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.

Data are weighted by age and gender to reflect the population of eligible patients within each practice and CCG.

See the GP Patient Survey website for further information about weighting.

Results

An asterisk (*) indicates a base size of fewer than 10. Where a percentage is below 0.5% it will be displayed as 0%.

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, computer rounding or the exclusion of ‘don’t know’/ not stated. Where any response is excluded from the combined response, this will be specified.

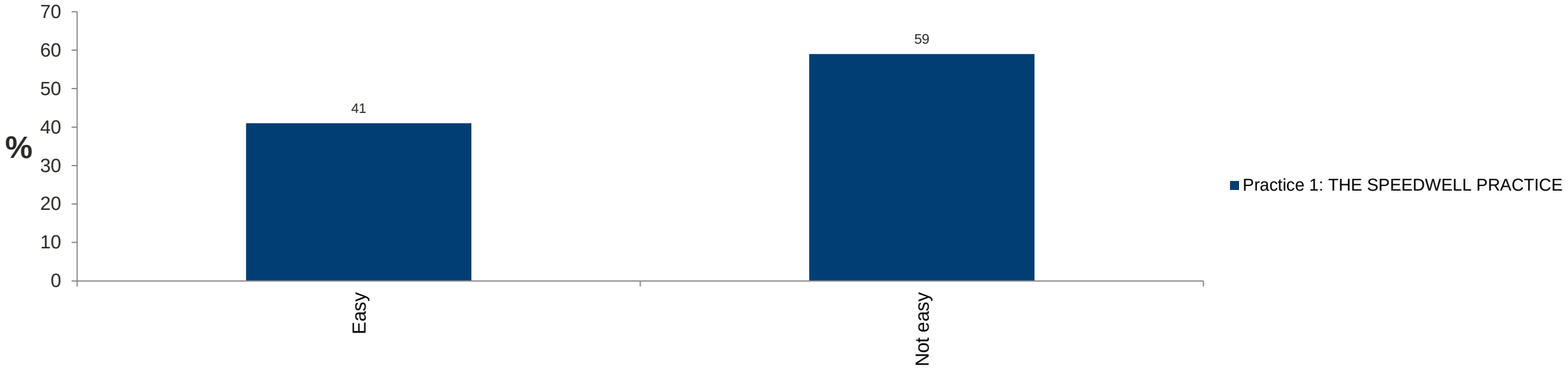
More information

For more information about the survey please see the: GP Patient Survey website FAQ.

Showing summary results - Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Filters: No filter applied

Showing weighted data



Base: All patients excluding haven't tried

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Unweighted Base: Practice 1 (121)

Weighted Base: Practice 1 (143)

Excluding those who said "Haven't tried" (weighted): Practice 1 (6)

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

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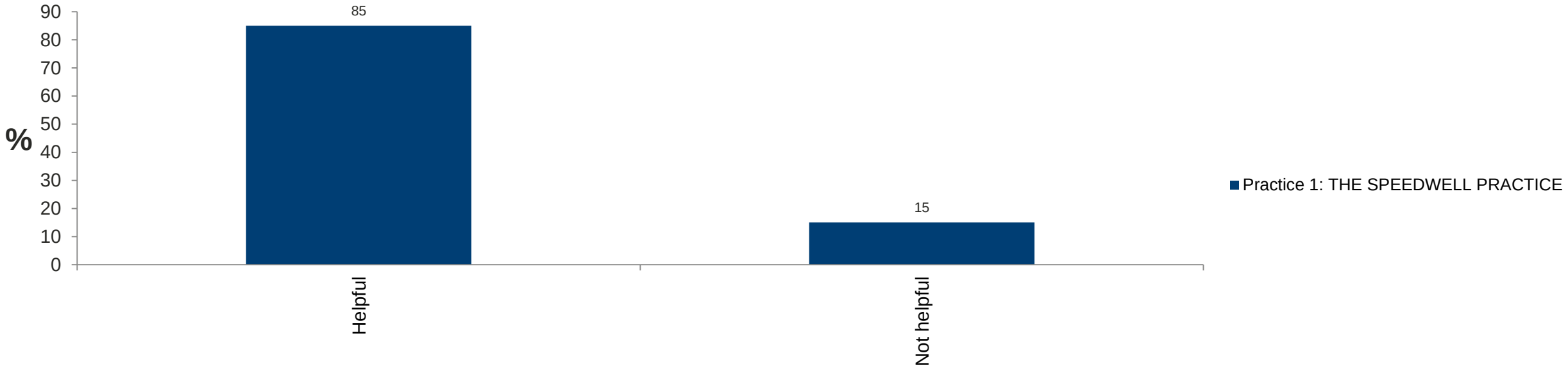
Showing summary results - Q2. How helpful do you find the receptionists at your GP practice?

Filters: No filter applied

Showing weighted data



Base: All patients excluding don't know

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

Unweighted Base: Practice 1 (122)

Weighted Base: Practice 1 (146)

Excluding those who said "Don't know" (weighted): Practice 1 (3)

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

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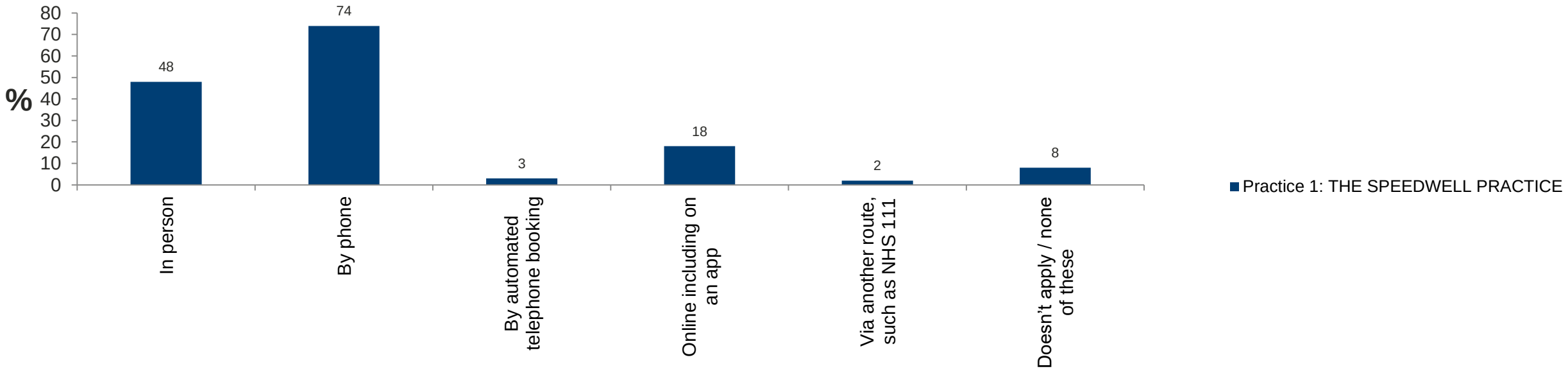
Showing full results - Q3. In the past 12 months, have you booked general practice appointments in any of the following ways?

Filters: No filter applied

Showing weighted data



Base: All patients

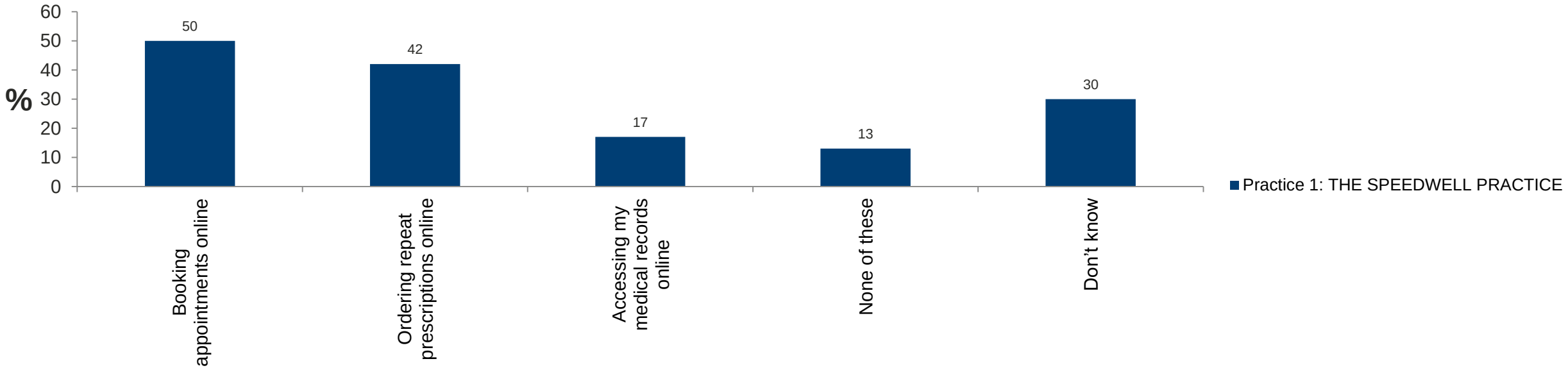
Unweighted Base: Practice 1 (123)
Weighted Base: Practice 1 (147)

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

Showing full results - Q4. As far as you know, which of the following online services does your GP practice offer?

