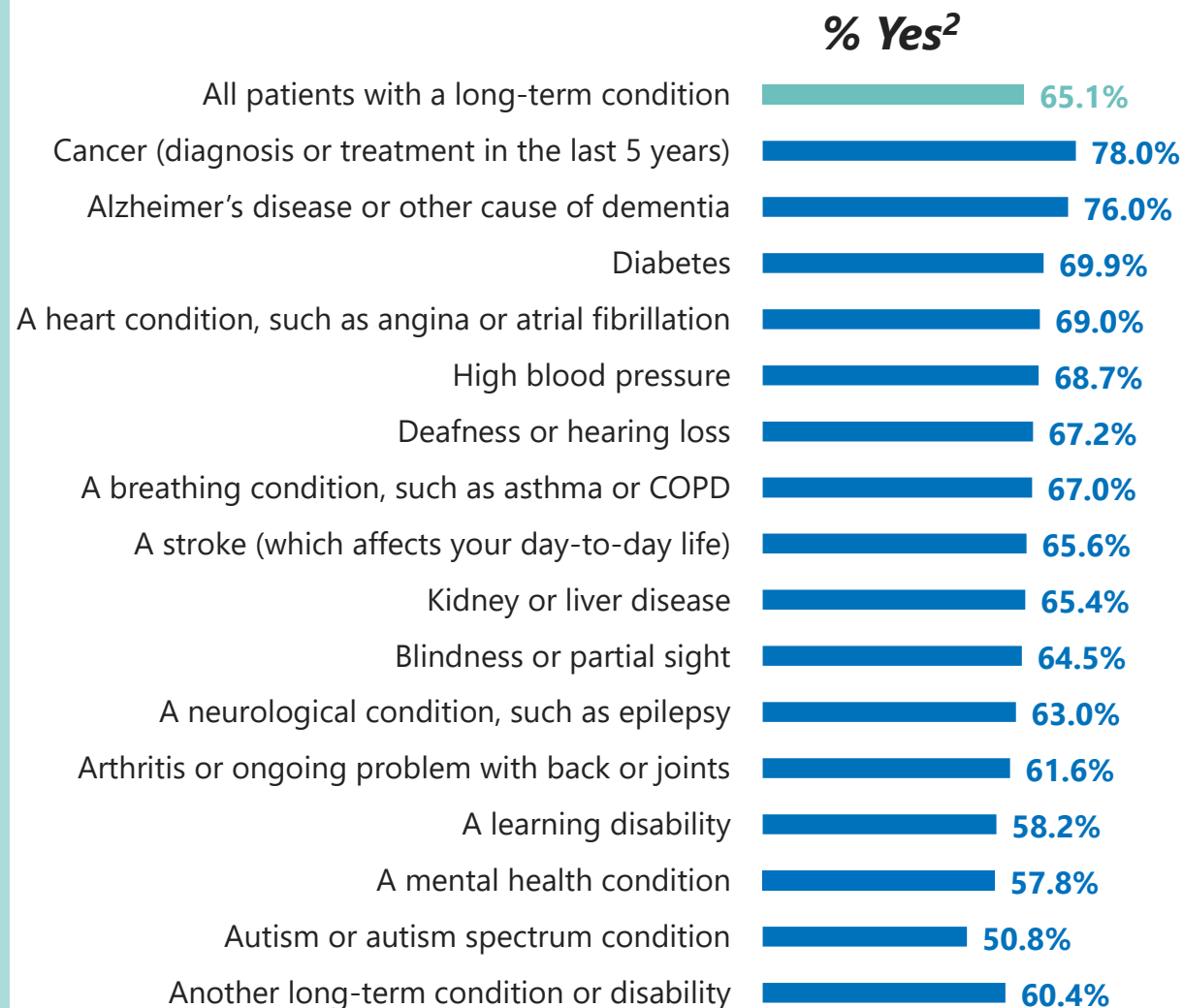
However, those with an autism spectrum condition (50.8%), a mental health condition (57.8%), or a learning disability (58.2%) were least likely to feel supported¹ by local services or organisations.

¹Note 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)?



