

Technical Details

This report contains data collected from patients aged 16+ registered with a GP practice in England.

The charts produced in this PowerPoint can be resized and reformatted to meet your needs. The data is available behind the charts should you wish to change the chart type.

GPPS outputs show the weighted results (unless stated otherwise). Weighting ensures results are more representative of the population of patients aged 16 or over registered with a GP practice.

[See the GP Patient Survey website for further information about weighting.](#)

Results

Some of the data may be suppressed and will not be shown in the chart due to low base sizes or data may not be available due to loss of comparability following organisation or questionnaire changes.

A percentage that is below 0.5% but greater than 0% will be displayed as 0% as percentages are presented rounded.

Where percentages do not sum to 100%, or individual responses do not sum-up to the combined response, this may be due to respondents being able to select multiple responses or because the individual percentages or numbers for each response have been rounded.

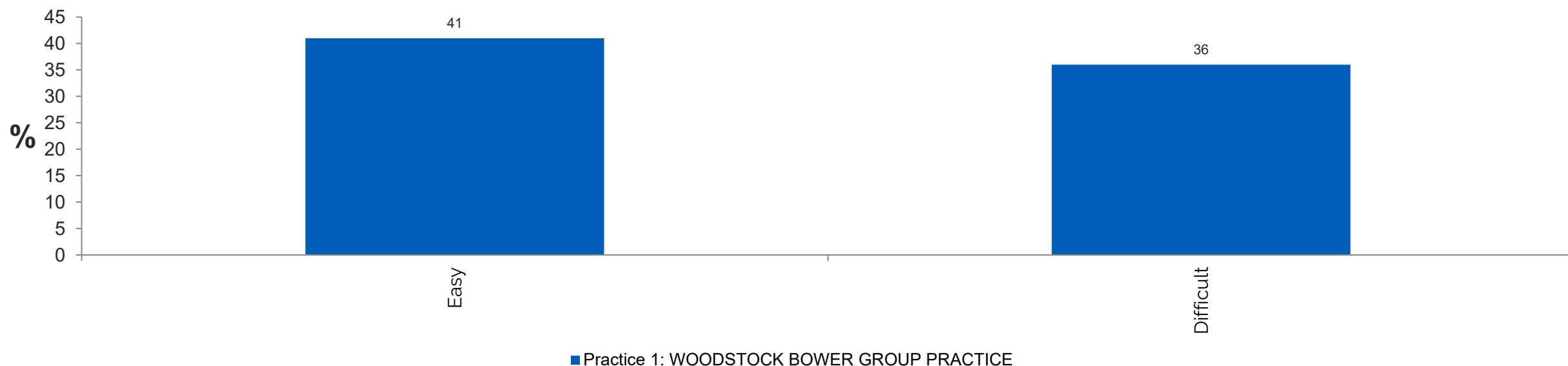
More information

For more information about the survey please see the: [GP Patient Survey website FAQ.](#)

Showing summary results - Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?

Filters: No filter applied

Weighted data



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded

Easy = Very easy + Fairly easy. Difficult = Fairly difficult + Very difficult

Weighted Base: Practice 1 (111)

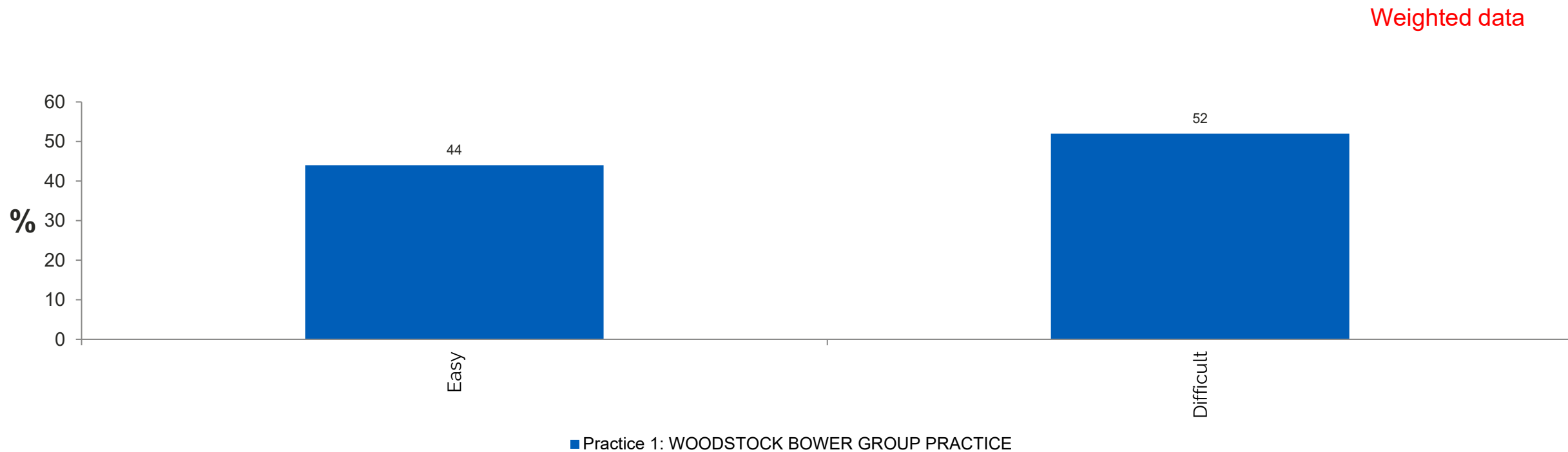
Unweighted Base: Practice 1 (91)

Excluding those who said 'I haven't tried' (weighted): Practice 1 (13)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

Filters: No filter applied



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded

Easy = Very easy + Fairly easy. Difficult = Fairly difficult + Very difficult

Weighted Base: Practice 1 (53)

Unweighted Base: Practice 1 (40)

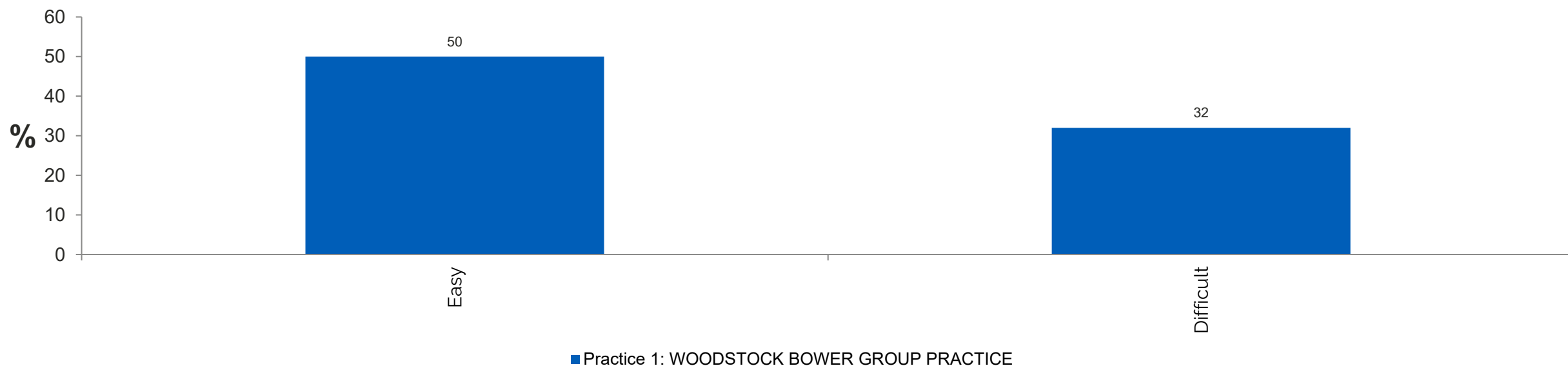
Excluding those who said 'I haven't tried' (weighted): Practice 1 (72)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?

Filters: No filter applied

Weighted data



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded

Easy = Very easy + Fairly easy. Difficult = Fairly difficult + Very difficult

Weighted Base: Practice 1 (60)

Unweighted Base: Practice 1 (51)

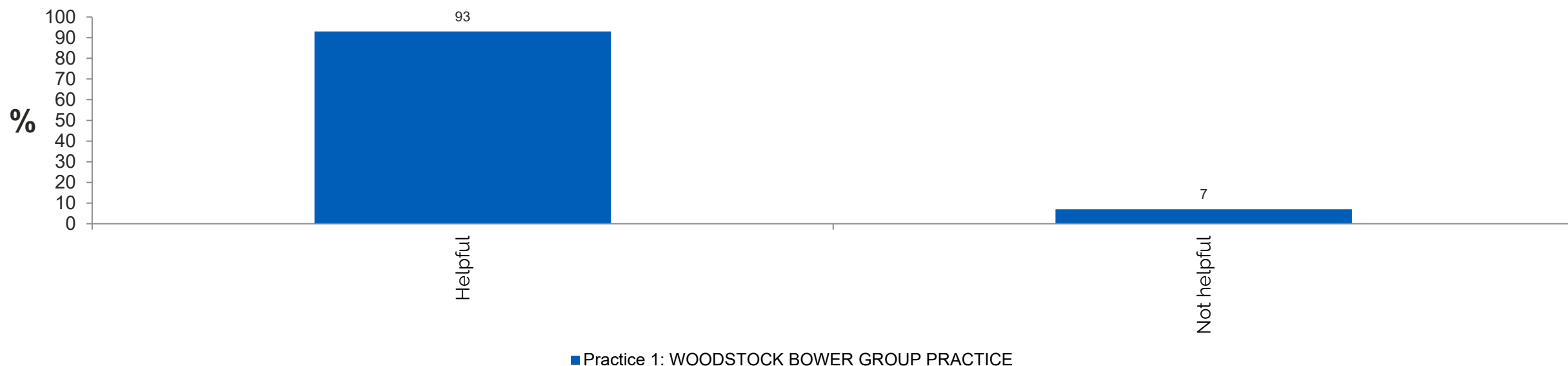
Excluding those who said 'I haven't tried' (weighted): Practice 1 (65)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q4. Overall, how helpful do you find the reception and administrative team at your GP practice?

