

# GP PATIENT SURVEY

National report

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**2019 Publication**



Ipsos MORI

**NHS**

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Visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk) for further information. Here you can...

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

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Analyse the survey data for a specific participant group (e.g. by age, gender, ethnicity, those with long-term conditions, and more)

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# 1

# About the survey

## MENU:

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- The GP Patient Survey (GPPS) is an England-wide survey, **providing GP practice-level data** about patients' experiences of general practice.
- Ipsos MORI administers the survey on behalf of NHS England.
- This report sets out the national headline and summary findings for the **2019 GPPS publication**.
- **2,328,560** questionnaires were sent out nationally, and **770,512** were returned completed between 2<sup>nd</sup> January and 5<sup>th</sup> April 2019. This represents a response rate of **33.1%**.
- The questionnaire can be found here [www.gp-patient.co.uk/surveysandreports](http://www.gp-patient.co.uk/surveysandreports). Note the numbering may change with each publication due to the addition or removal of questions.

c. 2.32m 

surveys to adults  
registered with an  
English GP practice

**770,512**  
completed surveys

**33.1%**  
national response  
rate

- Patient samples are obtained for each GP practice using registration records available through the National Health Applications and Infrastructure Services (NHAIS) database. A proportionately stratified, unclustered sample is drawn from each practice.
- The survey results include 78,657 questionnaires completed online. The questionnaire was also available for online completion in British Sign Language, and in 14 additional languages over the phone or online.
- Data presented in this report have been weighted according to a weighting scheme replicating the approach taken in previous years. All bases in the report are unweighted. Base sizes differ between questions as not all questions are completed by all patients. In addition, some questions are completed incorrectly, for example ticking more than one box when only one response was required or answering a question not relevant to them, and answers are excluded in these instances.
- The GP Patient Survey questionnaire was redeveloped for the 2018 survey and the sample was extended to include 16-17 year olds for the first time. The questionnaire redevelopment process is fully documented in the questionnaire development report [here](#).
- Analysis was undertaken to review where questions were comparable. For more information on the details of this analysis and which questions are comparable, please refer to the 'Technical Annex' [here](#). As a result, for the majority of questions, trend data is only available from 2018-19. Where results were comparable with previous data, despite the changes, relevant trends will be included from 2012-19.
- This report presents the results and summary results for the survey. In many cases these results exclude the non-specific response options (e.g. 'Don't know', 'Haven't tried', 'Can't say' and 'Doesn't Apply') to provide a more accurate reflection of how those using a service evaluate it. For more detail see the Presentation of Statistics document on the main Surveys and Reports page, which can be accessed [here](#).
- Within this report, an asterisk (\*) will indicate a percentage greater than 0% but less than 0.5%. All percentages are rounded to one decimal place; where combinations of answers do not appear to sum to the percentage reported, or totals do not sum to 100%, this will for the most part either be due to rounding or cases where multiple responses are allowed.
- [For technical details of the survey methodology, please see the 'Technical Annex' for 2019, which can be accessed on the main Surveys and Reports page \[here\]\(#\).](#)

**691,855**  
paper  
questionnaires  
completed

**78,657**  
questionnaires  
completed online

**1,835**  
questionnaires  
completed in a  
foreign language

# 2

## Headline findings

### MENU:

- 1 About the survey
- ▶** **Headline findings**
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**82.9%**

of patients described their overall experience of their GP practice as good (**83.8%** in 2018)



**95.5%**

had confidence and trust in the last healthcare professional they saw (**95.6%** in 2018)



**68.3%**

said that they found it easy to get through to their practice by phone (**70.3%** in 2018)

**89.4%**



found the receptionists at their practice helpful (**89.6%** in 2018)



**77.0%**

of patients who have used their GP practice's website to look for information or access services found it easy to do so (**78.3%** in 2018)



**93.8%**

accepted an appointment to see or speak to a healthcare professional the last time they tried to book one (**94.2%** in 2018)



**57.2%**

of all patients saw or spoke to someone at a time they wanted or sooner (**58.2%** in 2018)

**67.4%**

said that their overall experience of making an appointment was good (**68.6%** in 2018)

**64.7%**

were satisfied with the general practice appointment times that were available to them (**65.9%** in 2018)

**69.5%**



said they had a good overall experience of NHS services when their GP practice was closed (**68.7%** in 2018)