²Yes = 'yes definitely' + 'yes, to some extent'

Base: Asked of patients with a long-term condition, illness, or disability, excluding 'I haven't needed support' and 'don't know / can't say': 2023 (293,843). Base range: Long-term condition (4,794 to 111,384)

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

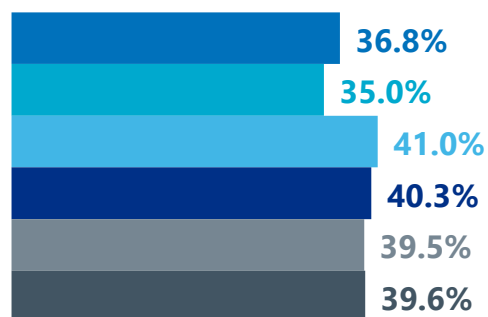
Over one third of patients (36.8%) with one or more long-term conditions said they had a conversation with a healthcare professional from their GP practice to discuss what is important to them when managing their condition (or conditions). Compared with the 2022 survey, a higher proportion reported having had a conversation, but this was still lower than results for previous surveys (between 2018 and 2021).

Of those who have had this conversation, three in five (58.7%) had agreed a plan, with the majority (93.0%) finding this plan helpful³ in managing their condition (or conditions).

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

■ 2023 ■ 2022 ■ 2021 ■ 2020 ■ 2019 ■ 2018

Q41. Had a conversation with a healthcare professional to discuss what is important when managing condition(s)¹ – % Yes