Filters: No filter applied

Weighted data



Base: Asked of all patients. Patients who selected 'I don't know' have been excluded

Helpful = Very helpful + Fairly helpful. Not helpful = Not very helpful + Not at all helpful

Weighted Base: Practice 1 (111)

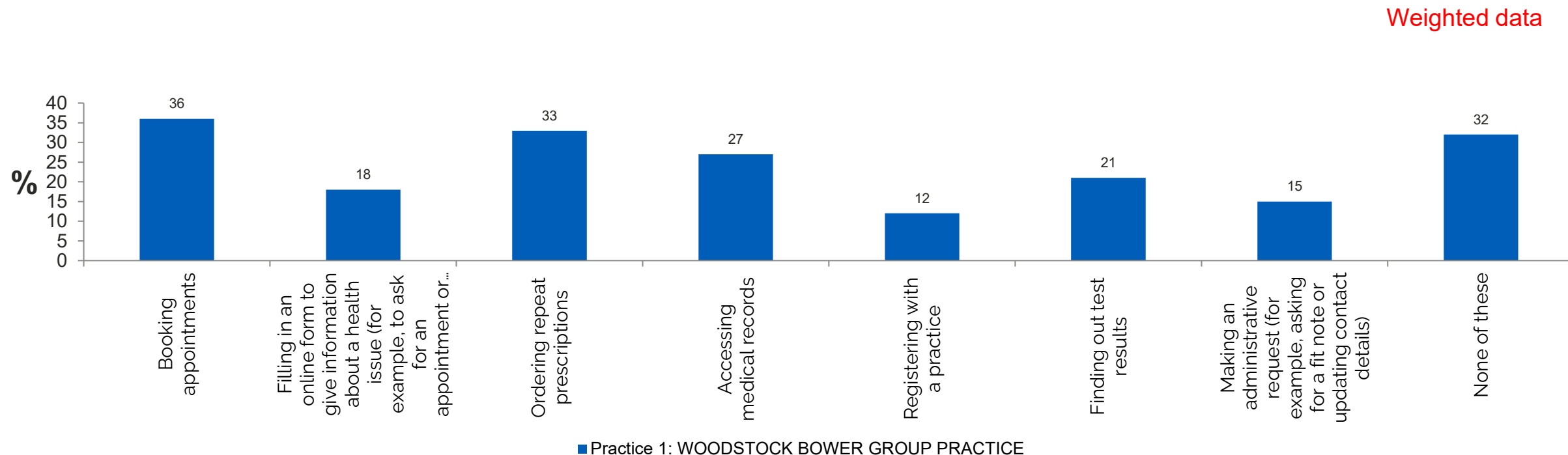
Unweighted Base: Practice 1 (92)

Excluding those who said 'I don't know' (weighted): Practice 1 (14)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q5. Which of the following online GP services have you used in the last 12 months?

Filters: No filter applied



Base: Asked of all patients

Weighted Base: Practice 1 (123)

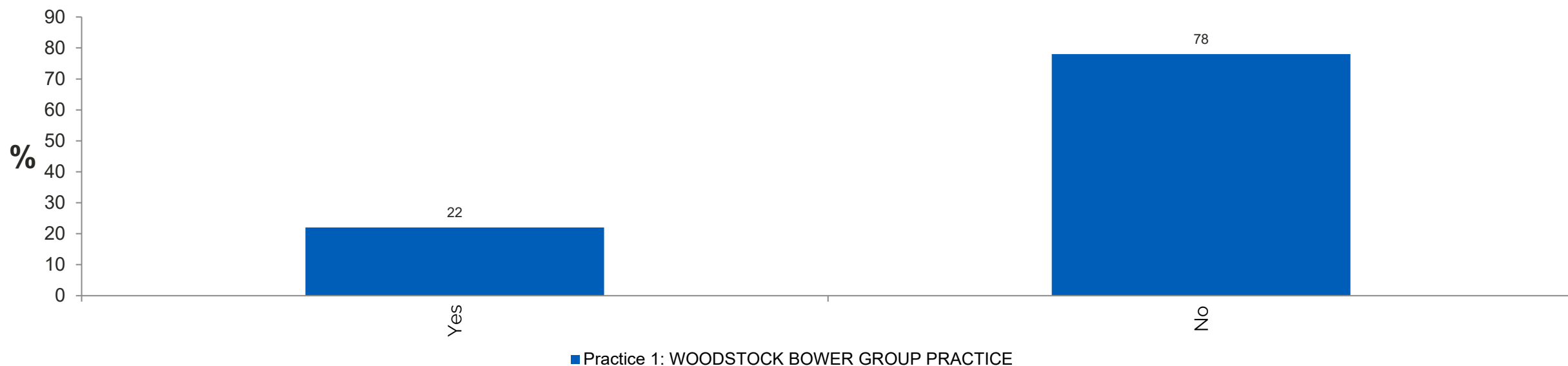
Unweighted Base: Practice 1 (96)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q6. Is there a particular healthcare professional at your GP practice you usually prefer to see or speak to?

Filters: No filter applied

Weighted data



Base: Asked of all patients

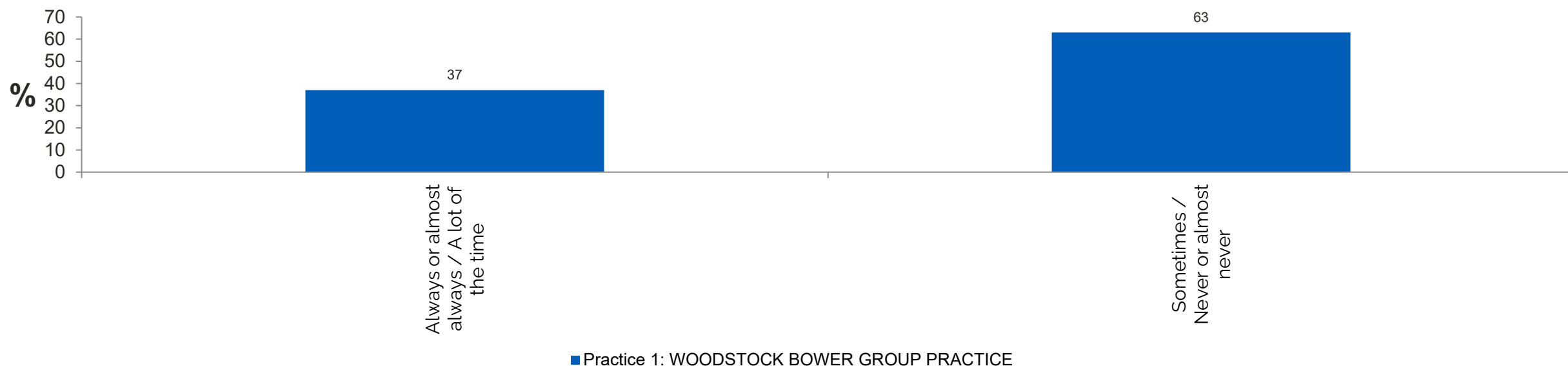
Weighted Base: Practice 1 (123)
Unweighted Base: Practice 1 (95)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q7. How often do you get to see or speak to your preferred healthcare professional when you ask to?

Filters: No filter applied

Weighted data



Base: Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected 'I haven't tried' have been excluded

Weighted Base: Practice 1 (20)

Unweighted Base: Practice 1 (19)

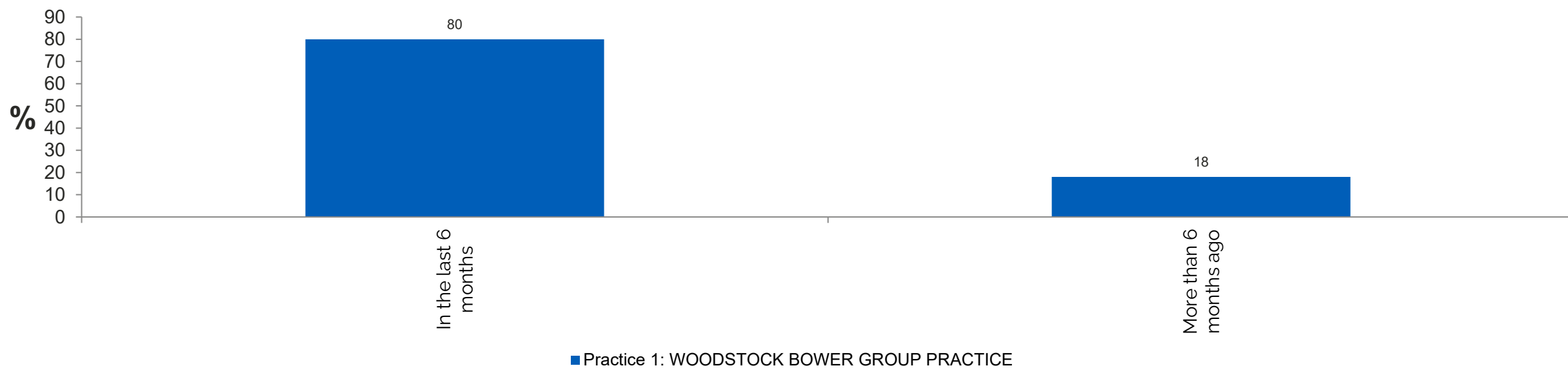
Excluding those who said 'I haven't tried' (weighted): Practice 1 (7)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q8. When did you last try to contact your GP practice for yourself or someone else?