Filters: No filter applied

Showing weighted data



Base: All patients

Unweighted Base: Practice 1 (120)
Weighted Base: Practice 1 (141)

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

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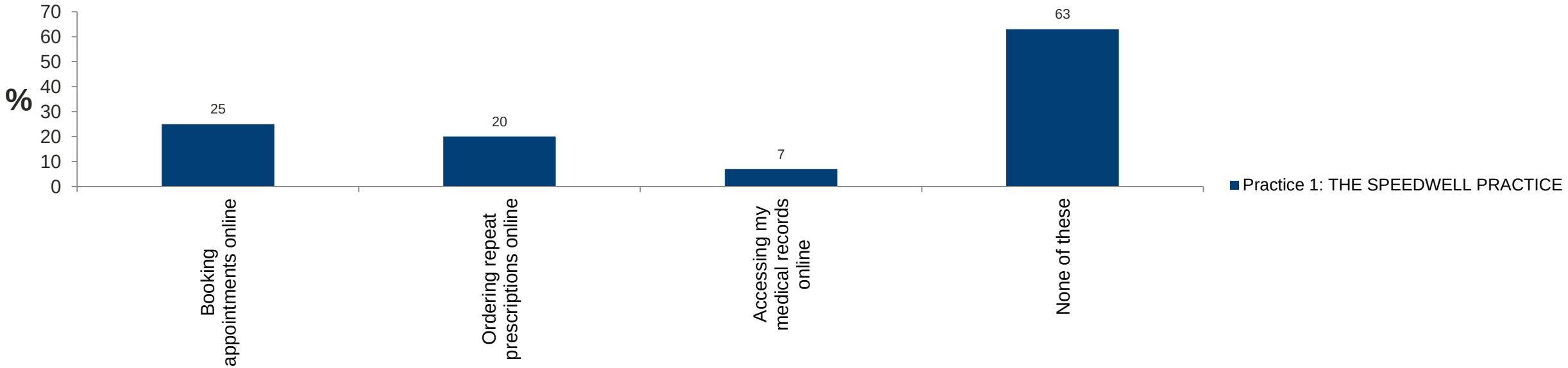
Showing full results - Q5. Which of the following general practice online services have you used in the past 12 months?

Filters: No filter applied

Showing weighted data



Base: All patients

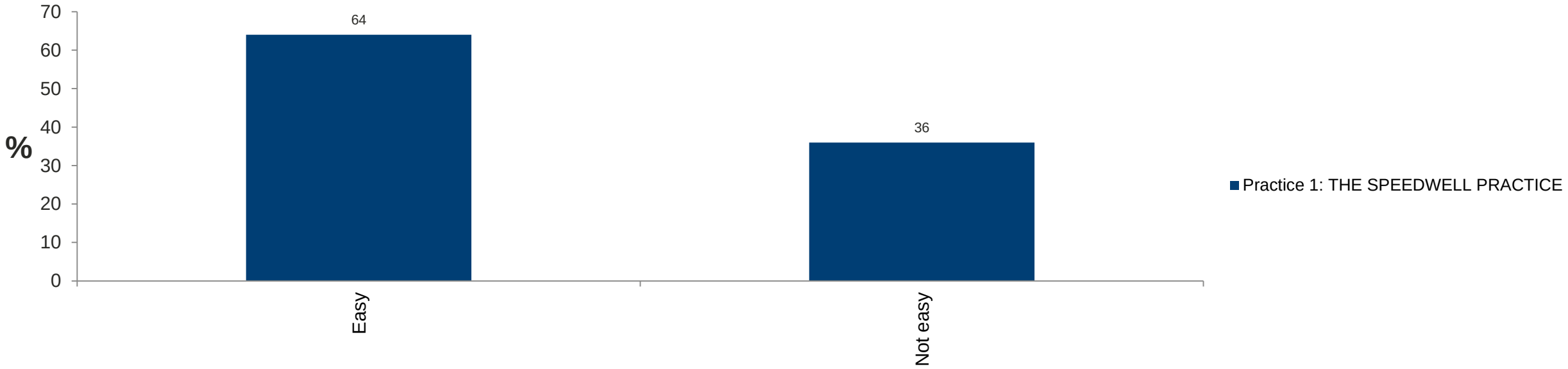
Unweighted Base: Practice 1 (121)
Weighted Base: Practice 1 (144)

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

Showing summary results - Q6. How easy is it to use your GP practice's website to look for information or access services?

Filters: No filter applied

Showing weighted data



Base: All patients excluding haven't tried

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Unweighted Base: Practice 1 (66)

Weighted Base: Practice 1 (80)

Excluding those who said "Haven't tried" (weighted): Practice 1 (69)

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

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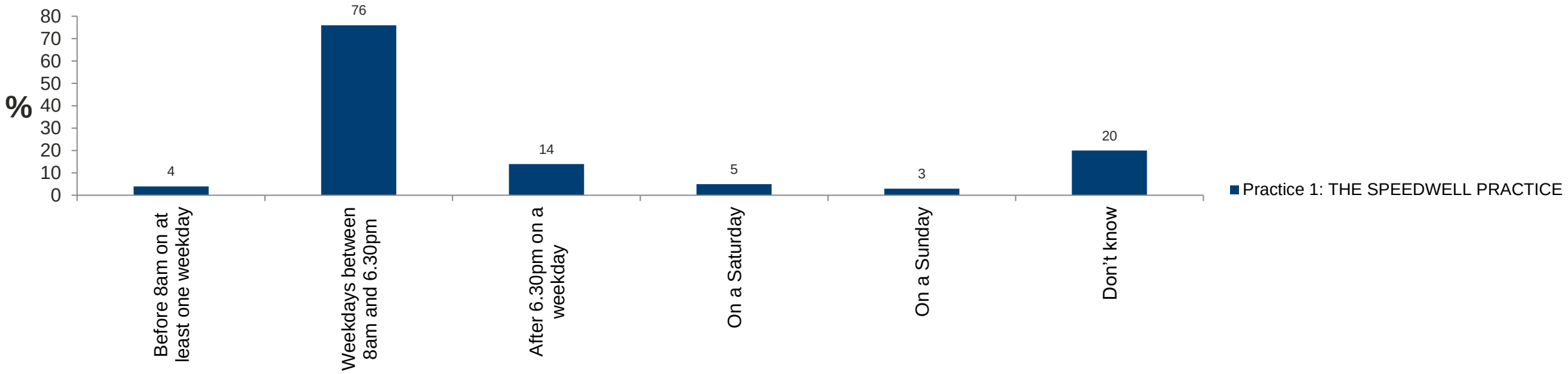
Showing full results - Q7. As far as you are aware, what general practice appointment times are available to you?

Filters: No filter applied

Showing weighted data



Base: All patients

Unweighted Base: Practice 1 (124)
Weighted Base: Practice 1 (149)

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

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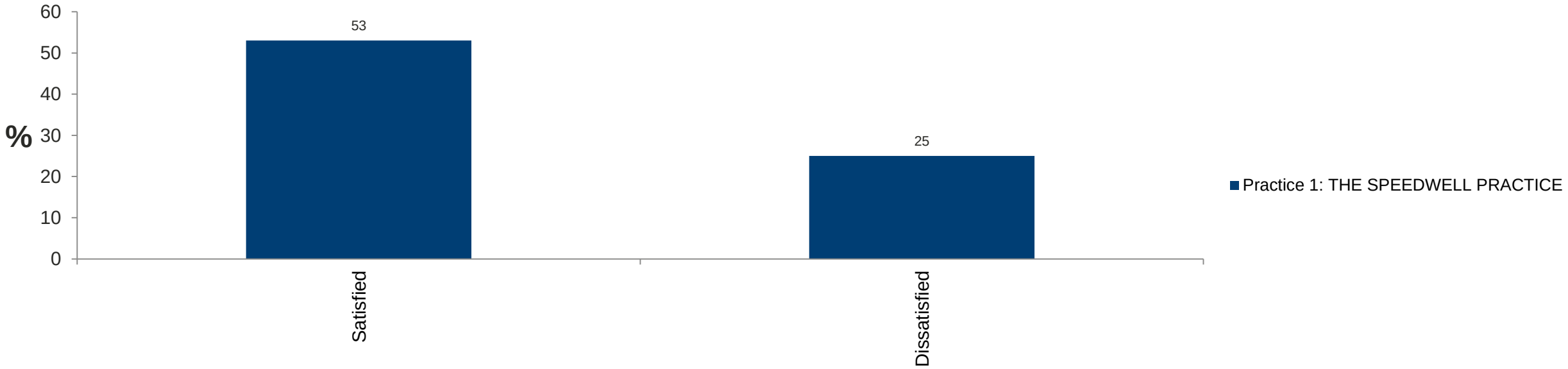
Showing summary results - Q8. How satisfied are you with the general practice appointment times that are available to you?