Q42. Of those who have had this conversation, those who had agreed a plan with a healthcare professional to manage condition(s)² – % Yes



93.0%

of patients with a care plan found it **helpful**³ in managing their condition (or conditions), compared with:

- 93.6% in 2022;
- 95.1% in 2021;
- 94.1% in 2020;
- 94.2% in 2019; and
- 94.4% in 2018.

³ Helpful = 'very helpful' + 'fairly helpful'

Base: Asked of patients who have agreed a care plan to manage their long-term condition(s), excluding 'don't know': 2023 (87,962) 2022 (78,472) 2021 (101,001) 2020 (89,690) 2019 (92,409) 2018 (92,334)

¹Base: Asked of patients with a long-term condition, illness, or disability: 2023 (427,098) 2022 (392,350) 2021 (446,900) 2020 (401,480) 2019 (422,368) 2018 (413,648)

²Base: Asked of patients who have had a conversation with a healthcare professional from their GP practice about managing their condition(s): 2023 (151,259) 2022 (130,286) 2021 (173,569) 2020 (149,831) 2019 (154,201) 2018 (153,070)

Did patients have “long COVID”?

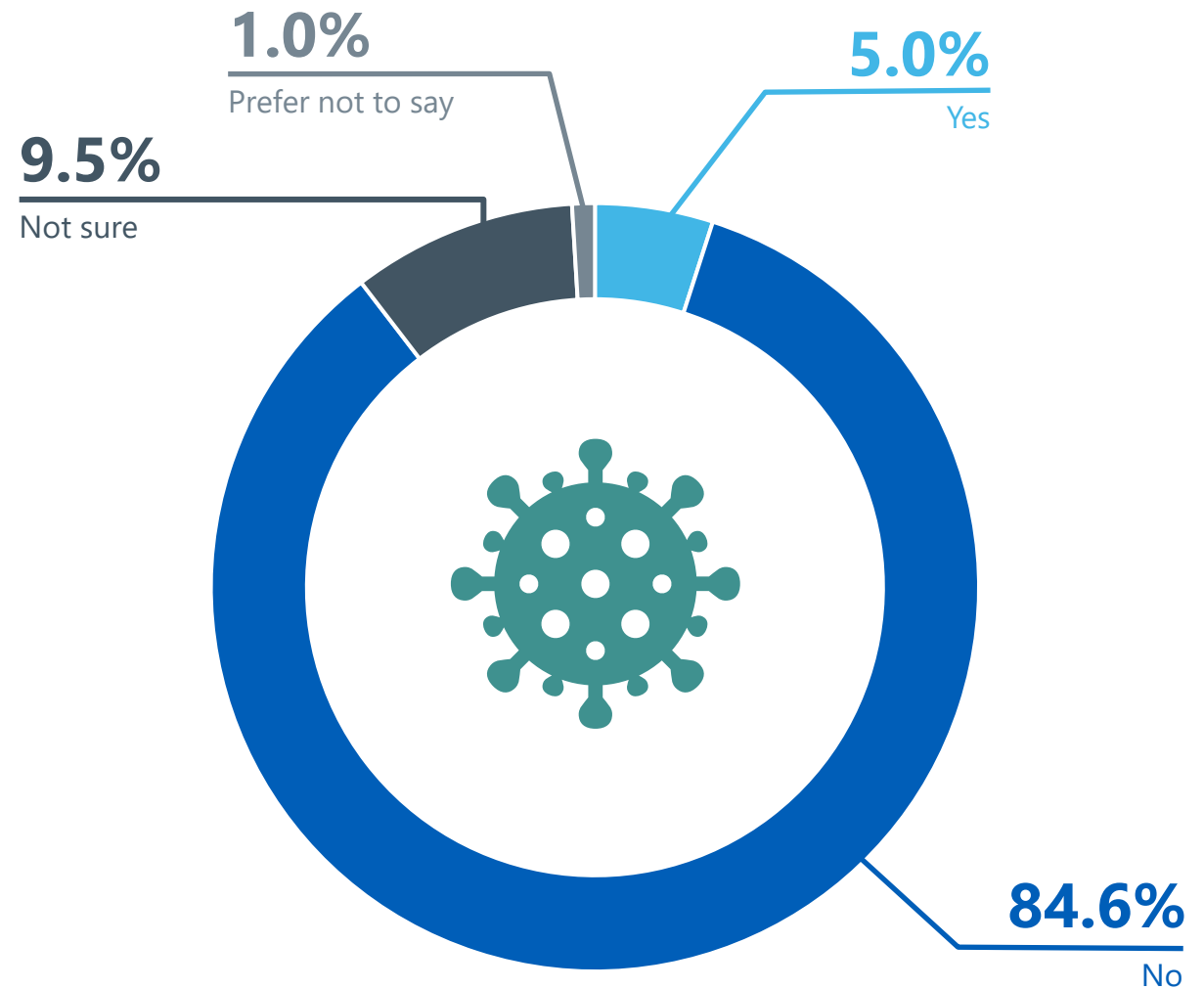
Five per cent (5.0%) described themselves as having “long COVID” – this is a higher proportion compared with the 2022 survey (4.4%).