Filters: No filter applied

Weighted data



Base: Asked of all patients

In the last 6 months = In the last 3 months + Between 3 and 6 months ago. More than 6 months ago = Between 6 and 12 months ago + More than 12 months ago

Weighted Base: Practice 1 (125)

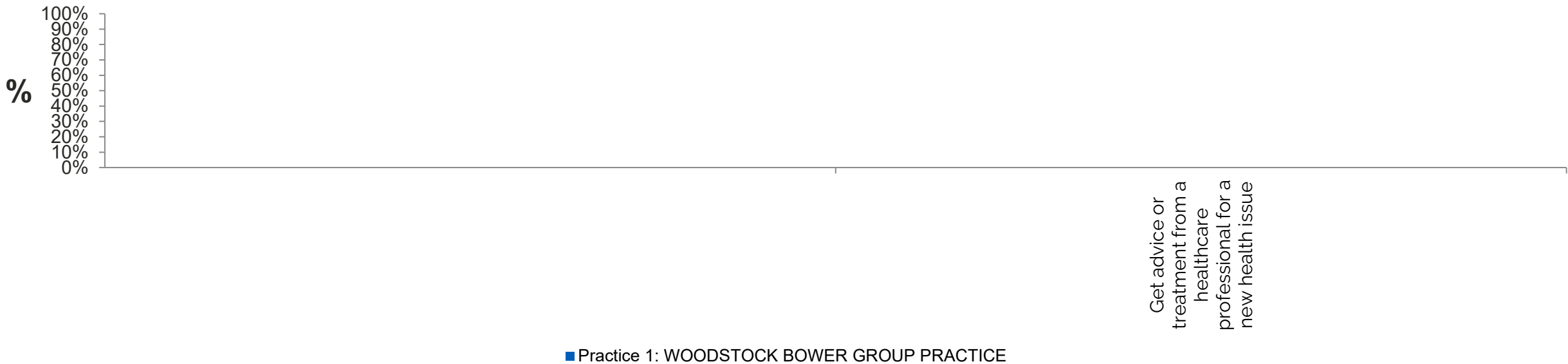
Unweighted Base: Practice 1 (97)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q9. On that occasion, what was your main reason for trying to contact your GP practice?

Filters: No filter applied

Weighted data



Base: Asked of patients who have tried to contact their GP practice since being registered

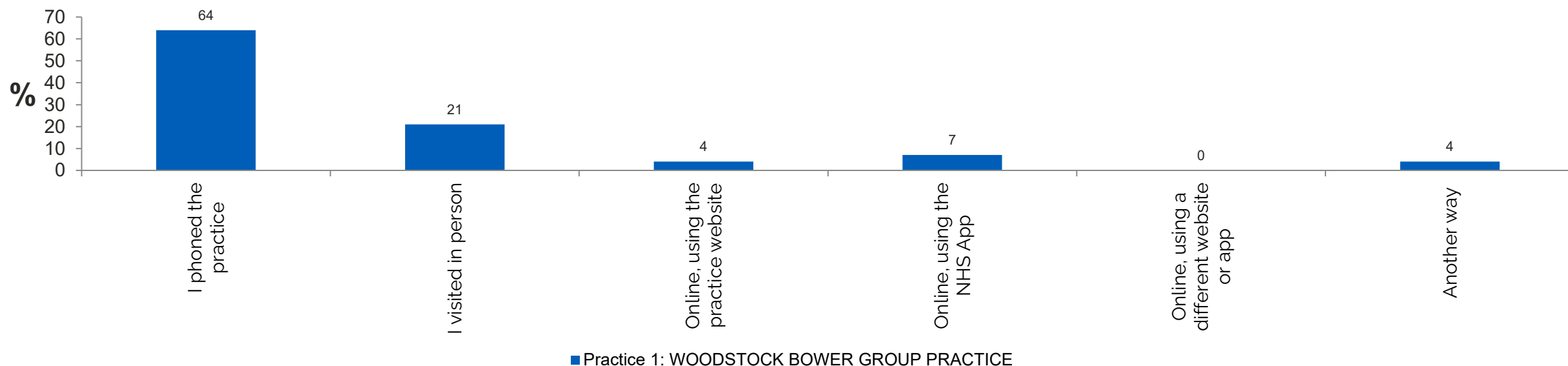
Weighted Base: Practice 1 (120)
Unweighted Base: Practice 1 (94)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q10. Still thinking about the last time you contacted your GP practice, how did you try to contact them?

Filters: No filter applied

Weighted data



Base: Asked of patients who have tried to contact their GP practice since being registered

Weighted Base: Practice 1 (120)

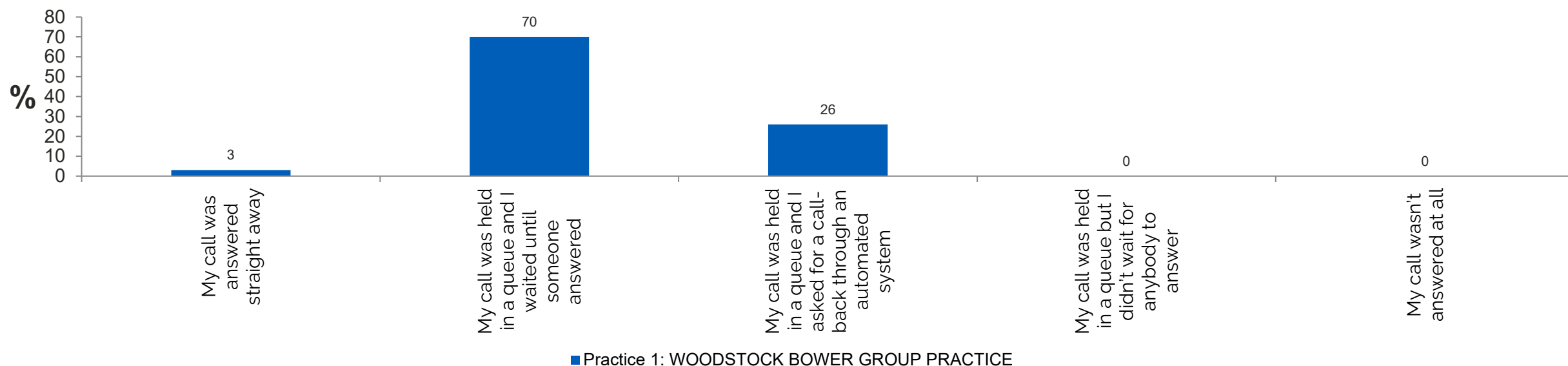
Unweighted Base: Practice 1 (94)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q11. What happened when you phoned your GP practice on that occasion?

Filters: No filter applied

Weighted data



Base: Asked of patients who last tried to contact their practice by phone

Weighted Base: Practice 1 (77)

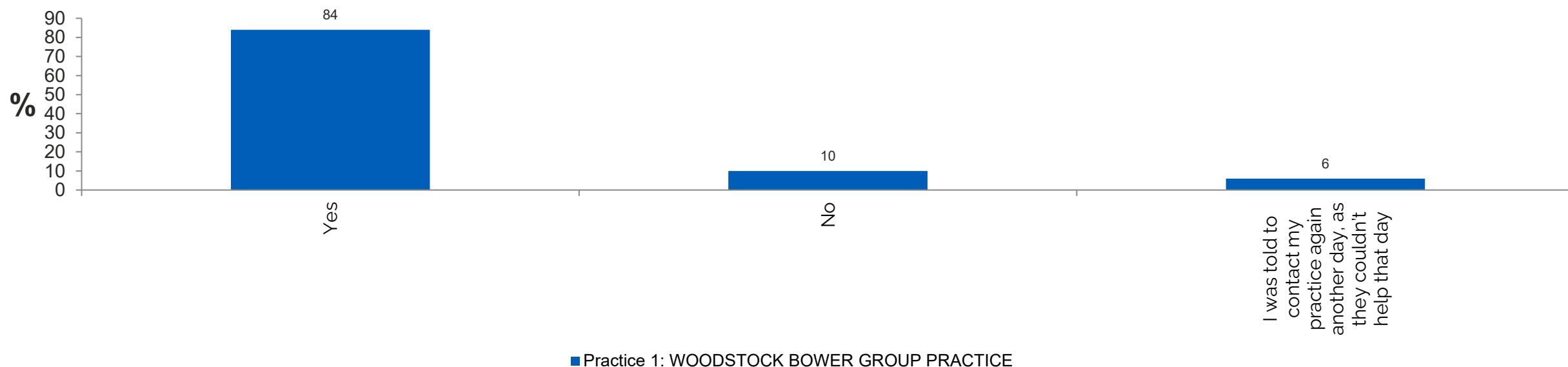
Unweighted Base: Practice 1 (63)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q12. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?

