

About the survey*

800,000 responses received each year†

Results date back to 2007

Includes data on:

- ➔ 425,000 patients with a long term condition
- ➔ 140,000 carers
- ➔ 70,000 smokers
- ➔ and more...

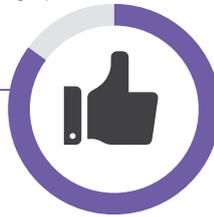


800,000

Overall experience of GP surgery:

The majority of patients have had a good overall experience of their GP surgery

85%
Good experience



GPs and nurses:

The vast majority have confidence and trust in their GP and nurse

95% say they have confidence and trust in their GP†
97% say they have confidence and trust in their nurse†



Access:

On the whole patients find it easy to get through to their practice by phone (although this has dropped from 78% in 2012)

68%
find it easy



46% have a GP they prefer to see [dropped from 56% in 2012]

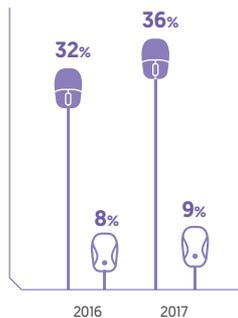


33% of these always or almost always get to see their preferred GP [dropped from 42% in 2012]

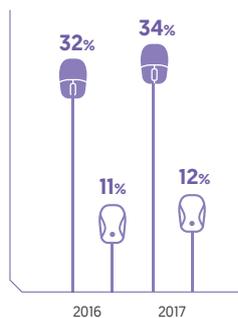


Online services: Awareness and use of online services offered by GP practices is rising

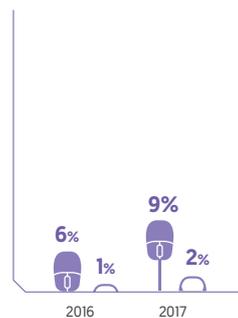
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



Awareness Use

Making an appointment:

71% saw or spoke to someone at a time they wanted or sooner

69% who wanted a same day appointment got one

73% say they had a good experience of making an appointment

If patients weren't able to get an appointment, or the appointment offered wasn't convenient, they did the following:

Went to the appointment offered **35%**

Got an appointment for a different day **20%**

Didn't see or speak to anyone **15%**

Decided to contact the surgery another time **13%**

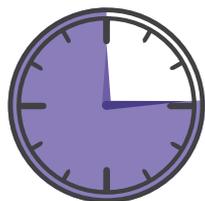
Had a consultation over the phone **6%**

Used another NHS service **6%**

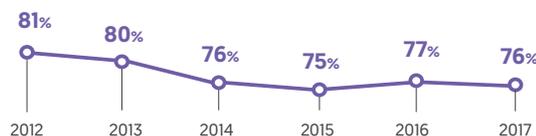
Went to A&E **5%**

Saw a pharmacist **3%**

Satisfaction with opening hours



76% are satisfied with their practice's opening hours. However satisfaction has declined over time



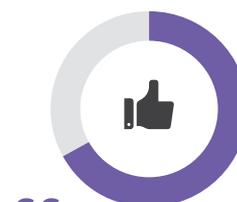
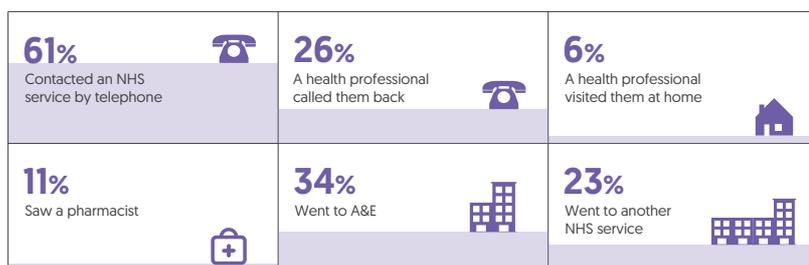
Planning care

3% say they have a written care plan

67% of these use it to manage their health day-to-day



Out of hours



66% had a good experience of the NHS service they used

www.gp-patient.co.uk

See reports which show the national results broken down by **CCG** and **practice**

Analyse the survey data for a specific participant group [e.g. by age]

Look at trends in responses, and more...