The majority (84.6%) said that they did not have “long COVID”, which is a decrease compared with 2022 (87.3%).

Around one in ten (9.5%) patients were not sure, an increase compared with 2022 (7.3%), and 1.0% preferred not to say (similar to 2022, 1.0%).

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?



Base: Asked of all patients: 2023 (741,441) 2022 (694,758)

8

When the GP practice is closed

MENU:

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

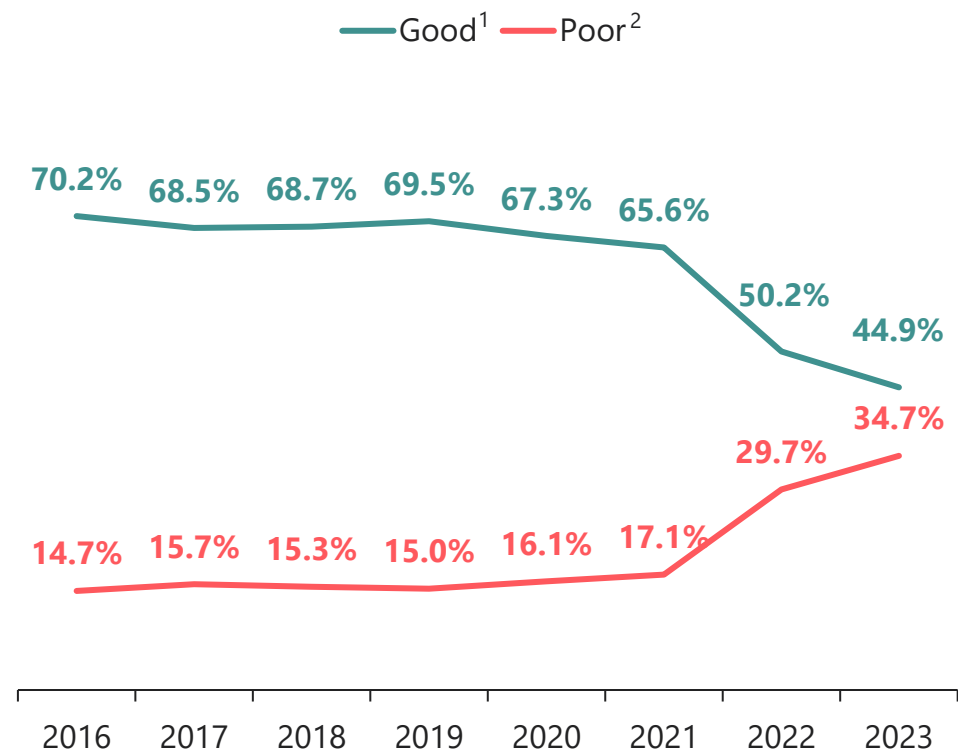
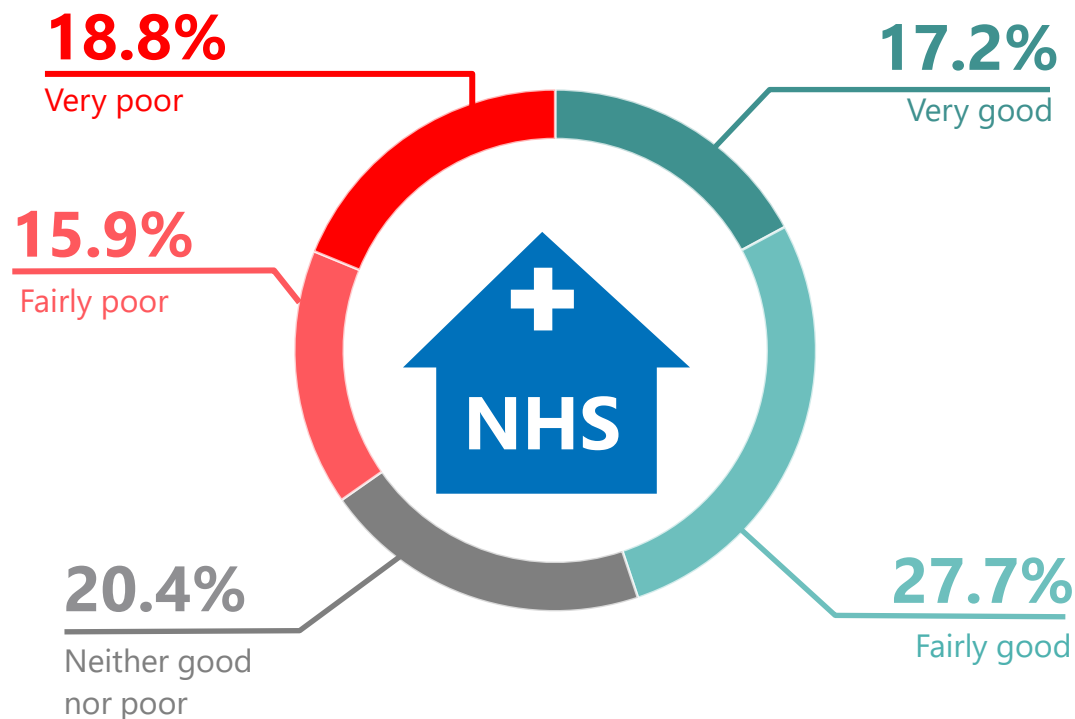
How did patients rate their overall experience of NHS services when their GP

practice was closed?

Less than half of patients (44.9%) said their overall experience of NHS services when their GP practice was closed was good¹, with 17.2% saying it was 'very good'. Over one third said their overall experience was poor² (34.7%), and another one in five (20.4%) said it was 'neither good nor poor'.

There has been a decline in patients' overall experience of NHS services when their practice is closed, with the latest result (44.9%) the lowest across the past six years – and a decline of 5.3 percentage points compared with the 2022 survey (50.2%).

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?



¹Good = 'very good' + 'fairly good'

²Poor = 'very poor' + 'fairly poor'

Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed, excluding 'don't know / can't say': 2023 (145,323) 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)

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

More than a quarter (26.3%) had tried to contact an NHS service¹ in the past twelve months when they wanted to see a GP but their GP practice was closed², an increase compared with 22.6% in the 2022 survey.

16.1% had done this for themselves and 10.2% for someone else (compared with 15.6% and 8.9% respectively in the 2022 survey).

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

Of these patients, more than half (56.9%) called an NHS helpline, and one third (33.5%) went to A&E. One in five patients used an online NHS service (21.1%) or spoke to a pharmacist (20.5%), whilst 16.9% received a call back from a healthcare professional.