Filters: No filter applied

Weighted data



Base: Asked of patients who have tried to contact their GP practice since being registered, except those whose call was not answered. Patients who selected 'I couldn't contact my practice' have been excluded

Weighted Base: Practice 1 (114)

Unweighted Base: Practice 1 (91)

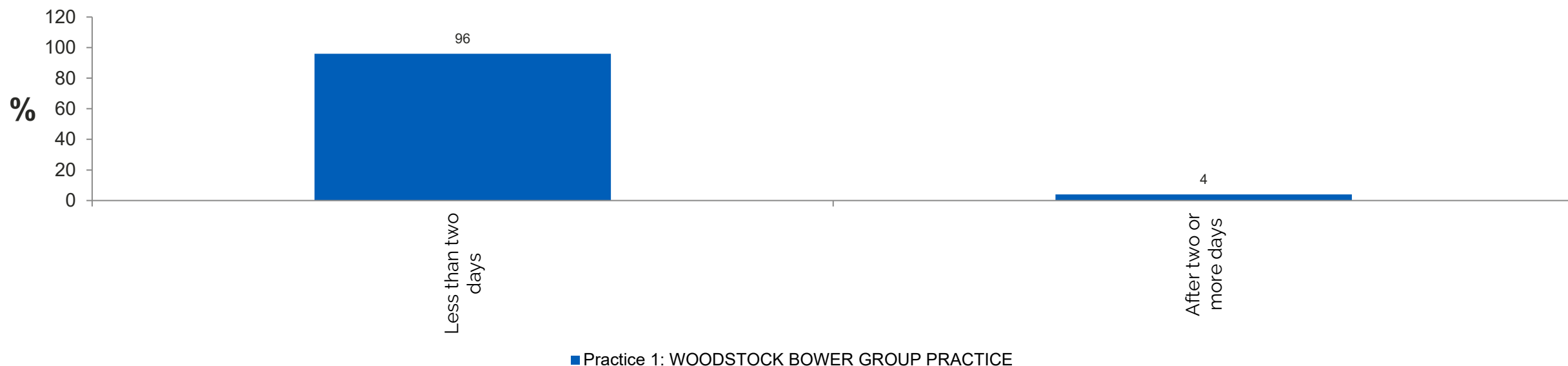
Excluding those who said 'I couldn't contact my practice' (weighted): Practice 1 (4)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q13. How soon after you contacted your GP practice did you know what the next step would be?

Filters: No filter applied

Weighted data



Base: Asked of patients who knew what the next step in dealing with their request would be. Patients who selected 'I can't remember' have been excluded

Less than two days = There and then + Later on the same day + The next day

Weighted Base: Practice 1 (85)

Unweighted Base: Practice 1 (68)

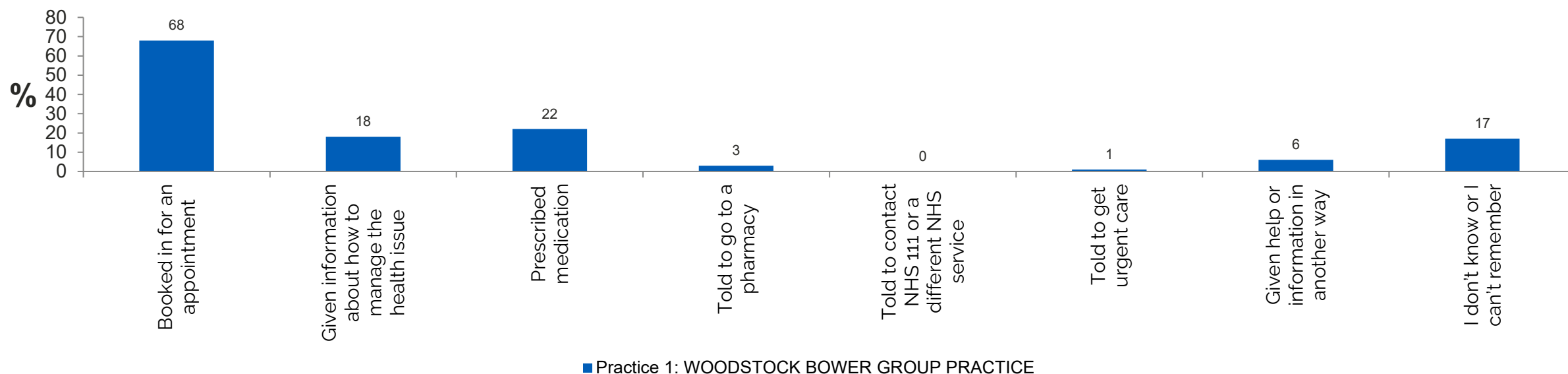
Excluding those who said 'I can't remember' (weighted): Practice 1 (11)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q14. How did your GP practice deal with your request?

Filters: No filter applied

Weighted data



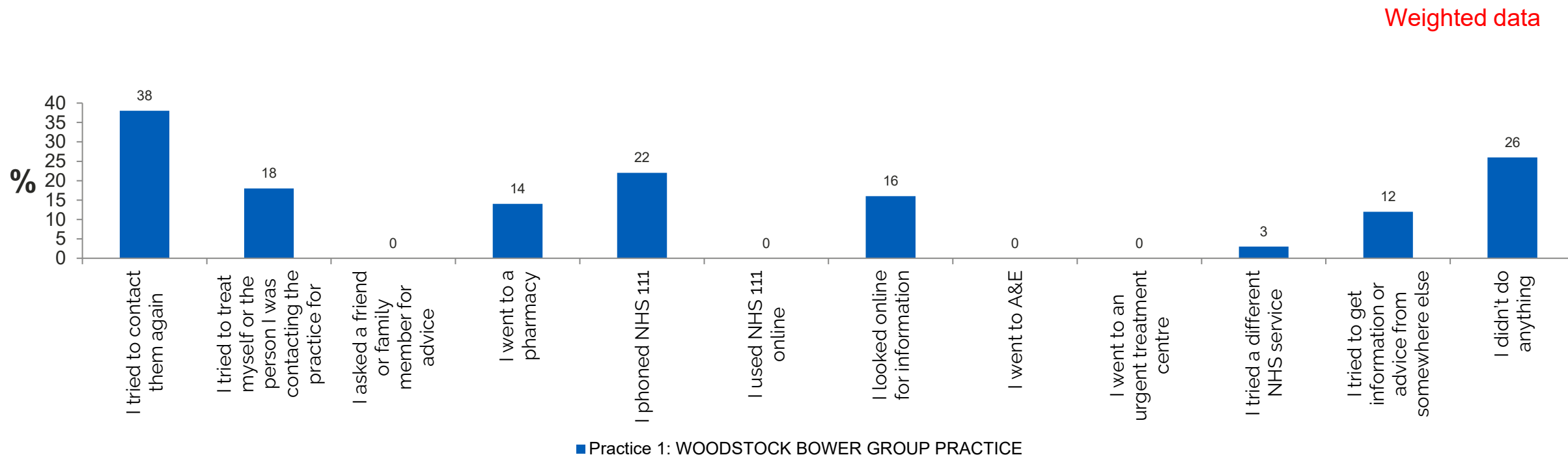
Base: Asked of patients who knew what the next step in dealing with their request would be

Weighted Base: Practice 1 (96)
Unweighted Base: Practice 1 (75)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q15. What did you do when you couldn't contact your GP practice or didn't know what the next step would be?

Filters: No filter applied



Base: Asked of patients who couldn't contact their practice or didn't know what the next step in dealing with their request would be

Weighted Base: Practice 1 (21)

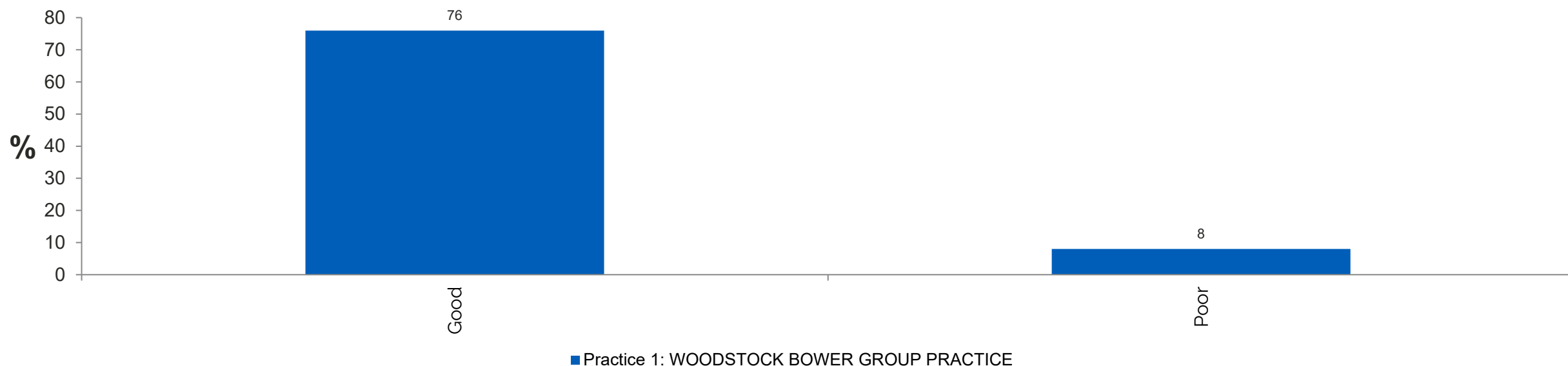
Unweighted Base: Practice 1 (16)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?

