About the survey

750,000 responses received*

Results date back to 2007

Includes data on:
- 440,000 patients with a long term condition
- 137,000 carers
- 52,000 smokers
- and more...

Overall experience of GP practice:
The majority of patients have had a good overall experience of their GP practice

- 84% Good experience

Healthcare professional:
say they have confidence and trust in the healthcare professional they saw

- 96% say they have confidence and trust in the healthcare professional they saw
- 95% say their needs were met at their last appointment

Access:

- 70% find it easy
- 54% have a GP they prefer to see
- 50% of these always or almost always a lot of the time see their preferred GP when they would like to

Making an appointment:

- 62% who accepted an appointment saw or spoke to someone at a time they wanted to or sooner
- 66% who wanted a same day appointment (and accepted an appointment) got one
- 69% say they had a good experience of making an appointment
- 70% find it easy

Choice and satisfaction with appointment offered:

- 74% were satisfied with the type of appointment offered, and accepted it
- 54% Offered a choice of time or day
- 12% Offered a choice of place
- 10% Offered a choice of healthcare professional

Rating of care at last appointment:
The majority of patients say the healthcare professional they saw was good at...

- 89% listening to them
- 87% giving them enough time
- 87% treating them with care and concern
- 93% were involved as much as they wanted to be in decisions about their care

Planning care

- 40% with a long-term condition have spoken to a healthcare professional to discuss managing it
- 79% say that they have received enough support from local services/organisations

www.gp-patient.co.uk

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

Analyse the survey data for a specific participant group (e.g. by age) or compare findings (e.g. men and women)