# 3

## Overall experience of GP practice

### MENU:

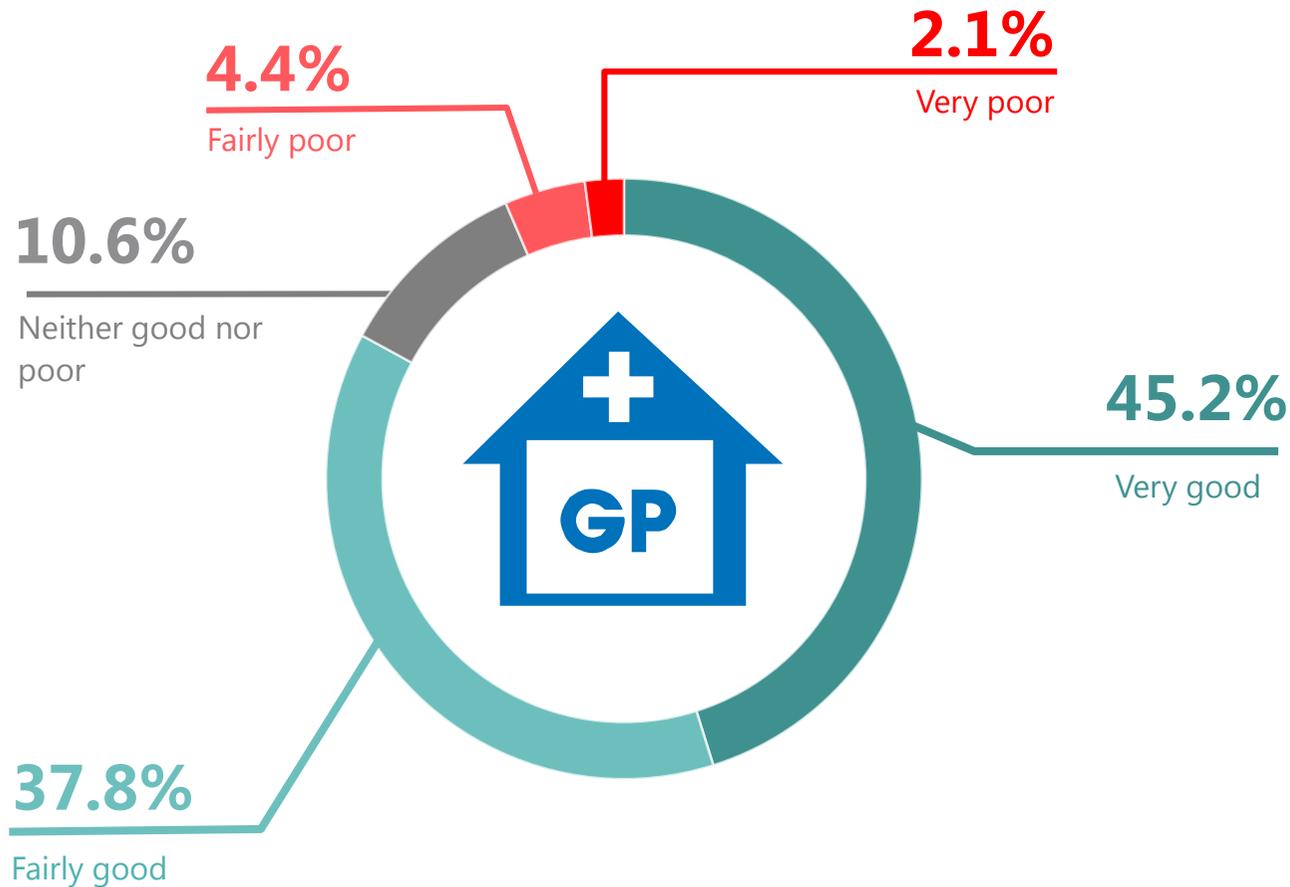
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# How do patients describe their overall experience of their GP practice?

## Overall, how would you describe your experience of your GP practice?

Most patients (82.9%) had a good\* overall experience of their GP practice, with more than two in five (45.2%) describing their experience as 'very good'. One in ten (10.6%) said their experience was 'neither good nor poor.' Fewer patients (6.5%) said their experience of their GP practice was poor\*\*, with 2.1% saying their experience was 'very poor'.

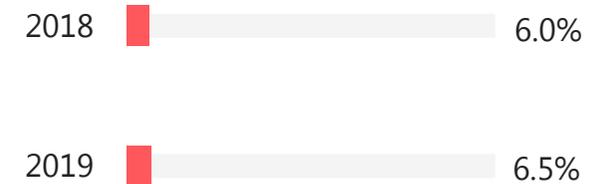
This is a small difference to the results from the 2018 survey: slightly more patients described their experience as good\* (83.8%).



### Good\*



### Poor\*\*



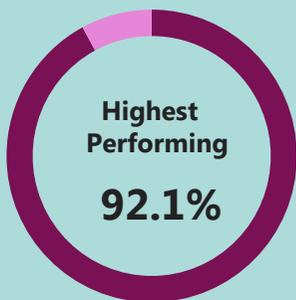
\*Good = 'very good' + 'fairly good'  
 \*\*Poor = 'very poor' + 'fairly poor'  
 Base: all patients: 2019 (760,037) 2018 (746,847)

# Does overall experience of GP practices vary between CCGs?

There was considerable variation across individual CCGs in the proportion of patients who described their experience of their GP practice as good\* (ranging from 69.1% to 92.1%).