Filters: No filter applied

Weighted data



Base: Asked of patients who have tried to contact their GP practice since being registered

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Weighted Base: Practice 1 (122)

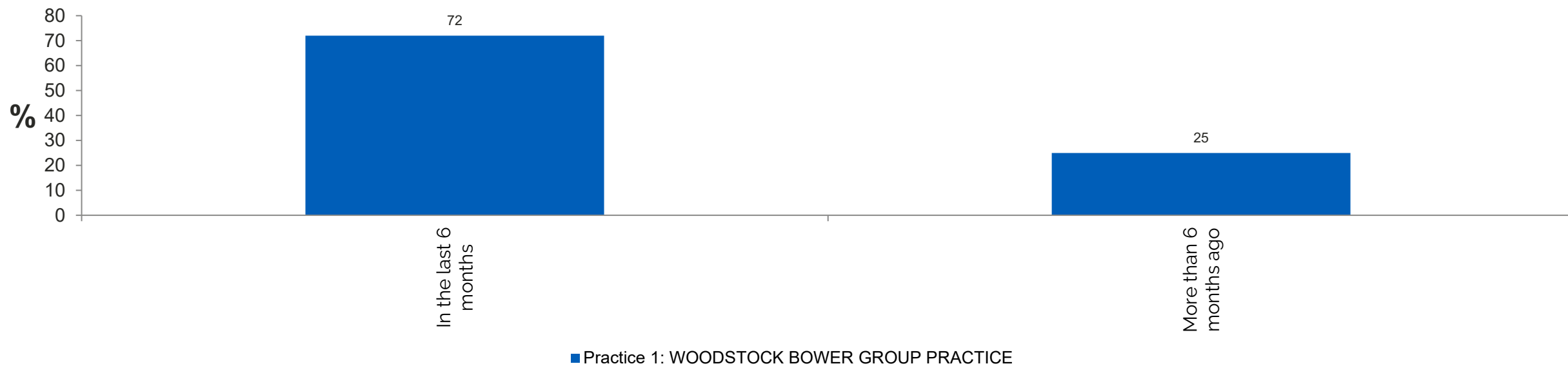
Unweighted Base: Practice 1 (96)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q17. When was your last GP practice appointment?

Filters: No filter applied

Weighted data



Base: Asked of all patients

In the last 6 months = In the last 3 months + Between 3 and 6 months ago. More than 6 months ago = Between 6 and 12 months ago + More than 12 months ago

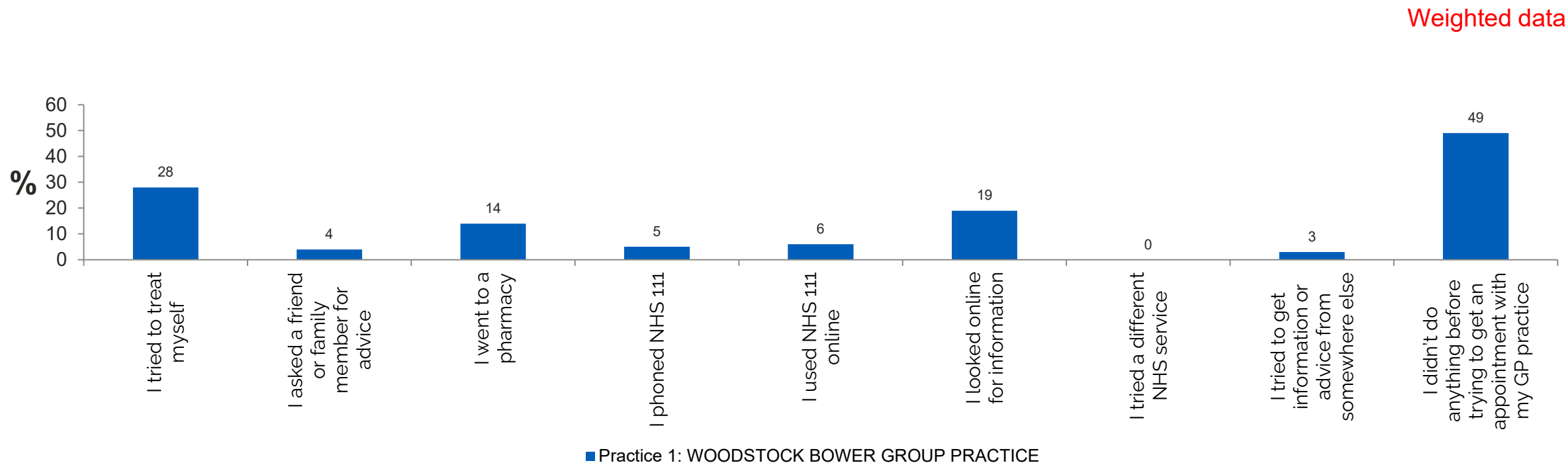
Weighted Base: Practice 1 (123)

Unweighted Base: Practice 1 (96)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q18. Did you do any of the following before trying to get an appointment with your GP practice?

Filters: No filter applied



Base: Asked of patients who had an appointment since being registered with current GP practice

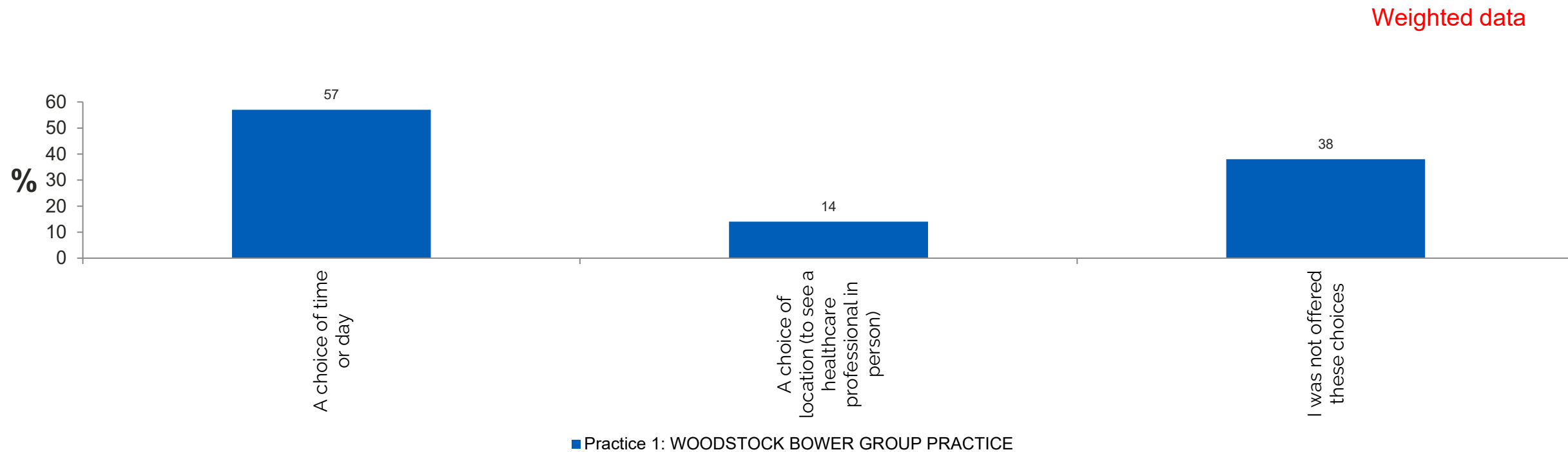
Weighted Base: Practice 1 (119)

Unweighted Base: Practice 1 (95)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q19. Were you offered the following choices?