All patients

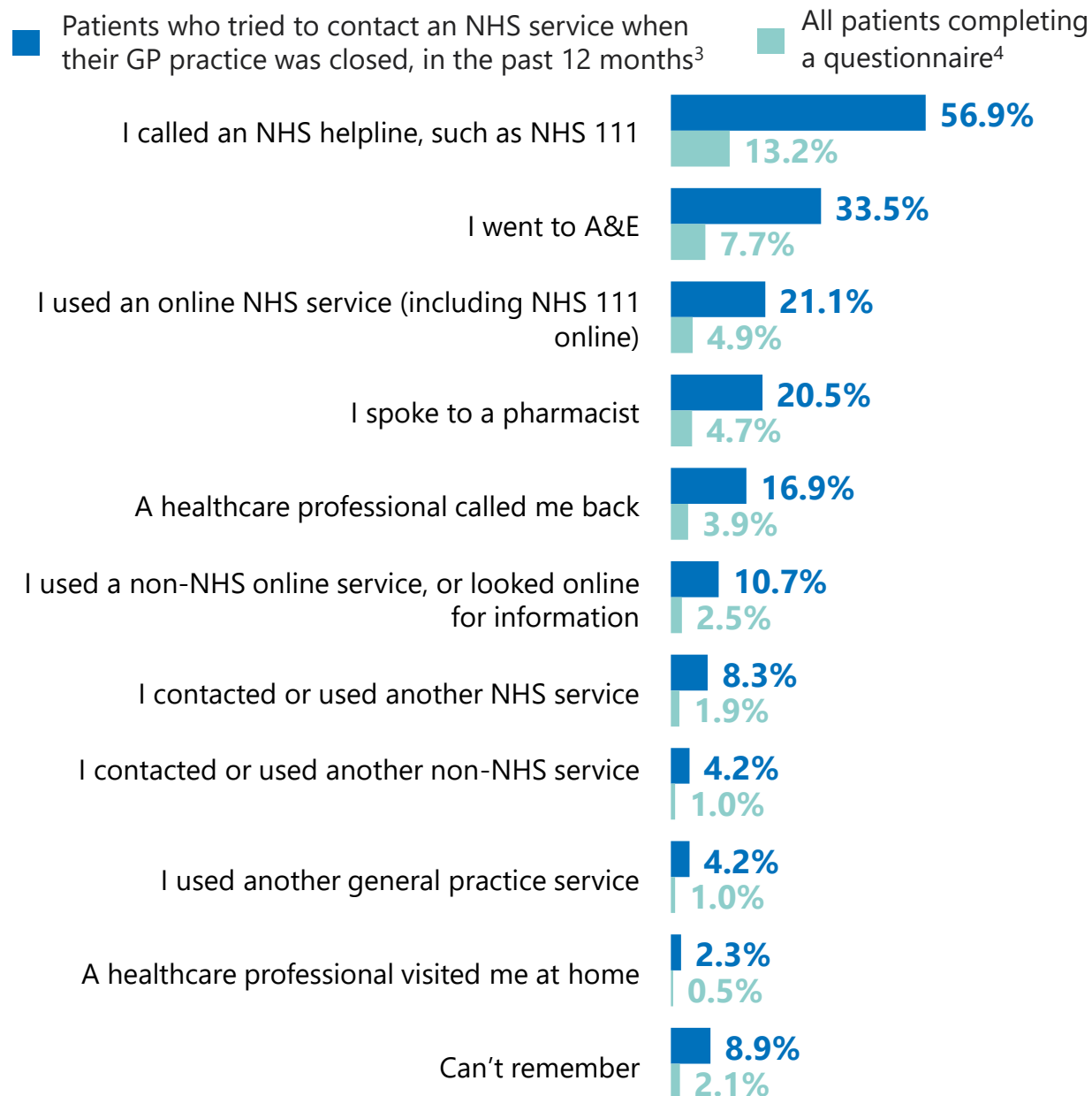
When analysing these results based on *all patients* responding to the survey, 13.2% contacted an NHS service by telephone, 7.7% went to A&E, and 4.9% used an online NHS service when their GP practice was closed.

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

²Base: Asked of all patients: 2023 (742,584) 2022 (701,626)

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)



³Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed: 2023 (152,554). ⁴Base: All patients completing a questionnaire: 2023 (759,149)

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

Among patients who contacted an NHS service¹ when their GP practice was closed (26.3%)², there have been larger increases for the following actions:

- 33.5% reported going to A&E, an increase from 30.1% in the 2022 survey, and 25.8% in the 2021 survey.
- 20.5% spoke to a pharmacist, an increase from 18.3% in the 2022 survey, and 15.1% in 2021 survey.
- 21.1% used an online NHS service (including NHS 111 online), an increase from 19.1% in the 2022 survey, and 16.4% in the 2021 survey.