## CCG Range - % Good

2019



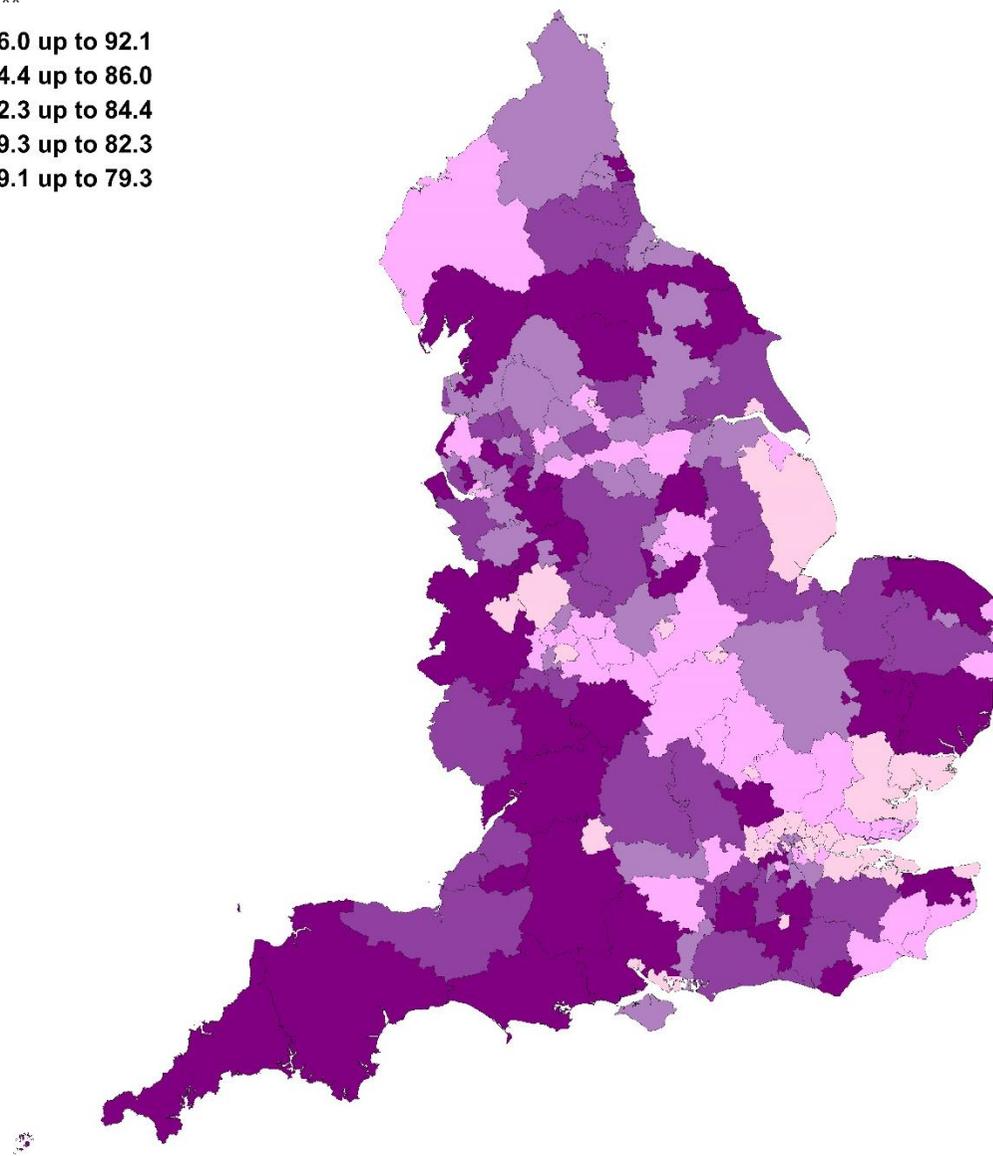
\*Good = 'very good' + 'fairly good'

## Overall experience of GP practice

*Overall, how would you describe your experience of your GP practice?*

2019 Overall experience of GP practice  
%Good \*\*

- 86.0 up to 92.1
- 84.4 up to 86.0
- 82.3 up to 84.4
- 79.3 up to 82.3
- 69.1 up to 79.3



\*\*CCGs are divided into five equal sized groups based on their results, each group represents 20% of the CCGs  
Base: all patients: 2019 (760,037) 2018 (746,847)

# 4

## Local GP services

### MENU:

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# How do patients book general practice appointments?

*In the past 12 months, have you booked general practice appointments in any of the following ways? (multiple responses allowed)*

