

About the survey

850,000 responses received¹

314,500 took part online

Survey running since 2007

Includes data on:

➔ 472,000 patients with a long term condition, disability or illness

➔ 162,000 carers

➔ 58,000 smokers



850,000

Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice [82% in 2020]

83%
good experience



Healthcare professional:

96% say they have confidence and trust in the healthcare professional they saw [95% in 2020]²



94% say their needs were met at their last appointment [94% in 2020]²

This year's survey was conducted during the COVID-19 pandemic, the effect of which should be taken into account when looking at results over time.

Access:

The majority of patients find it easy to get through to their practice by phone [65% in 2020]²

68%
find it easy



70%

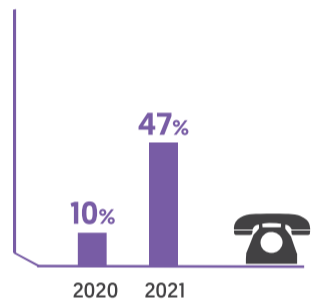
had an appointment in the last 12 months [85% in 2020]²



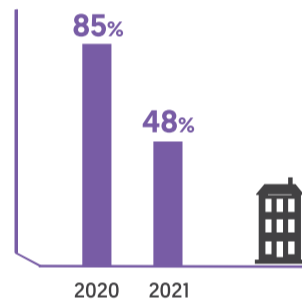
Type of appointment:

The type of appointment patients received when they last tried to make a general practice appointment.

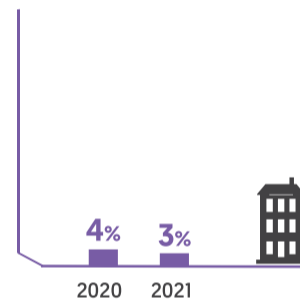
Phone appointment



At their GP practice



At another general practice location



Online appointment

2020 **Less than 0.5%**
2021 **3%**



Home visit

2020 **1%**
2021 **Less than 0.5%**



Making an appointment:

59%

saw or spoke to someone at a time they wanted to or sooner [56% in 2020]

60%

who wanted a same day appointment got one [62% in 2020]²

71%

say they had a good experience of making an appointment [65% in 2020]

80% of patients needed a general practice appointment in the last 12 months. Of these patients:



42%

Avoided making an appointment²

Avoided because they were worried about the burden on the NHS²

20%

Avoided because of the risk of catching COVID-19²

17%

Avoided because they found it too difficult²

11%

Avoided for another reason²

6%

Avoided because they didn't have time²

4%

Choice and satisfaction with appointment offered:



40%
Offered a choice of time or day²



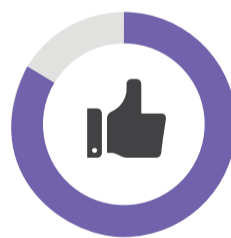
24%
Offered a choice of type of appointment²



14%
Offered a choice of place²



8%
Offered a choice of healthcare professional²



82%

were satisfied with the appointment offered, and accepted it

Isolation

15%

said they felt isolated from others in the last year [7% in 2020]



www.gp-patient.co.uk

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

Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity and more)

Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



89%

listening to them [88% in 2020]²



89%

giving them enough time [86% in 2020]²



88%

treating them with care and concern [87% in 2020]²



93%

were involved as much as they wanted to be in decisions about their care and treatment [93% in 2020]²