Filters: No filter applied

Showing weighted data



Base: All patients excluding not sure

Satisfied = Very satisfied + Fairly satifsied. Dissatisfied = Fairly dissatisfied + Very dissatisfied

Unweighted Base: Practice 1 (107)

Weighted Base: Practice 1 (130)

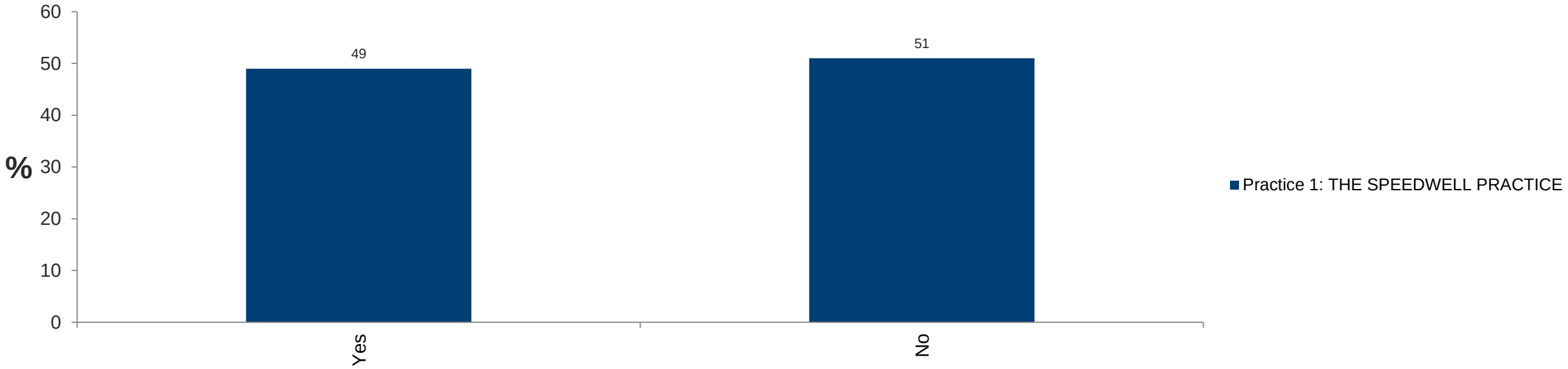
Excluding those who said "I'm not sure when I can get an appointment" (weighted): Practice 1 (2)

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

Showing summary results - Q9. Is there a particular GP you usually prefer to see or speak to?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those with only one GP in GP practice

Yes = Yes, for all + Yes for some

Unweighted Base: Practice 1 (121)

Weighted Base: Practice 1 (144)

Excluding those who said "There is usually only one GP in my GP practice" (weighted): Practice 1 (0)

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

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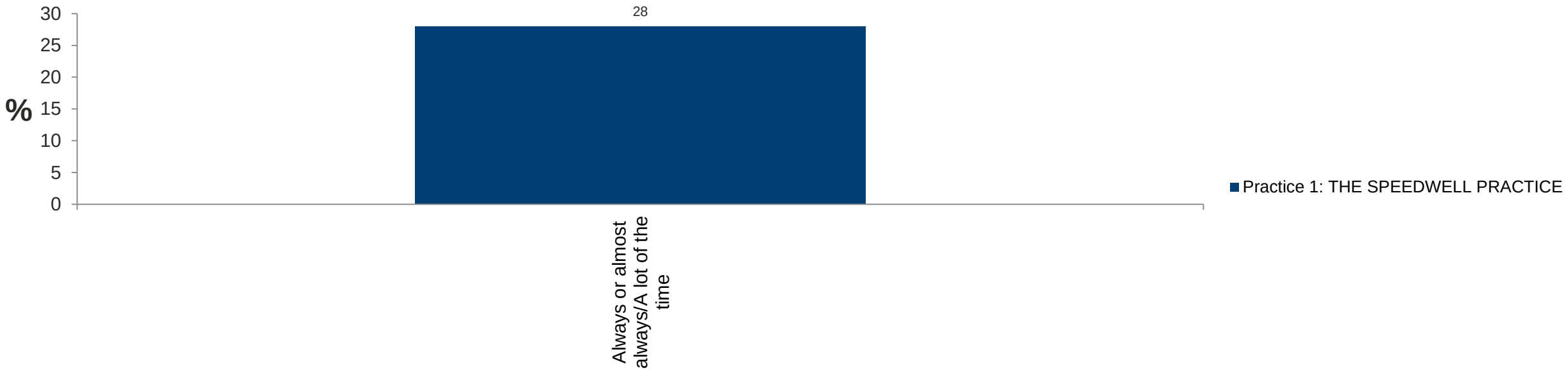
Showing full results - Q10. How often do you see or speak to your preferred GP when you would like to?

Filters: No filter applied

Showing weighted data



Base: All patients who have a GP they prefer to see or speak to, excluding have not tried

Unweighted Base: Practice 1 (57)

Weighted Base: Practice 1 (68)

Excluding those who said "I have not tried" (weighted): Practice 1 (2)

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

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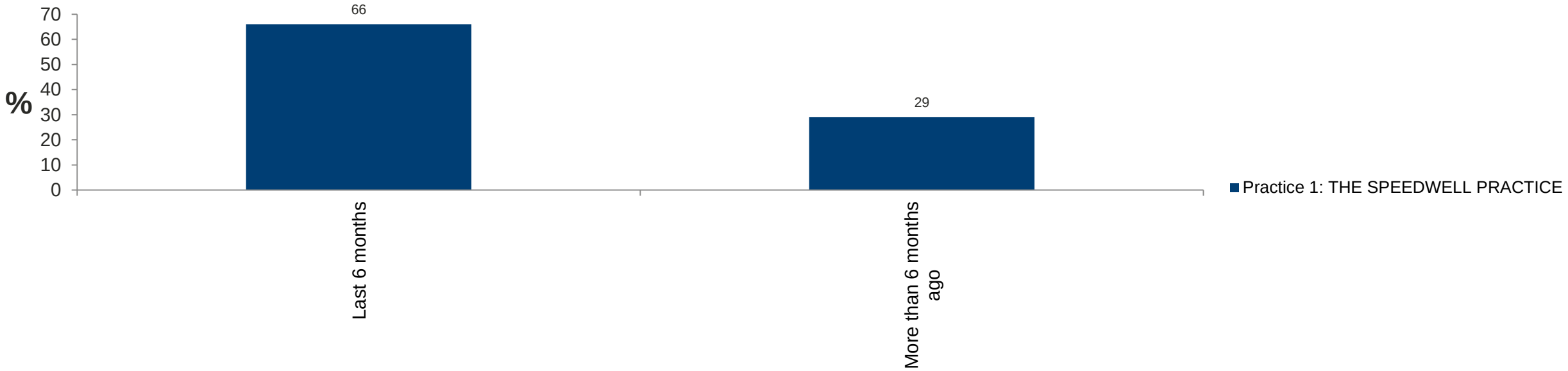
Showing summary results - Q11. When did you last try to make a general practice appointment, either for yourself or for someone else?