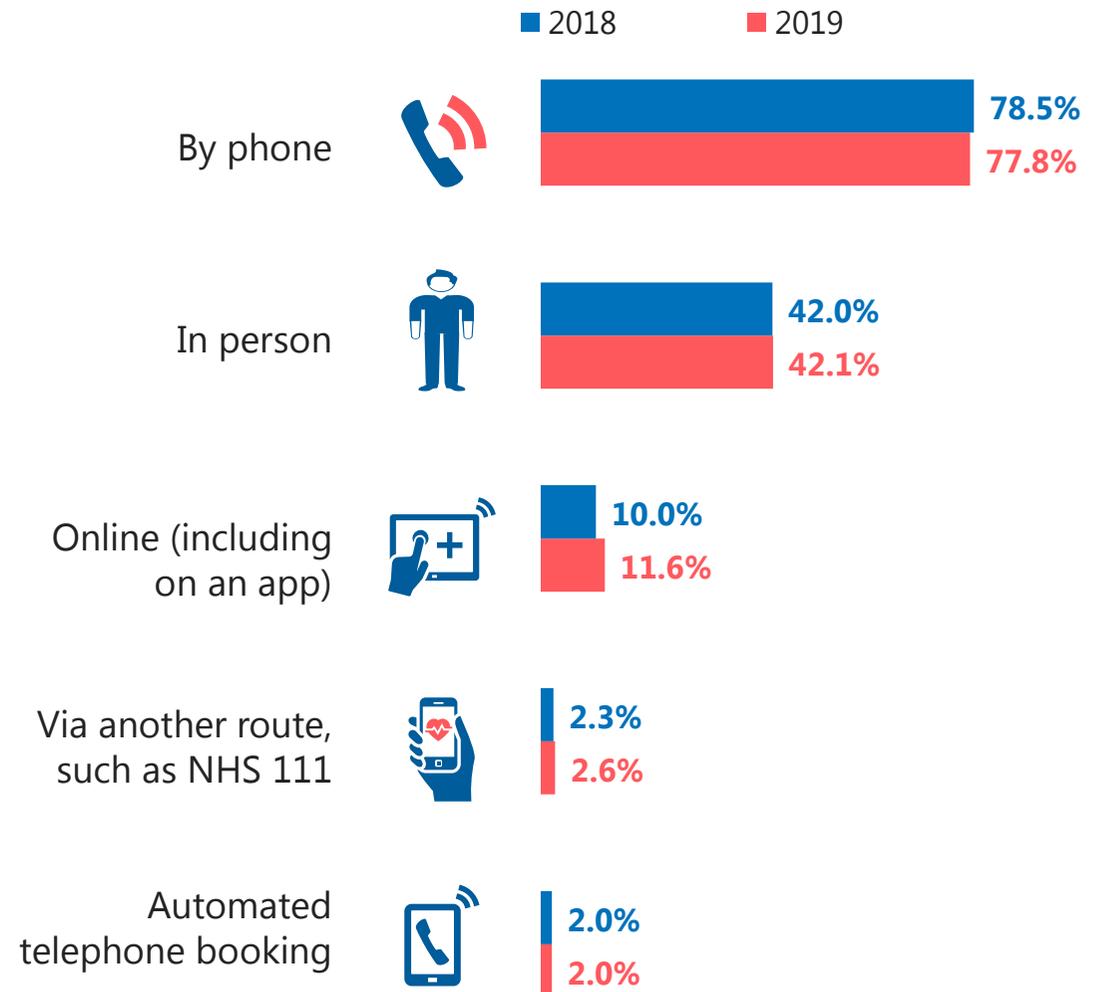
In line with the 2018 survey, most patients (77.8%) chose to book general practice appointments over the phone, while around two-fifths (42.1%) visited the GP practice in person.

The percentage of patients booking appointments via another route (such as NHS 111) or by automated telephone booking also remained similar.

However, the 2019 survey showed that more patients booked appointments online (11.6%) compared with the 2018 survey (10.0%).

## How do patients book general practice appointments?

*In the past 12 months, have you booked general practice appointments in any of the following ways? (multiple responses allowed)*