Filters: No filter applied



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I didn't need a choice' or 'I can't remember' have been excluded

Weighted Base: Practice 1 (73)

Unweighted Base: Practice 1 (66)

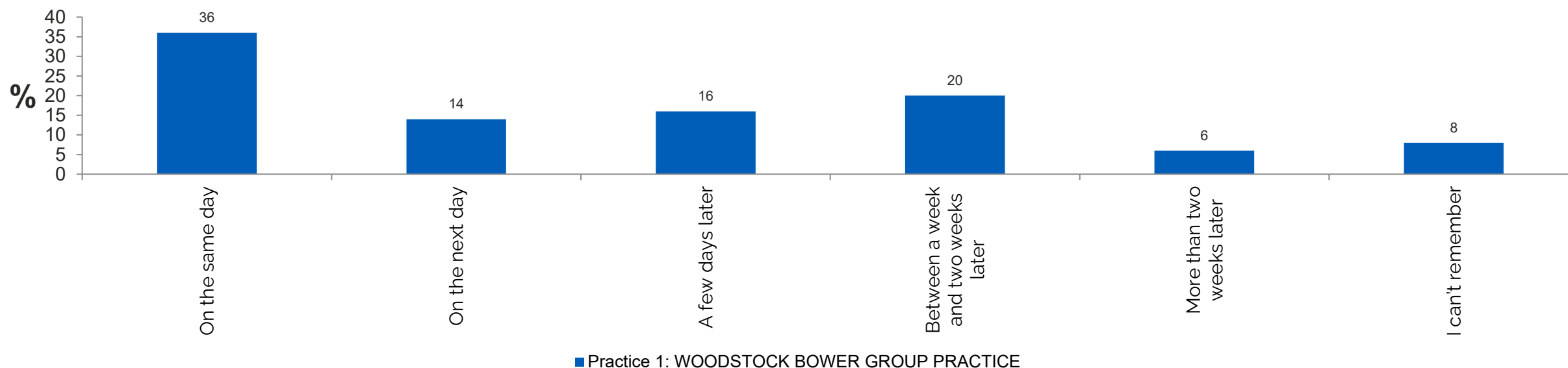
Excluding those who said 'I didn't need a choice' or 'I can't remember' (weighted): Practice 1 (46)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q20. How long after you first contacted your GP practice did the appointment take place?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice

Weighted Base: Practice 1 (118)

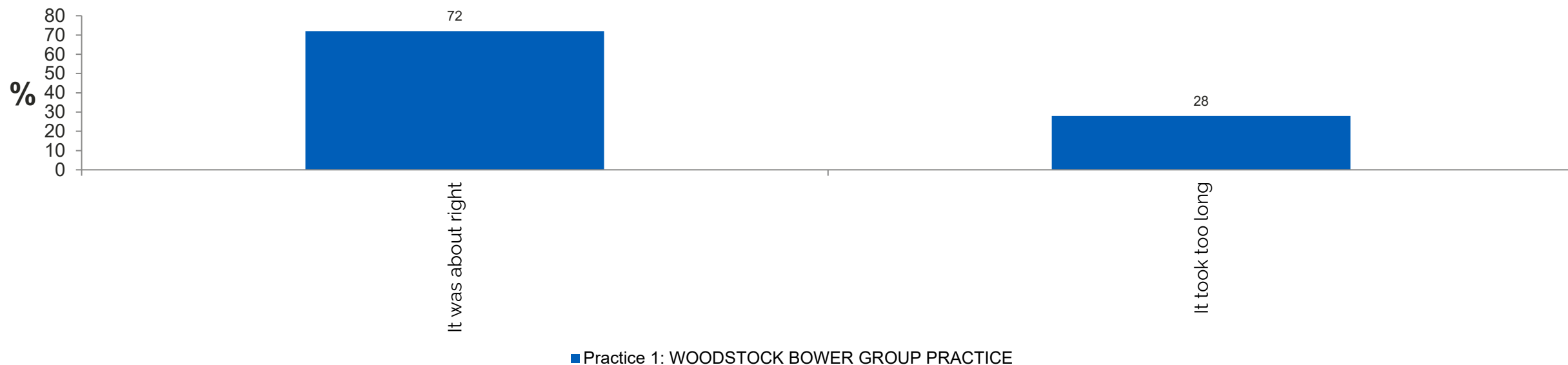
Unweighted Base: Practice 1 (94)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q21. How do you feel about how long you waited for your appointment?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded

Weighted Base: Practice 1 (100)

Unweighted Base: Practice 1 (81)

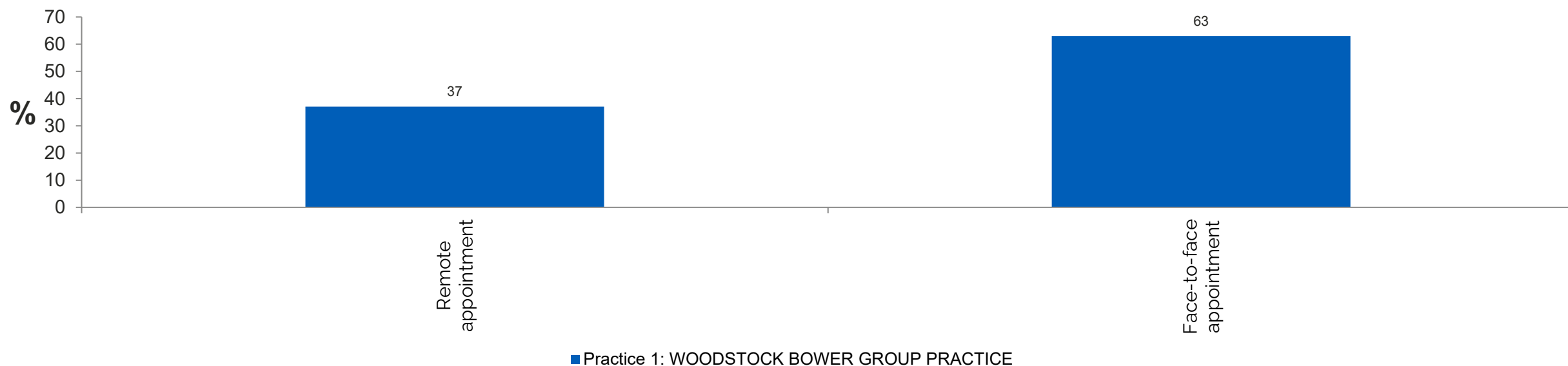
Excluding those who said 'I don't know' (weighted): Practice 1 (19)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q22. How did the appointment take place?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice

Remote appointment = Over the phone + Over a video call + By text message + By online message. Face-to-face appointment = Face-to-face at my GP practice + Face-to-face at a different general practice location + Face-to-face at my home

Weighted Base: Practice 1 (117)

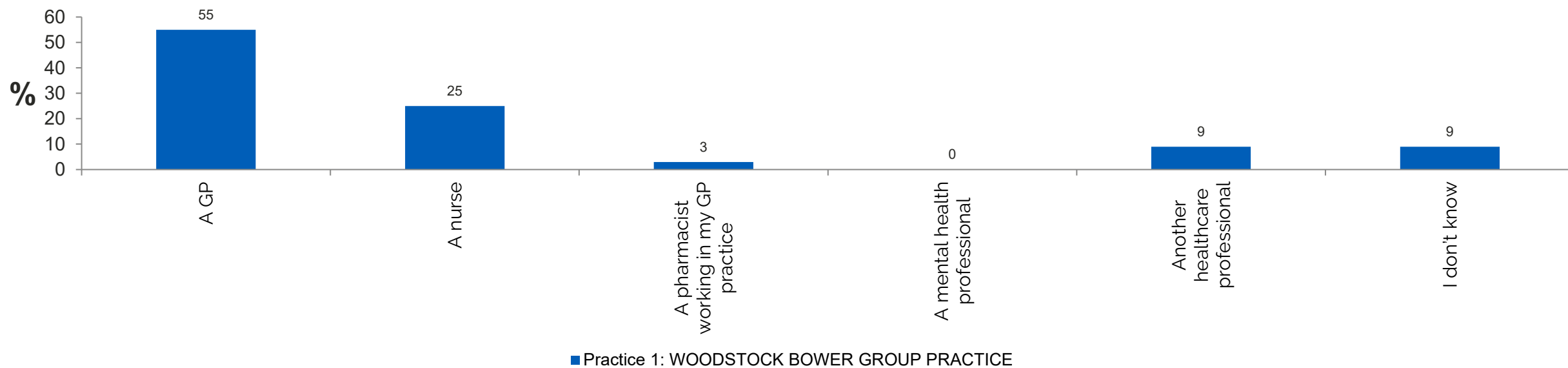
Unweighted Base: Practice 1 (93)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q23. Who did you have the appointment with?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice

Weighted Base: Practice 1 (118)

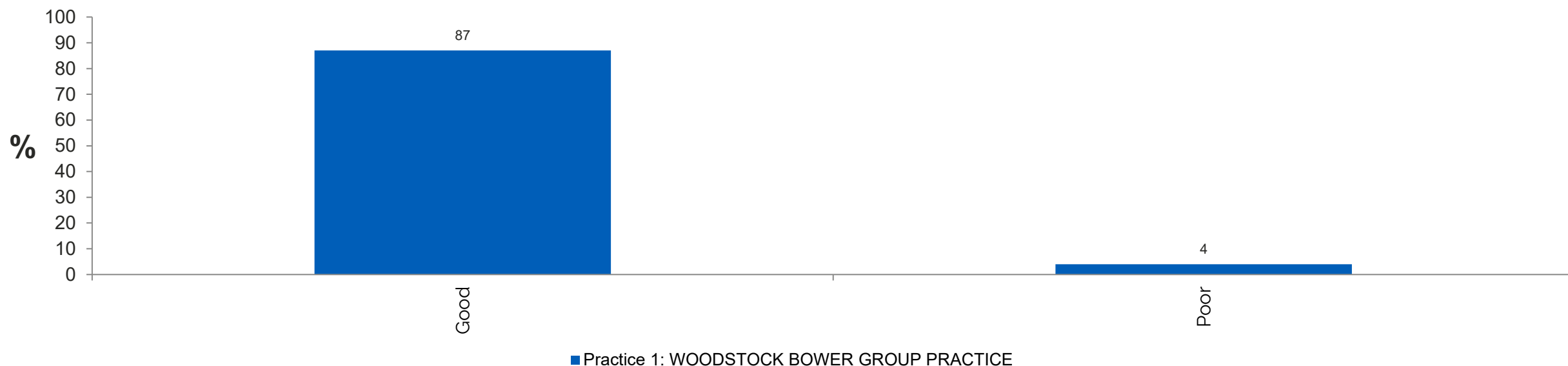
Unweighted Base: Practice 1 (94)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q24. During your last appointment, how good was the healthcare professional at listening to you?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Weighted Base: Practice 1 (117)