Filters: No filter applied

Showing weighted data



Base: All patients excluding don't know

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

Unweighted Base: Practice 1 (119)

Weighted Base: Practice 1 (141)

Excluding those who said "Don't know" (weighted): Practice 1 (3)

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

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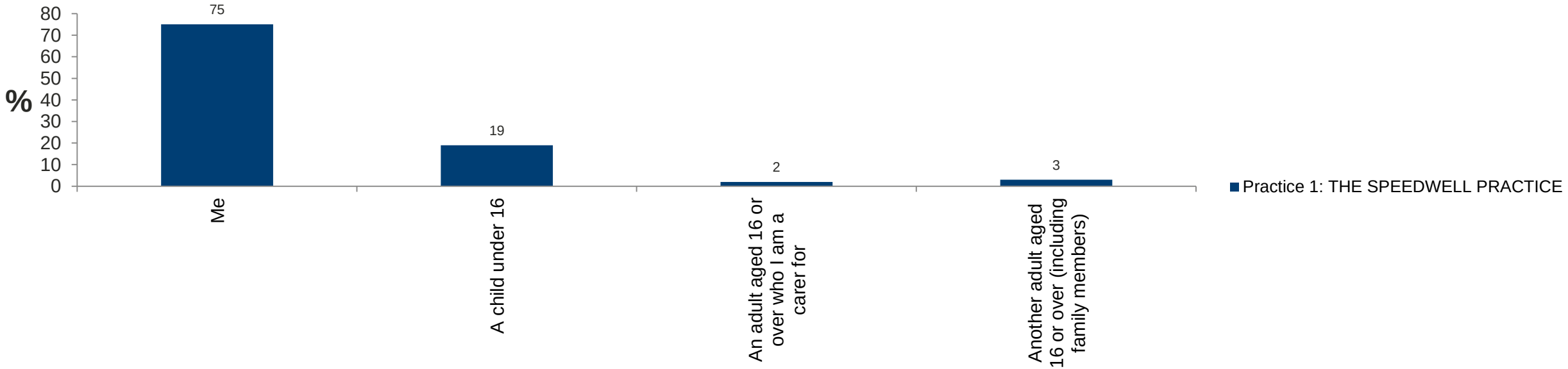
Showing full results - Q12. Who was this appointment for?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

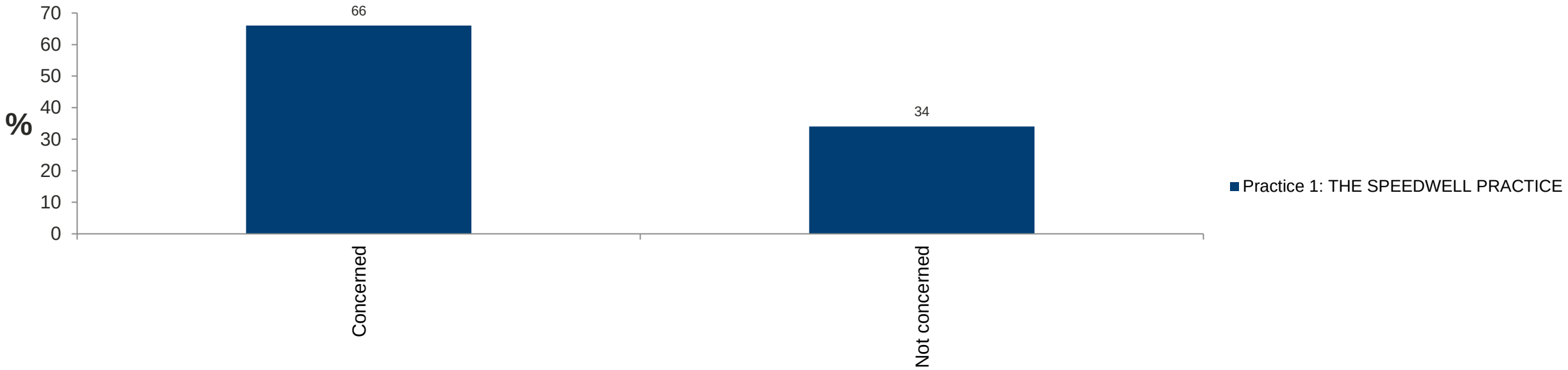
Unweighted Base: Practice 1 (113)
Weighted Base: Practice 1 (133)

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

Showing summary results - Q13. How concerned were you at the time about your health, or the health of the person you were making this appointment for?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered, excluding can't remember

Concerned = Very concerned + Fairly concerned. Not concerned = Not very concerned + Not at all concerned

Unweighted Base: Practice 1 (112)

Weighted Base: Practice 1 (132)

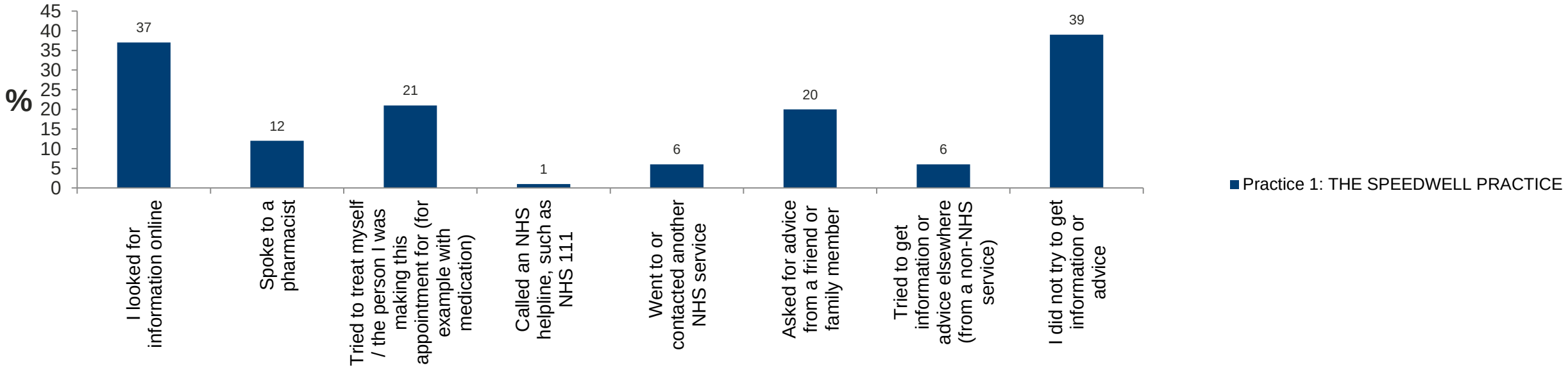
Excluding those who said "Can't remember" (weighted): Practice 1 (5)

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

Showing full results - Q14. Before you tried to get this appointment, did you do any of the following?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered Due to the large number of answer codes, it may be easier to view this data by switching to table view or using the excel download at the top of this page

Unweighted Base: Practice 1 (110)

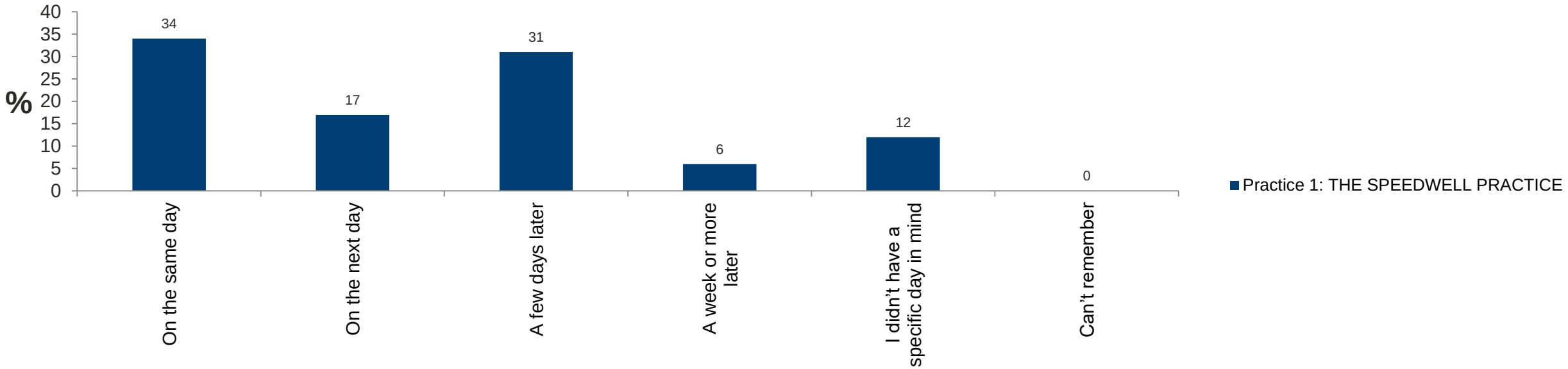
Weighted Base: Practice 1 (129)

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

Showing full results - Q15. When would you have liked this appointment to be?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