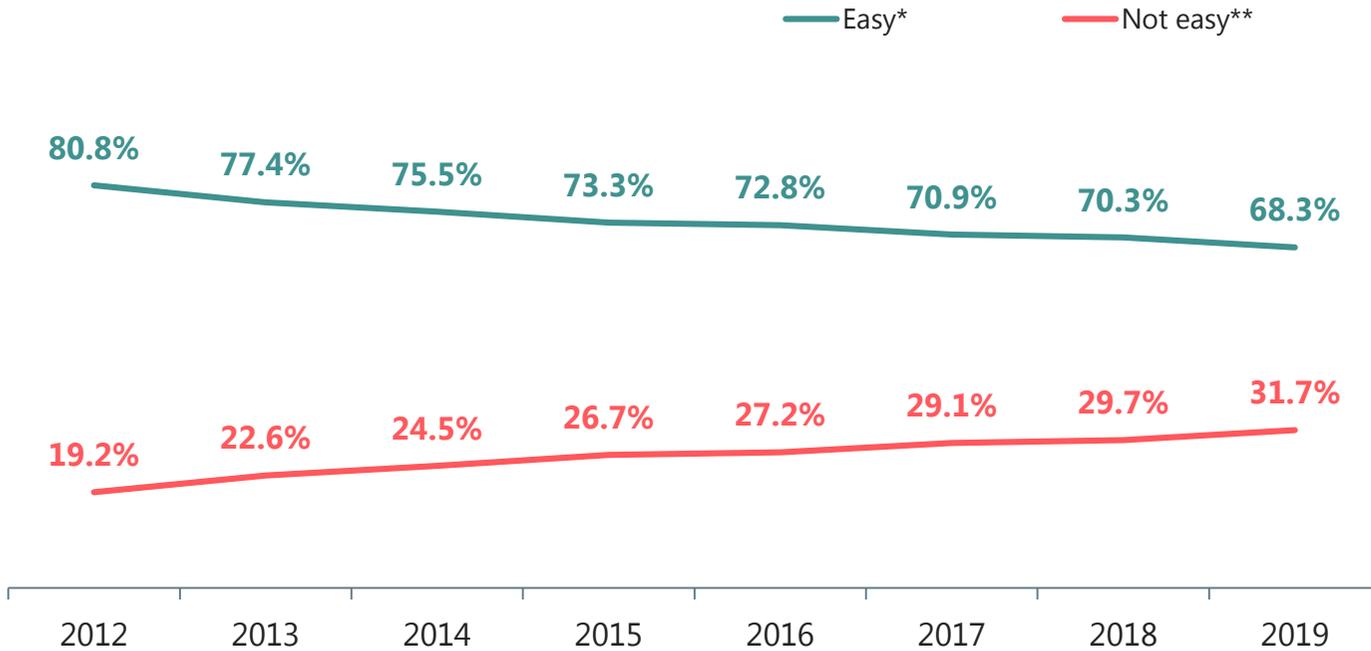


Base: all patients: 2019 (764,791) 2018 (753,016)

# How easy do patients find it to get through to their GP practice on the phone?

Around seven in ten patients (68.3%) said that it was easy to get through to someone at their GP practice on the phone. This is lower than in the 2018 survey (70.3%), and continues a downward trend seen since 2012 when around eight in ten patients (80.8%) said that they found it easy. In the 2019 survey, around three in ten patients (31.7%) said that it was **not** easy to get through to someone at their GP practice on the phone.

## Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?



Base: all patients excluding 'haven't tried': 2019 (742,537) 2018 (729,884) 2017 (778,924) 2016 (400,800) 2015 (418,826)

\*Easy = 'very easy' + 'fairly easy'  
 \*\*Not easy = 'not very easy' + 'not at all easy'  
 2014 (441,797) 2013 (480,101) 2012 (488,527)

# How helpful are the receptionists at their GP practice?

## 89.4%

found the receptionists at their GP practice helpful\* (including 43.2% who found the receptionists 'very helpful')



## 10.6%

did not find the receptionists helpful\*\*

\*Helpful = 'very helpful' + 'fairly helpful'  
 \*\*Not helpful = 'not very helpful' + 'not at all helpful'  
 Base: all patients excluding 'don't know': 2019 (751,111)

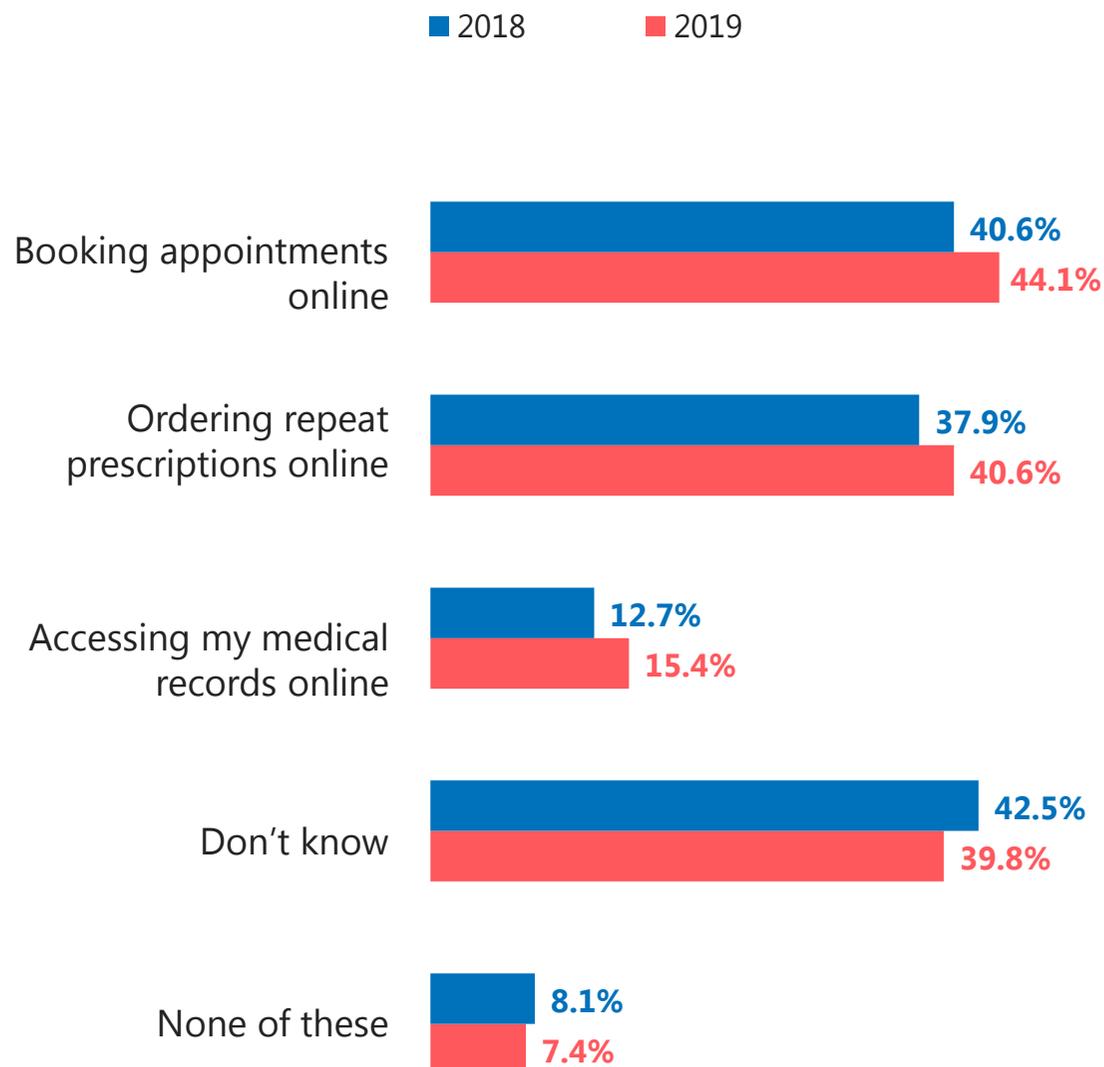
## Are patients aware of the online services offered by their GP practice?