Unweighted Base: Practice 1 (92)

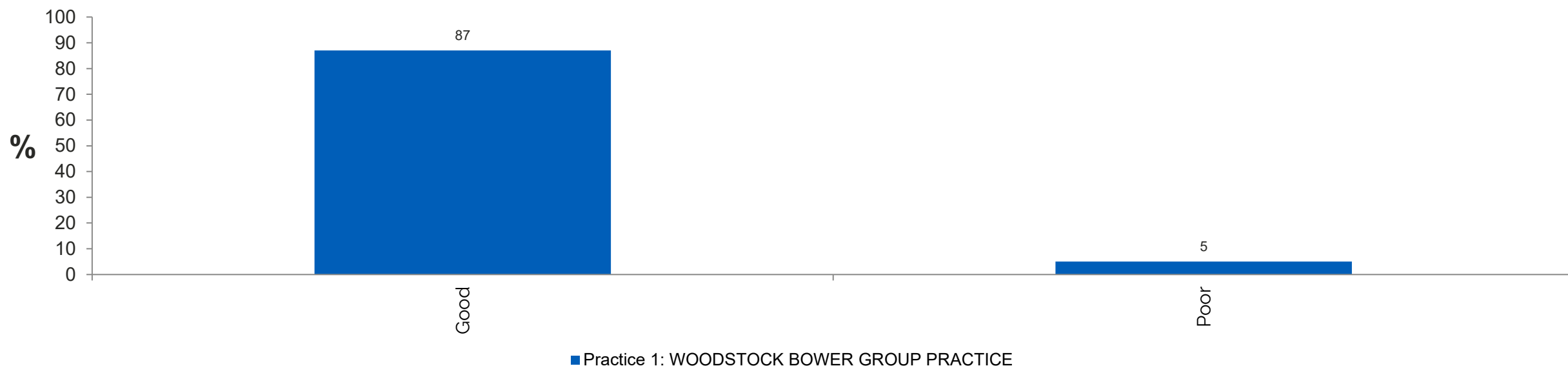
Excluding those who said 'I don't know or it didn't apply' (weighted): Practice 1 (2)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q25. During your last appointment, how good was the healthcare professional at treating you with care and concern?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Weighted Base: Practice 1 (117)

Unweighted Base: Practice 1 (92)

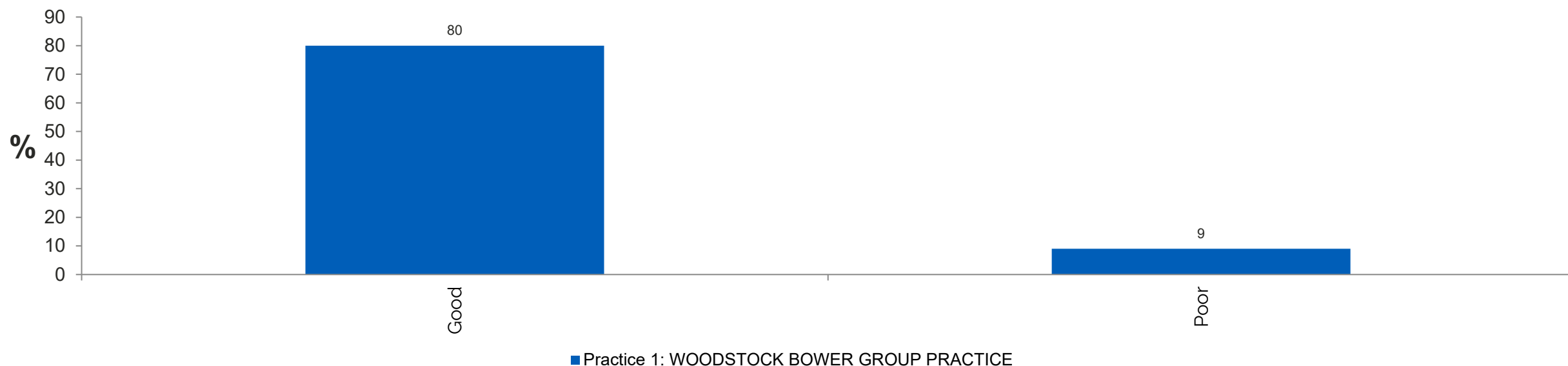
Excluding those who said 'I don't know or it didn't apply' (weighted): Practice 1 (2)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q26. During your last appointment, how good was the healthcare professional at considering your mental wellbeing?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Weighted Base: Practice 1 (82)

Unweighted Base: Practice 1 (61)

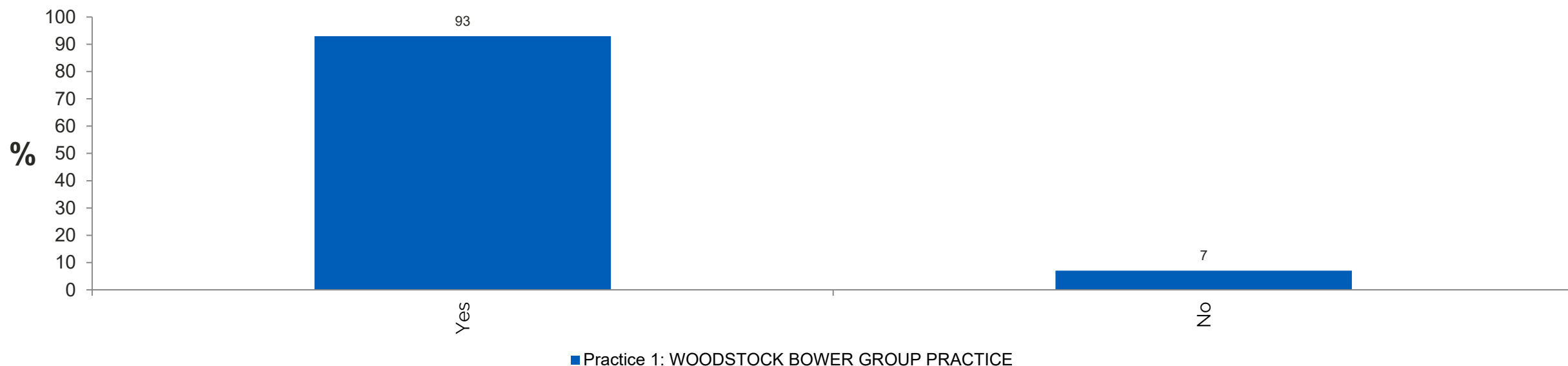
Excluding those who said 'I don't know or it didn't apply' (weighted): Practice 1 (37)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q27. Did you feel that the healthcare professional had all the information they needed about you?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

Yes = Yes, definitely + Yes, to some extent

Weighted Base: Practice 1 (112)

Unweighted Base: Practice 1 (89)

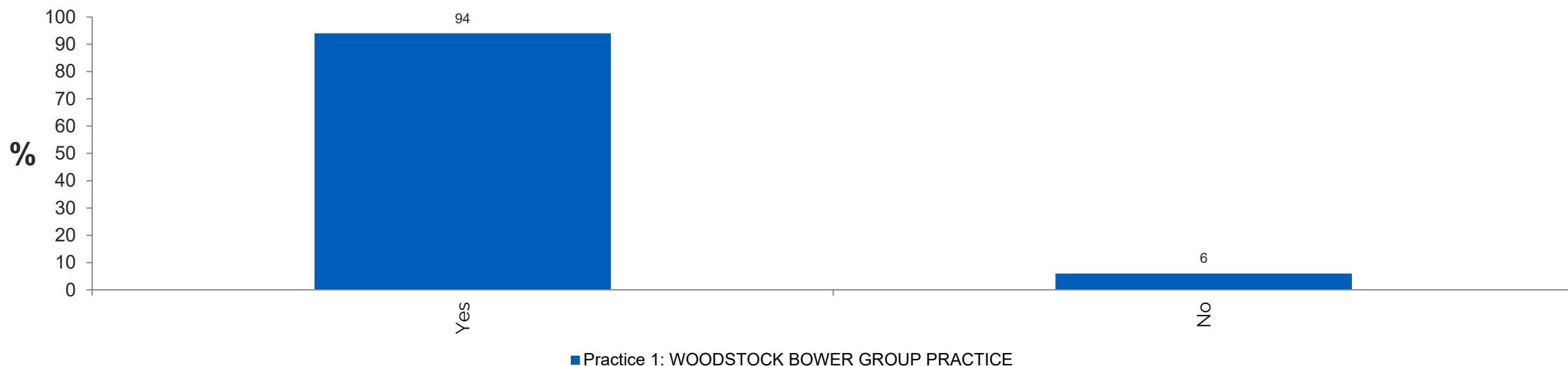
Excluding those who said 'I don't know or it didn't apply' (weighted): Practice 1 (7)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q28. Did you have confidence and trust in the healthcare professional you saw or spoke to?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded