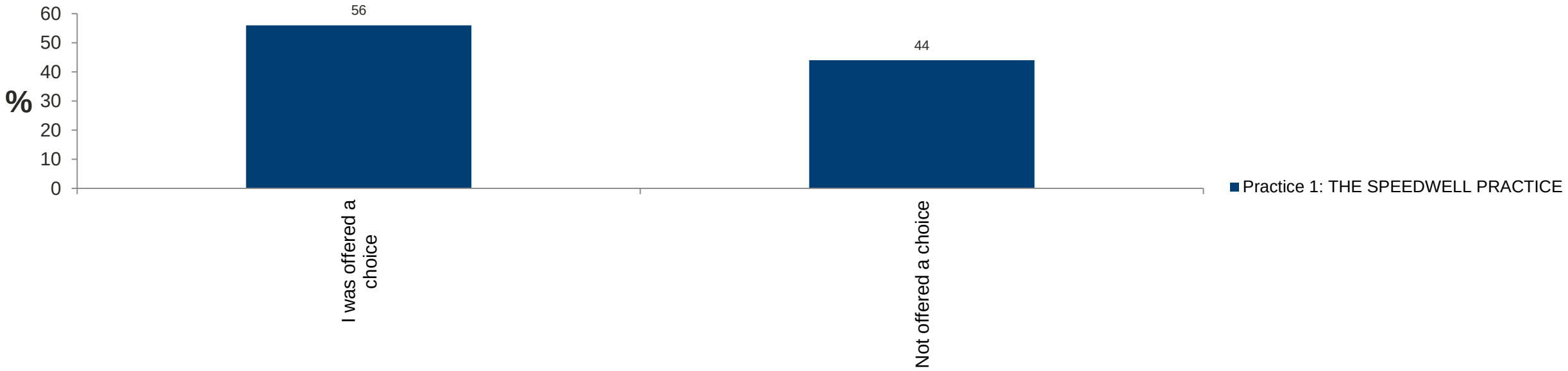
Unweighted Base: Practice 1 (109)
Weighted Base: Practice 1 (128)

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

Showing summary results - Q16. On this occasion, were you offered a choice of appointment?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered, excluding can't remember and doesn't apply

Offered a choice = choice of place or time/day or healthcare professional

Unweighted Base: Practice 1 (92)

Weighted Base: Practice 1 (106)

Excluding those who said "Can't remember" or "Doesn't apply" (weighted): Practice 1 (29)

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

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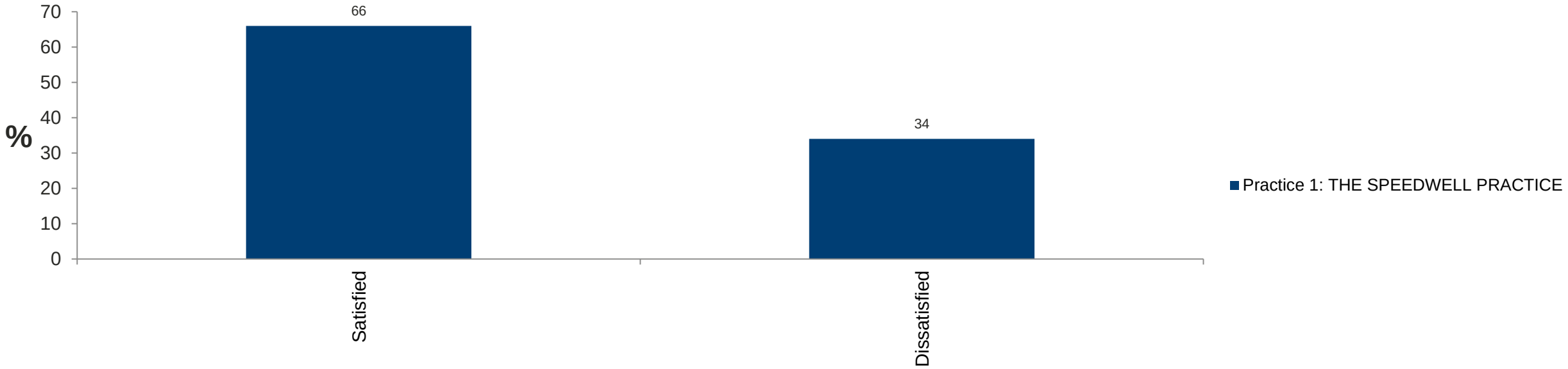
Showing summary results - Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Satisfied = Yes, and I accepted an appointment. Dissatisfied = No, but I still took an appointment + No, and I did not take an appointment

Unweighted Base: Practice 1 (115)

Weighted Base: Practice 1 (136)

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

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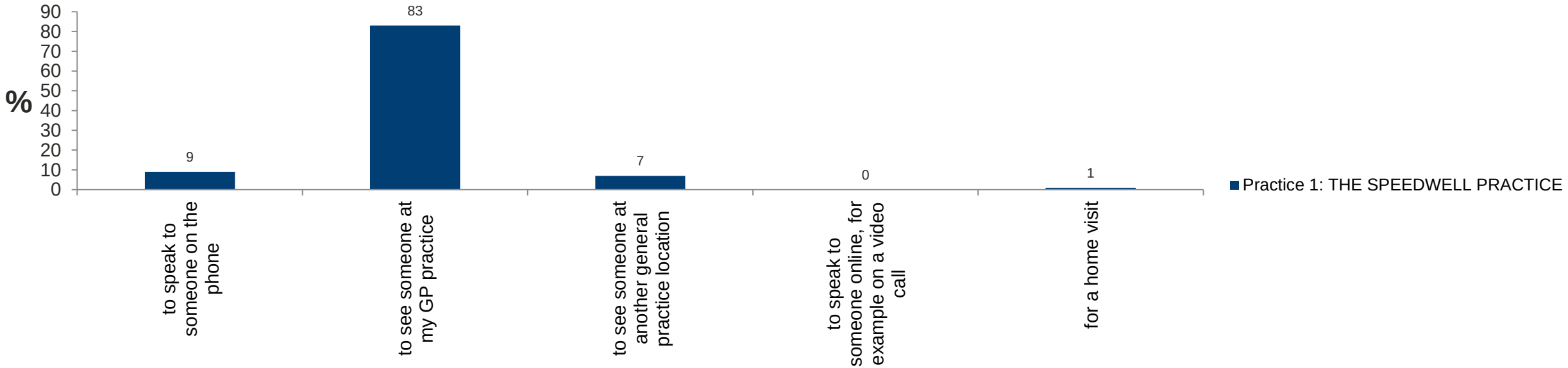
Showing full results - Q20. What type of appointment did you get?

Filters: No filter applied

Showing weighted data



Base: All patients who accepted an appointment

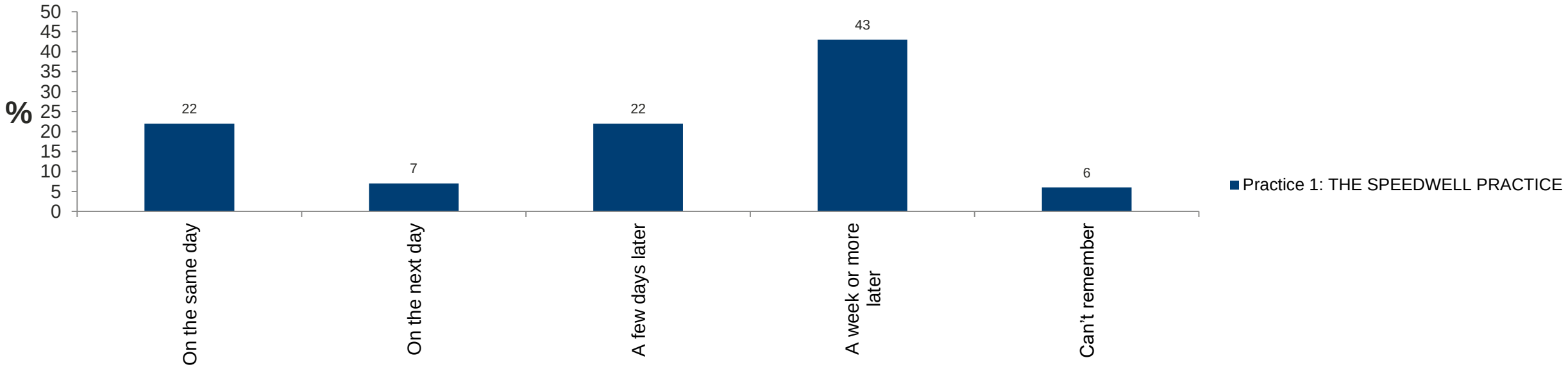
Unweighted Base: Practice 1 (101)
Weighted Base: Practice 1 (118)

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

Showing full results - Q21. How long after initially trying to book the appointment did the appointment take place?