Awareness of the online services offered by GP practices increased between the 2018 and 2019 surveys:

- In 2019, patients were most likely to be aware of their GP practice offering online booking of appointments (44.1%), an increase of 3.5 percentage points compared with 2018 (40.6%).
- Around two-fifths (40.6%) reported awareness of ordering repeat prescriptions online in 2019, an increase of 2.7 percentage points compared with 2018 (37.9%).
- Although fewer patients reported awareness of their GP practice offering access to their medical records online compared with other online services (15.4%), awareness increased by 2.7 percentage points compared with 2018 (12.7%).

Around two-fifths (39.8%) reported not knowing which online services their GP practice offered, and under one-tenth reported not having awareness of any of the online services listed (7.4%).

*As far as you know, which of the following online services does your GP practice offer?*



Base: all patients: 2019 (746,334) 2018 (735,717)

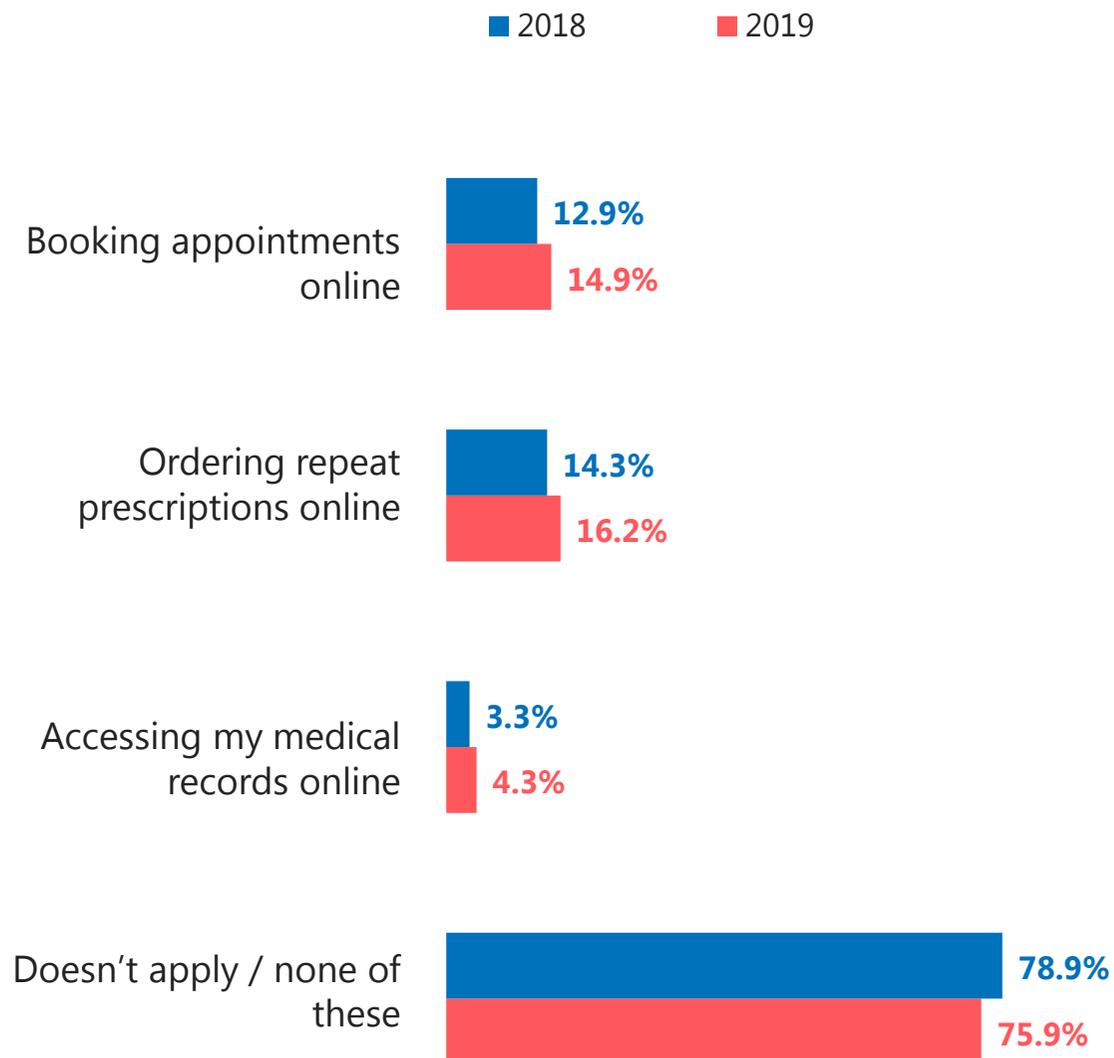
## Have patients used the online services offered by their GP practice?