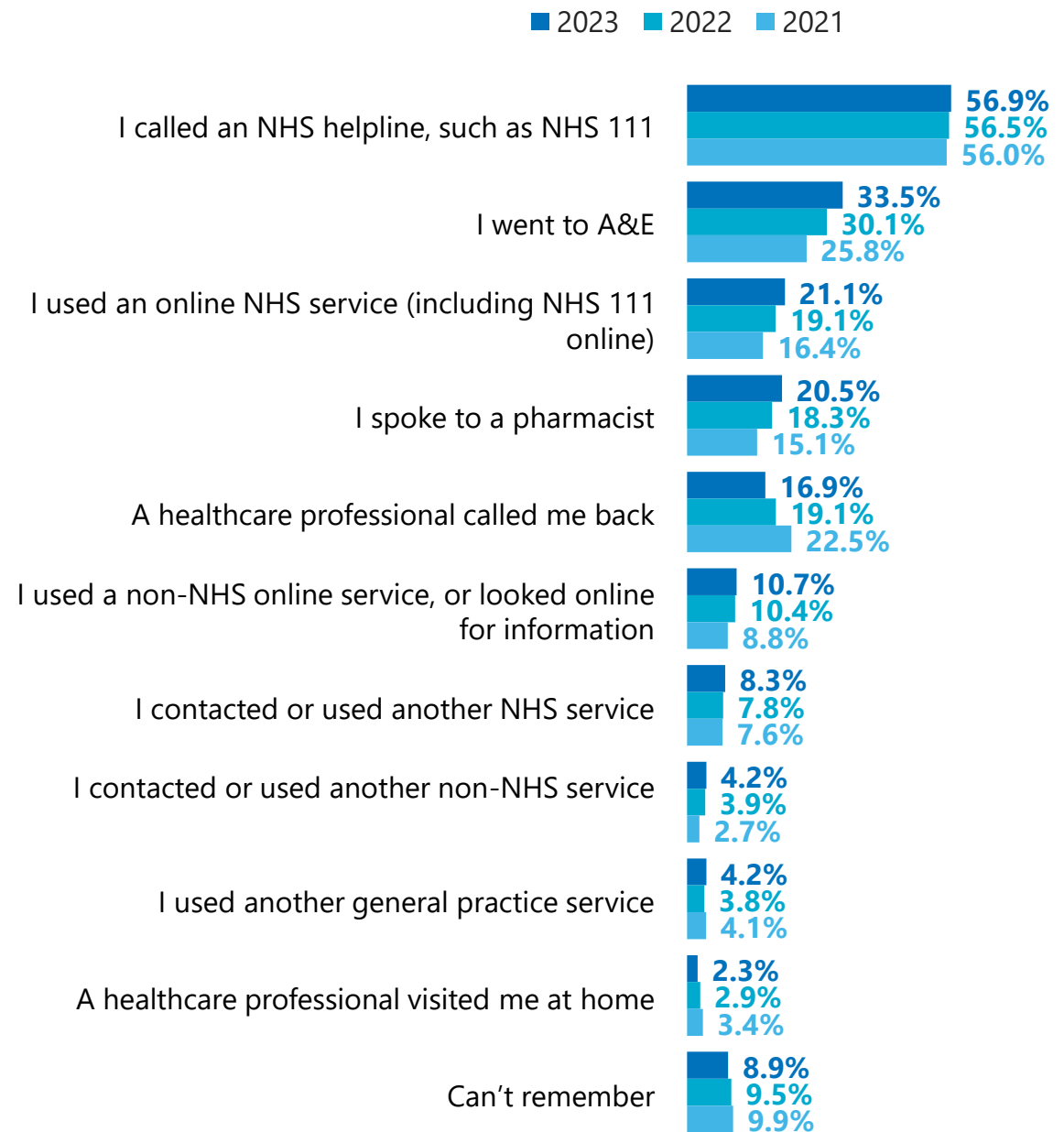
In contrast, the proportion of patients reporting that a healthcare professional called them back has decreased (16.9% in 2023, 19.1% in 2022, 22.5% in 2021).