Filters: No filter applied

Showing weighted data



Base: All patients who accepted an appointment

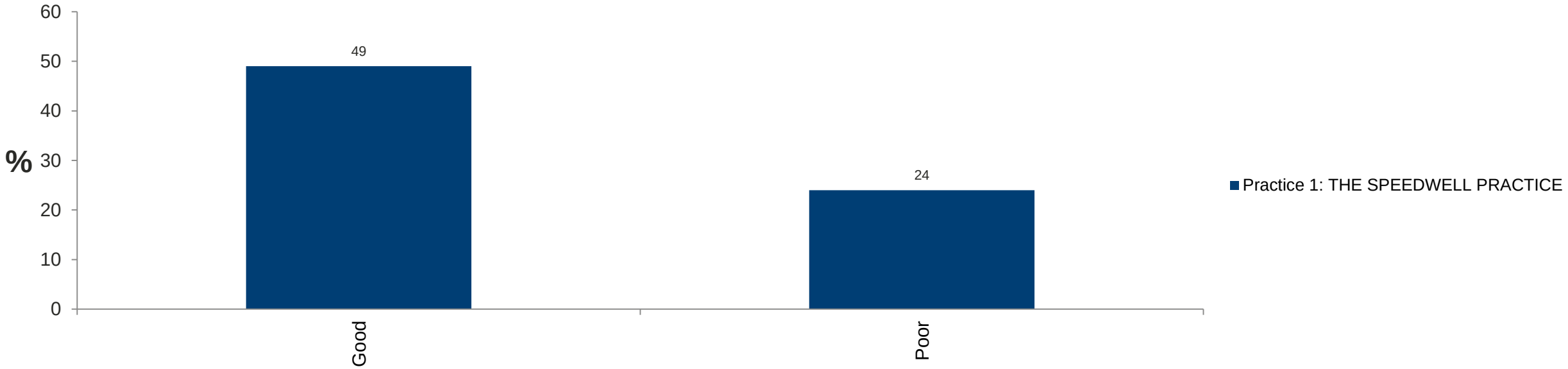
Unweighted Base: Practice 1 (106)
Weighted Base: Practice 1 (125)

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

Showing summary results - Q22. Overall, how would you describe your experience of making an appointment?

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

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

Unweighted Base: Practice 1 (115)

Weighted Base: Practice 1 (135)

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

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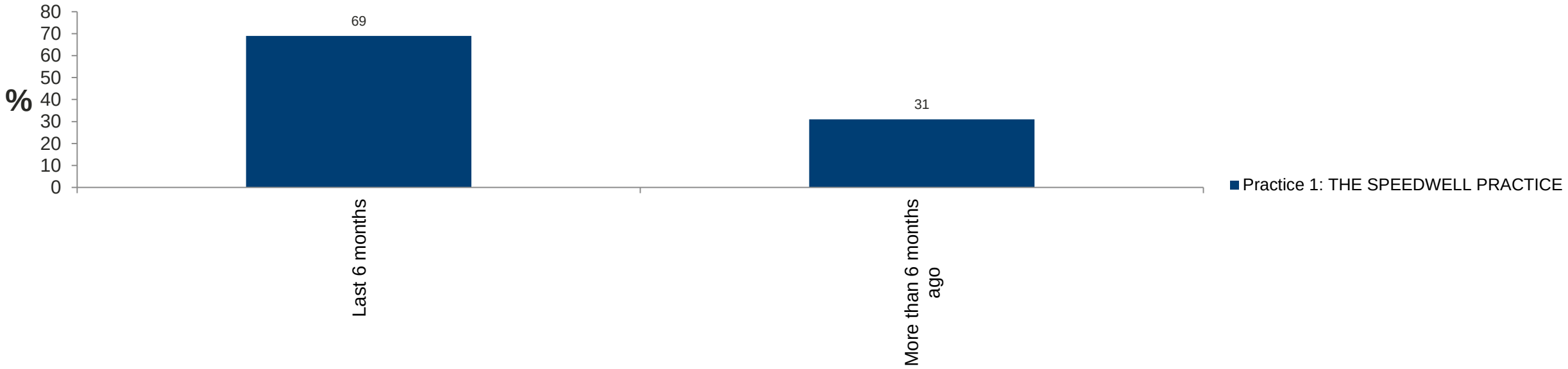
Showing summary results - Q23. When was your last general practice appointment?

Filters: No filter applied

Showing weighted data



Base: All patients

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

Unweighted Base: Practice 1 (116)

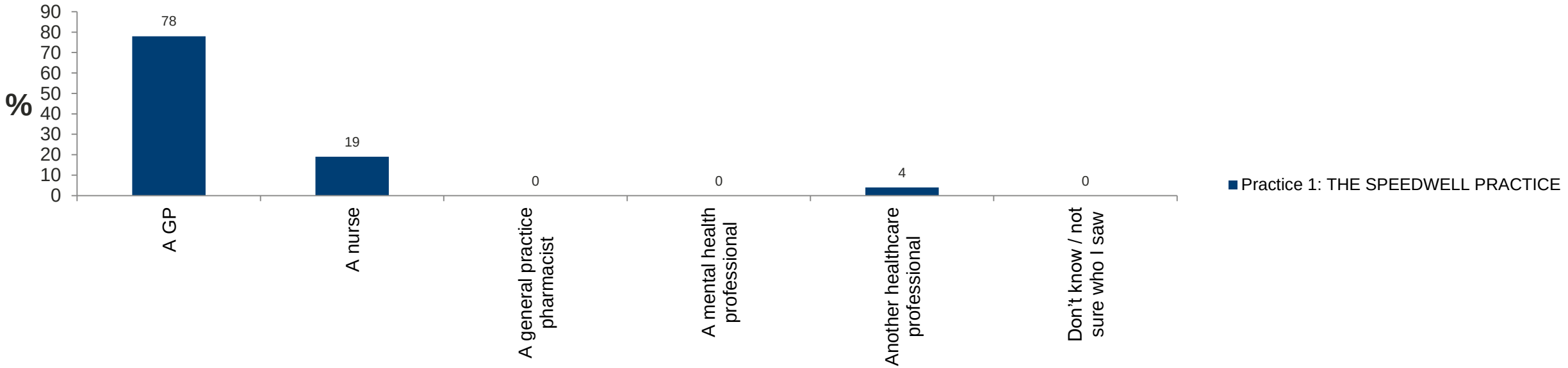
Weighted Base: Practice 1 (138)

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

Showing full results - Q24. Who was your last general practice appointment with?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months

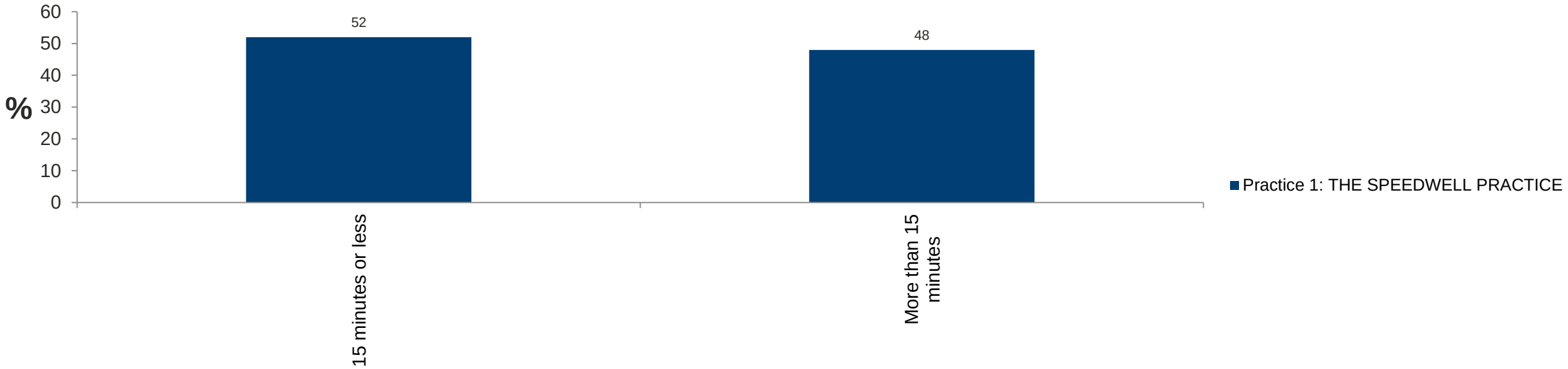
Unweighted Base: Practice 1 (113)
Weighted Base: Practice 1 (134)

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

Showing summary results - Q25. How long after your appointment time did you wait to see or speak to a healthcare professional?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding can't remember and I didn't have an appointment at a set time

15 minutes or less = 5 minutes or less + Between 5 and 15 minutes. More than 15 minutes = 15 to 30 minutes + More than 30 minutes

Unweighted Base: Practice 1 (94)

Weighted Base: Practice 1 (112)

Excluding those who said "I didn't have an appointment at a set time" or "Can't remember" (weighted): Practice 1 (20)