Patients' use of online services offered by their GP practice also increased between the 2018 and 2019 survey:

- In 2019, patients most commonly reported ordering repeat prescriptions online (16.2%), an increase of 1.9 percentage points compared with 2018 (14.3%).
- A similar percentage reported booking appointments online (14.9%), an increase of 2.0 percentage points compared with 2018 (12.9%).
- Although fewer patients reported accessing their medical records online compared with other online services (4.3%), awareness increased by 1.0 percentage point compared with 2018 (3.3%).

Three-quarters (75.9%) reported not using any of the online services listed in the past 12 months.

## Which of the following general practice online services have you used in the past 12 months?



Base: all patients: 2019 (754,767) 2018 (742,492)

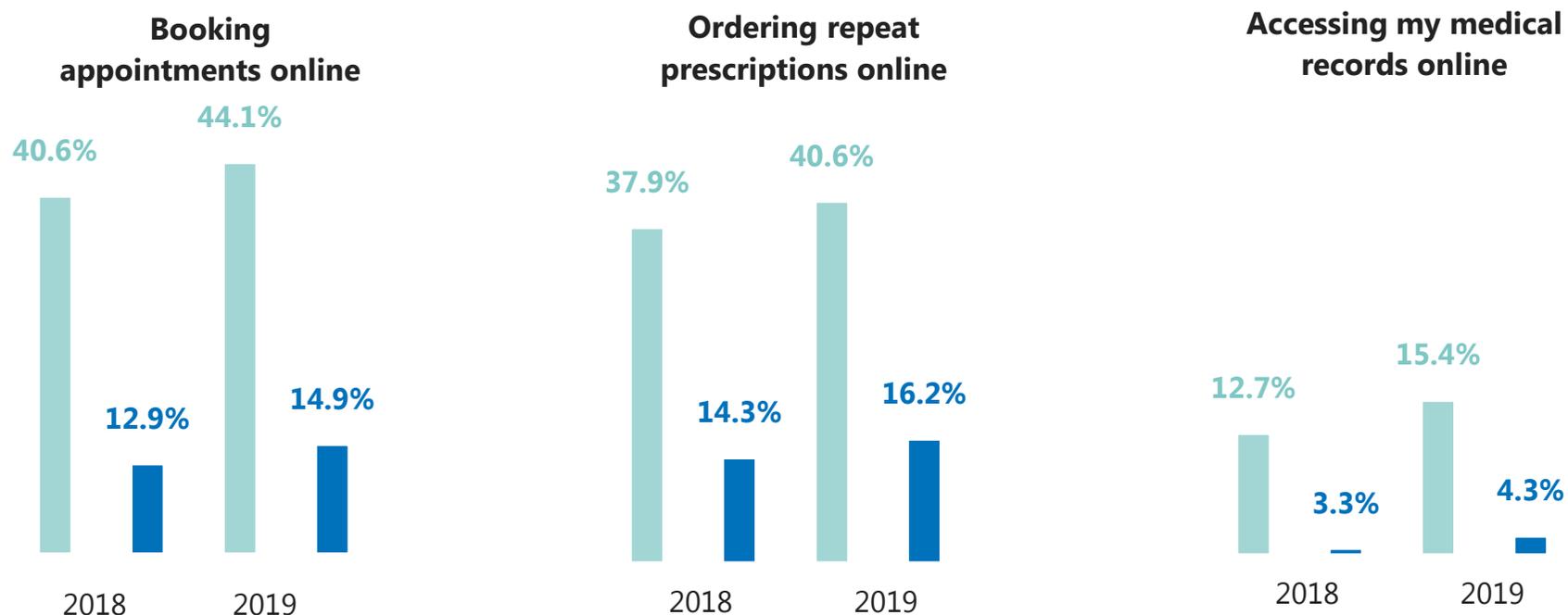
## Comparison of awareness and use of online services

**As far as you know, which of the following online services does your GP practice offer?**

**Which of the following general practice online services have you used in the past 12 months?**

Patients were more likely to be aware of an online service than to have used it in the past twelve months. For example, 44.1% said they were aware of their GP practice offering the ability to book appointments online, but only 14.9% had used these services in the past 12 months. This is consistent with 2018.