Yes = Yes, definitely + Yes, to some extent

Weighted Base: Practice 1 (116)

Unweighted Base: Practice 1 (92)

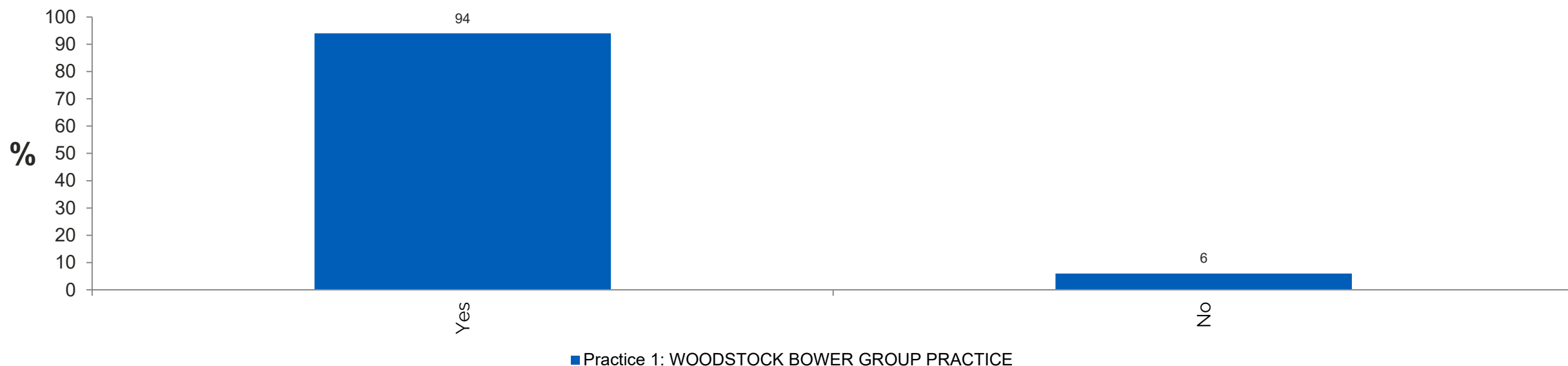
Excluding those who said 'I don't know or it didn't apply' (weighted): Practice 1 (3)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q29. At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I can't remember or it didn't apply' have been excluded.
Yes = Yes, definitely + Yes, to some extent

Weighted Base: Practice 1 (105)

Unweighted Base: Practice 1 (85)

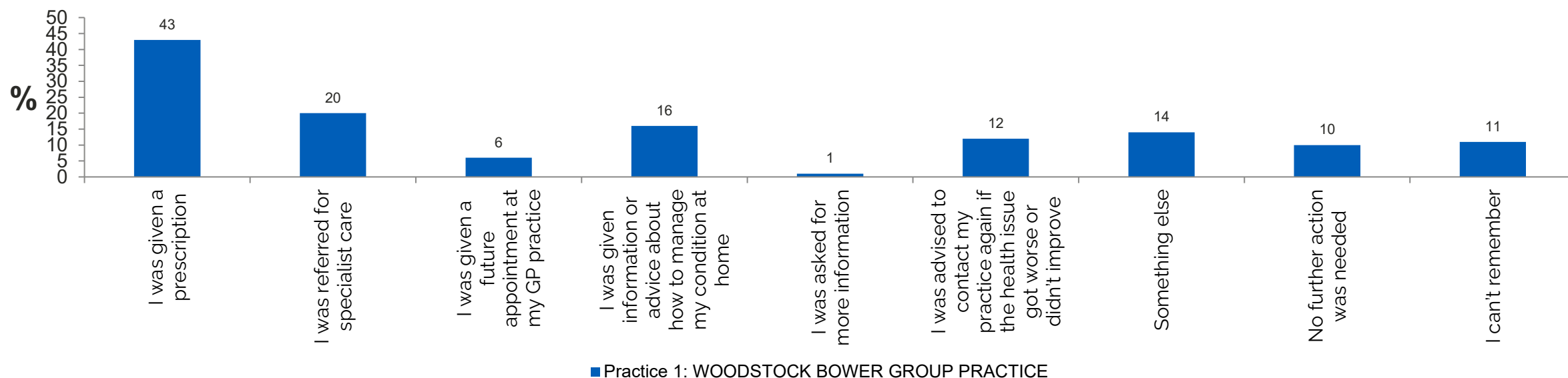
Excluding those who said 'I can't remember or it didn't apply' (weighted): Practice 1 (14)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q30. What was the outcome of the appointment on this occasion?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice

Weighted Base: Practice 1 (119)

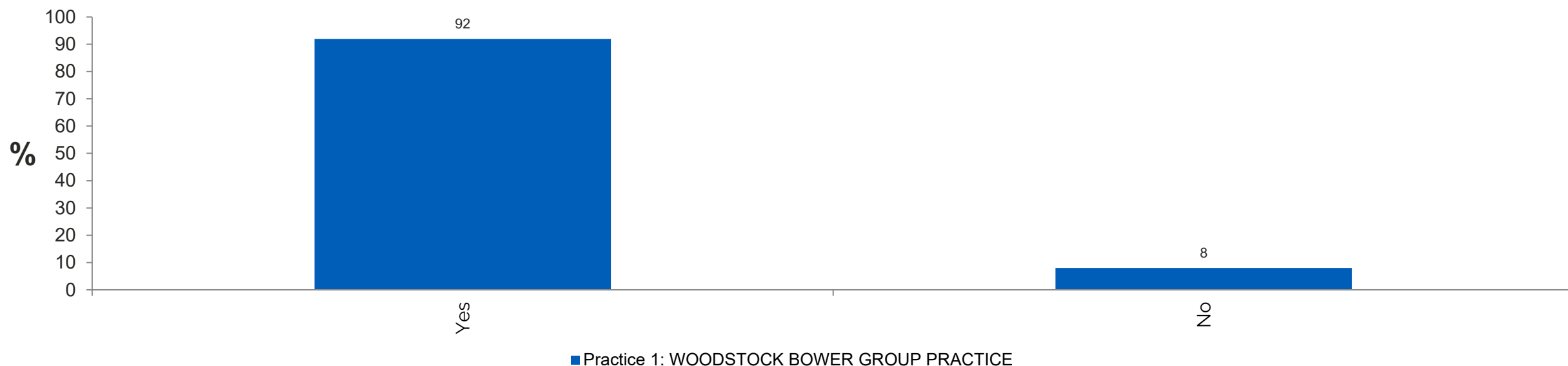
Unweighted Base: Practice 1 (95)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q31. Thinking about the reason for your last appointment, were your needs met?

Filters: No filter applied

Weighted data



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded

Yes = Yes, definitely + Yes, to some extent

Weighted Base: Practice 1 (110)

Unweighted Base: Practice 1 (92)

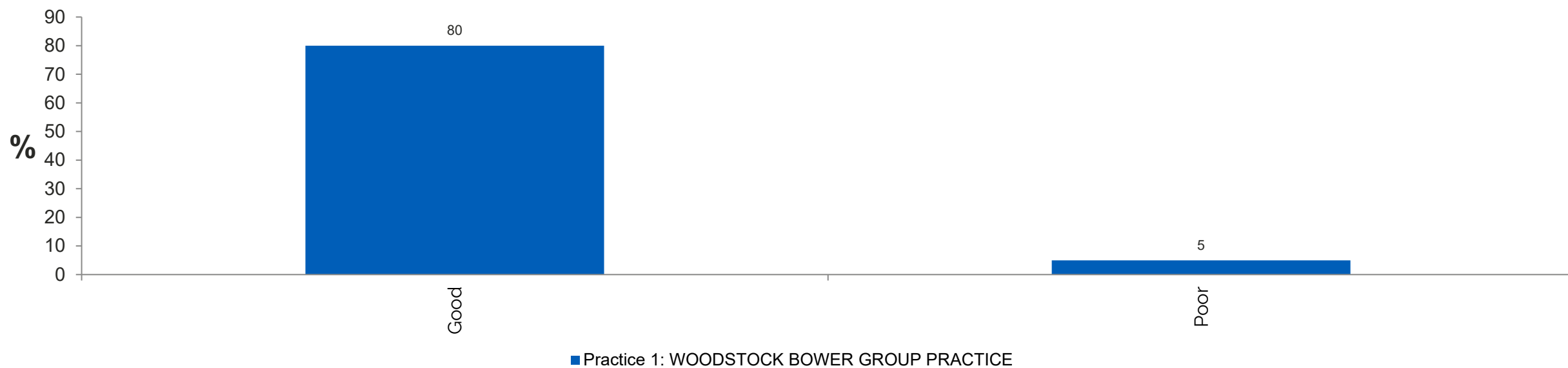
Excluding those who said 'I don't know' (weighted): Practice 1 (9)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q32. Overall, how would you describe your experience of your GP practice?

Filters: No filter applied

Weighted data



Base: Asked of all patients

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Weighted Base: Practice 1 (125)

Unweighted Base: Practice 1 (97)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.