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

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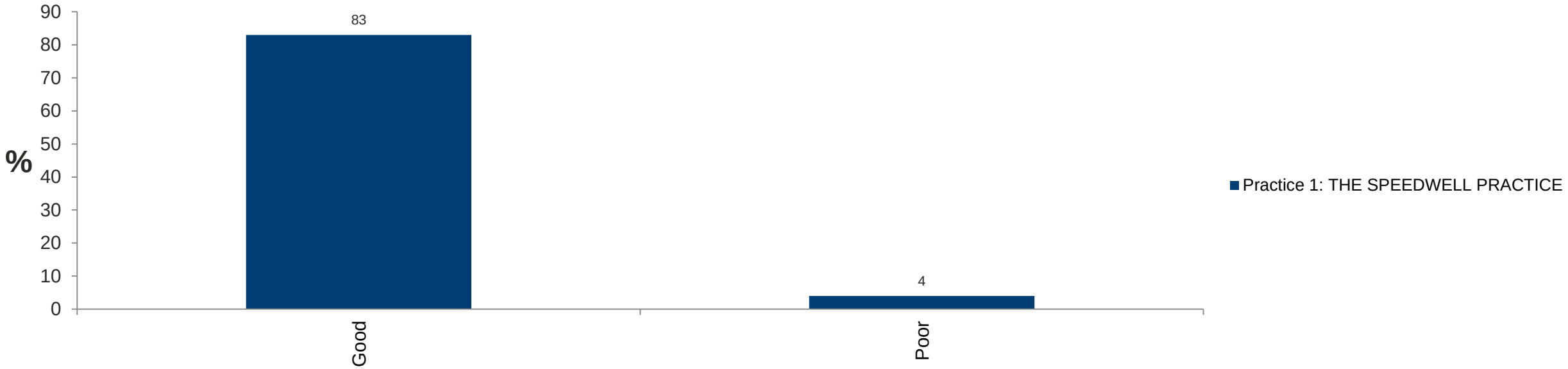
Showing summary results - Q26a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding doesn't apply

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

Unweighted Base: Practice 1 (111)

Weighted Base: Practice 1 (134)

Excluding those who said "Doesn't apply" (weighted): Practice 1 (2)

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

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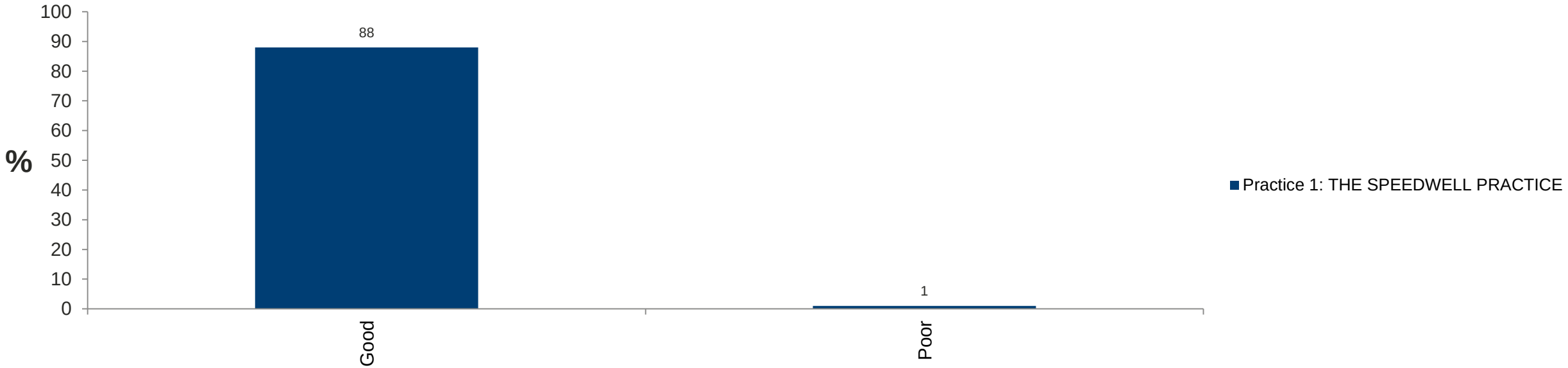
Showing summary results - Q26b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding doesn't apply

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

Unweighted Base: Practice 1 (111)

Weighted Base: Practice 1 (134)

Excluding those who said "Doesn't apply" (weighted): Practice 1 (2)

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

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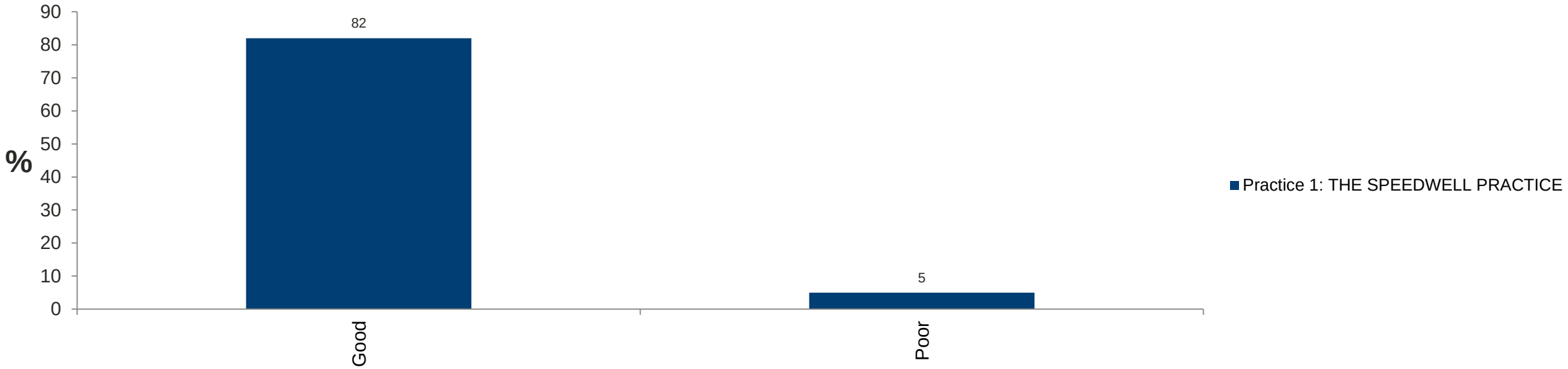
Showing summary results - Q26c. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding doesn't apply

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

Unweighted Base: Practice 1 (111)

Weighted Base: Practice 1 (134)

Excluding those who said "Doesn't apply" (weighted): Practice 1 (2)

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

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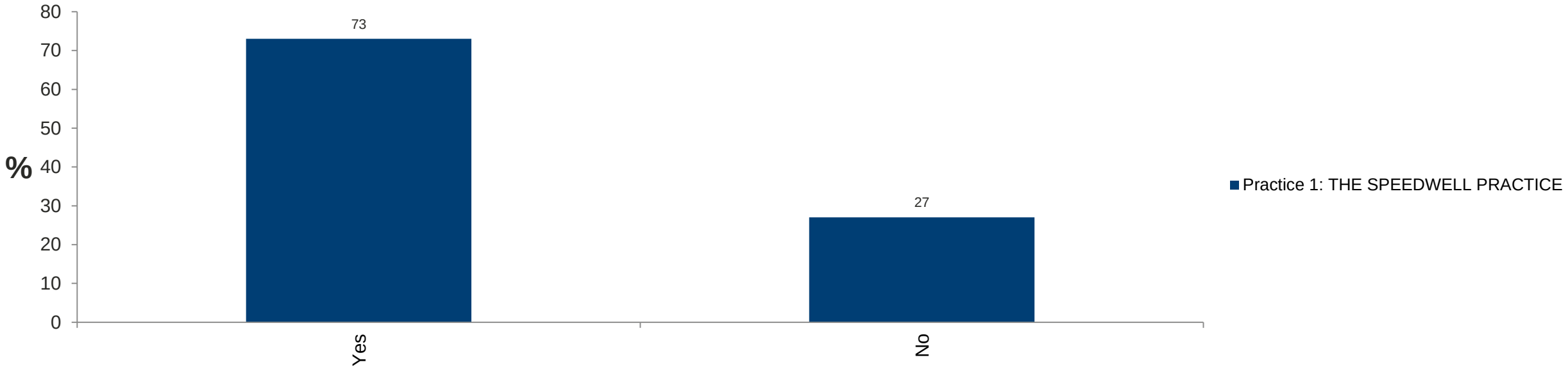
Showing summary results - Q27. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding those who did not have any mental health needs and who say this did not apply to their last appointment

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: Practice 1 (38)

Weighted Base: Practice 1 (53)