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

²Base: Asked of all patients: 2023 (742,584)

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?³ (multiple responses allowed)



³Base: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed: 2023 (152,554) 2022 (136,441) 2021 (145,830)

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

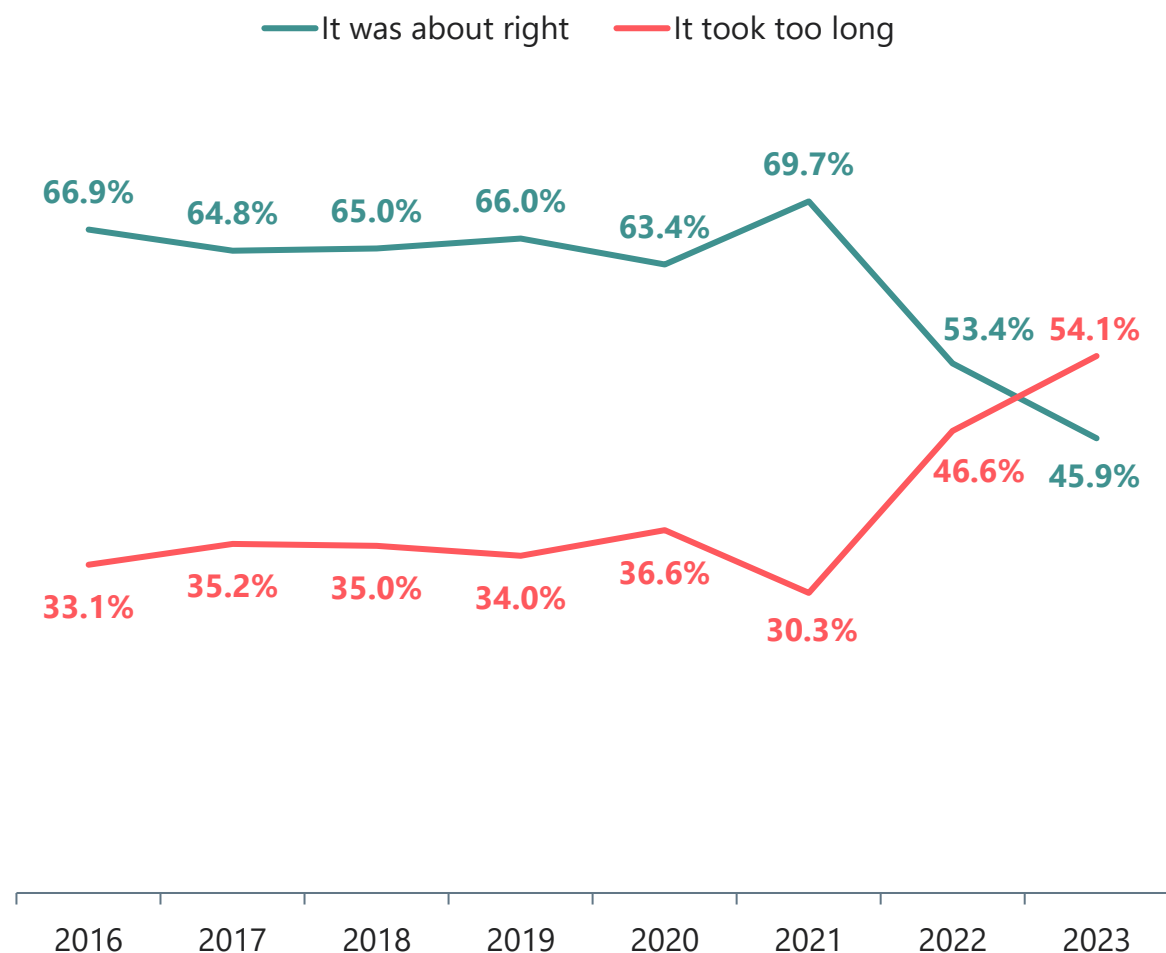
Less than half (45.9%) felt that the time it took to receive care or advice when their GP practice was closed was 'about right', a decline of 7.6 percentage points compared with the 2022 survey.

Over half (54.1%) felt the time it took was 'too long'.

In the 2023 survey, the proportion of patients who felt the time taken was 'too long' (54.1%) was higher than those saying it was 'about right' (45.9%) for the first time since the question was first asked 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: Asked of patients who in the last 12 months contacted NHS services when their GP practice was closed, excluding 'don't know / doesn't apply': 2023 (138,720) 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 [2023 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>