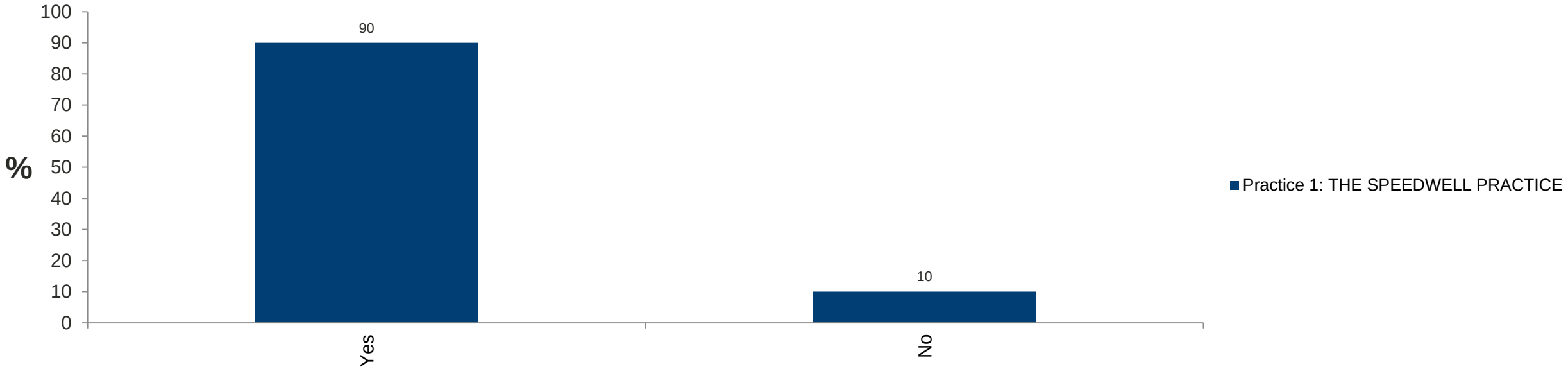
Excluding those who said "I did not have any mental health needs" or "Did not apply to my last appointment" (weighted): Practice 1 (80)

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

Showing summary results - Q28. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding don't know and doesn't apply

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: Practice 1 (93)

Weighted Base: Practice 1 (110)

Excluding those who said "Don't know" or "doesn't apply" (weighted): Practice 1 (23)

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

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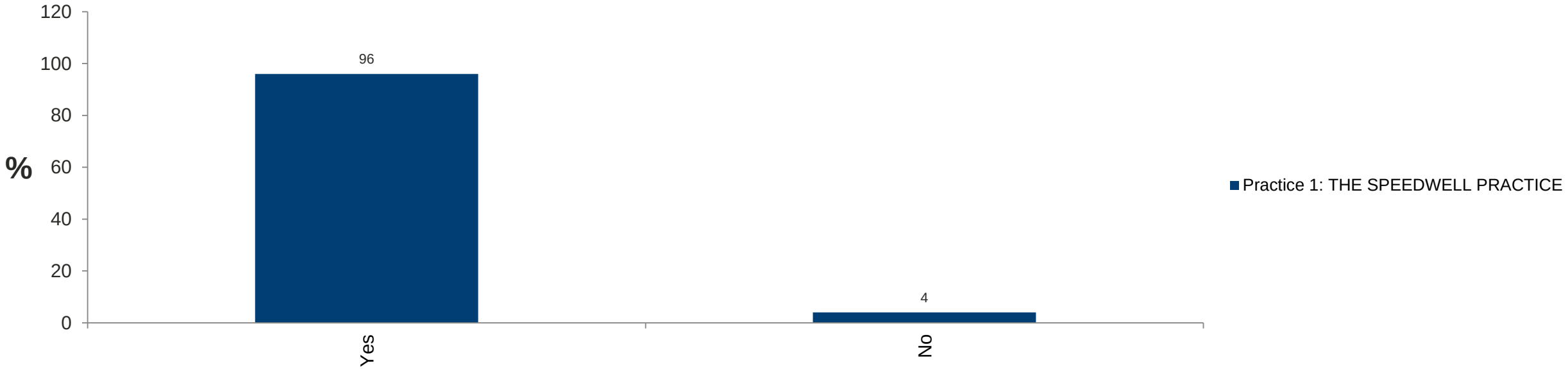
Showing summary results - Q29. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding don't know /can't say

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: Practice 1 (110)

Weighted Base: Practice 1 (131)

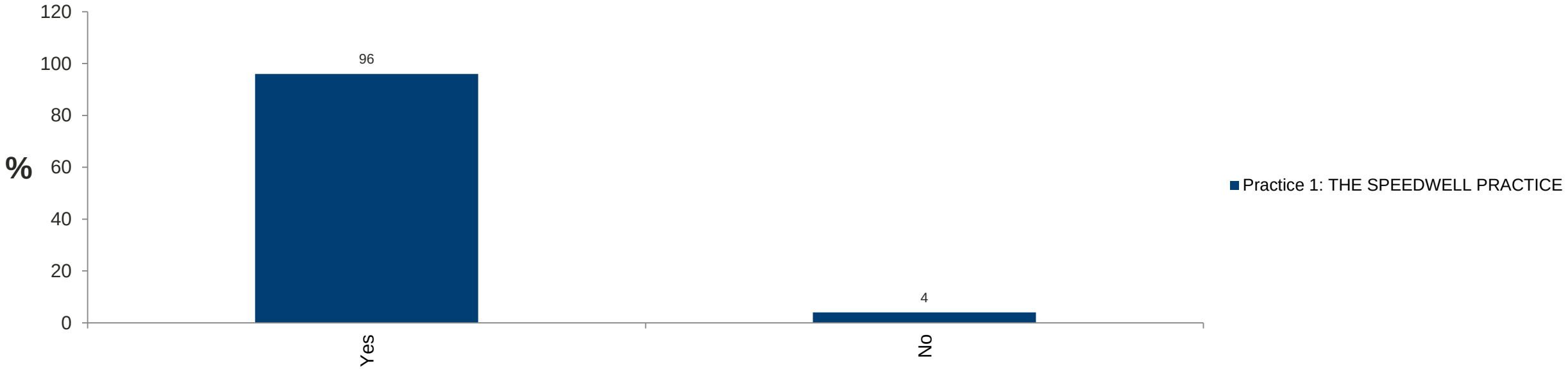
Excluding those who said "Don't know" or "can't say" (weighted): Practice 1 (5)

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

Showing summary results - Q30. Thinking about the reason for your last general practice appointment, were your needs met?

Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment in the last 12 months, excluding don't know /can't say

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: Practice 1 (110)

Weighted Base: Practice 1 (131)

Excluding those who said "Don't know" or "can't say" (weighted): Practice 1 (5)

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

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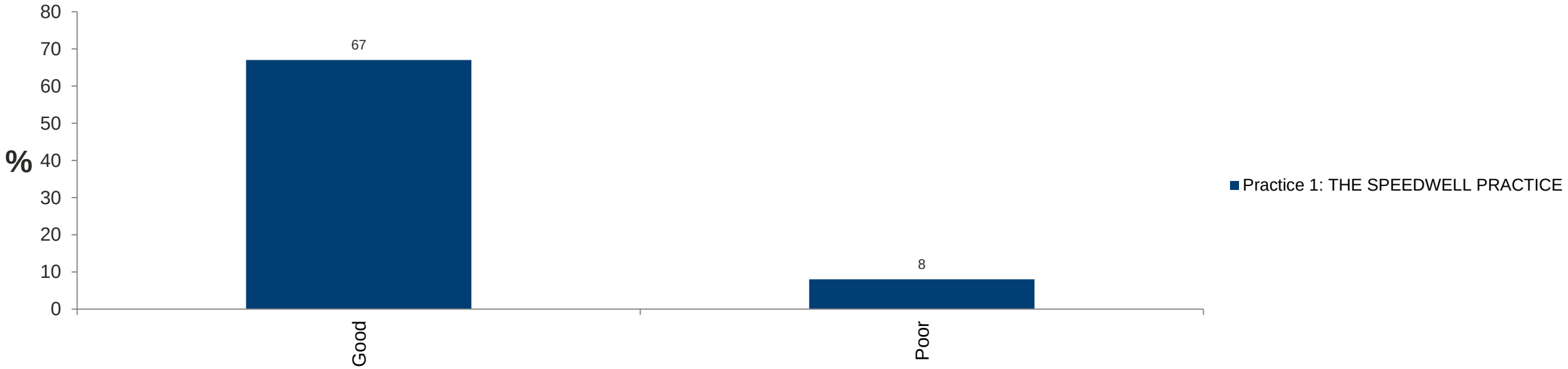
Showing summary results - Q31. Overall, how would you describe your experience of your GP practice?

Filters: No filter applied

Showing weighted data



Base: All patients

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

Unweighted Base: Practice 1 (123)

Weighted Base: Practice 1 (147)

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

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