■ Awareness of online services    ■ Use of online services in the past



Base: all patients: 2019: awareness of online services (746,334) and use of online services (754,767);  
2018: awareness of online services (735,717) and use of online services (742,492)

# Do patients try to use their GP practice's website, and is it easy to use?

## Use of GP practice website

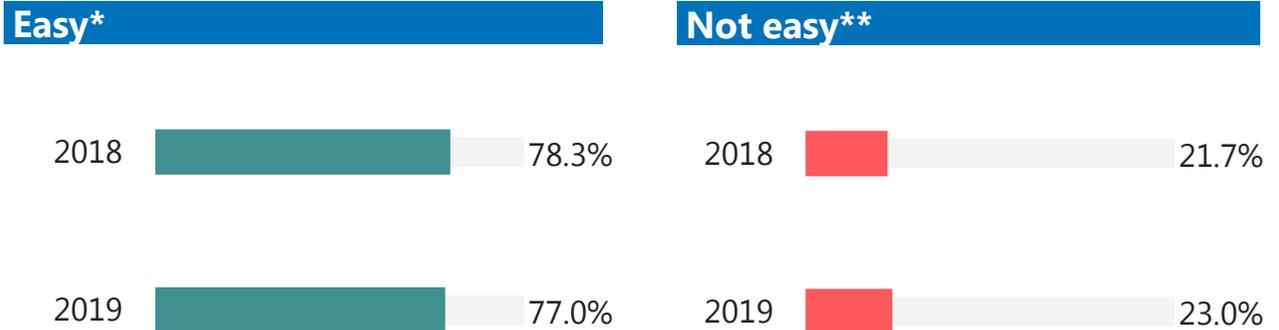
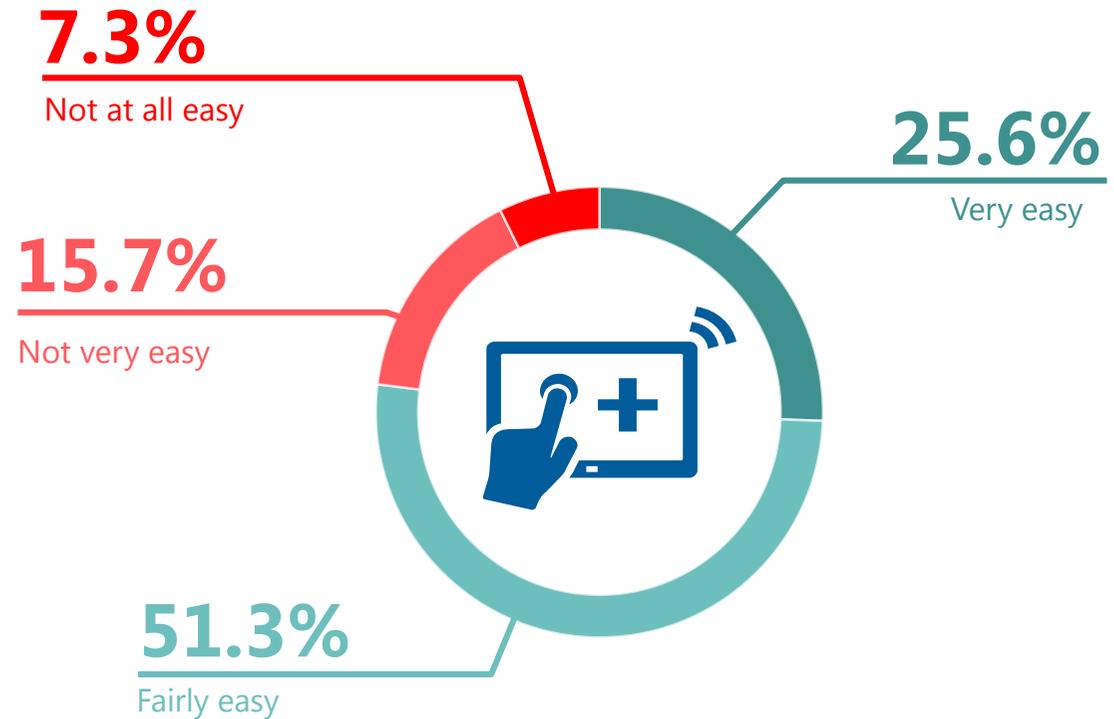
Just under four in ten patients (38.2%) had tried to use their GP practice's website to look for information or access services, an increase of 2.7 percentage points compared with the 2018 survey (35.5%).

Nearly two in three patients (61.8%) had **not** tried to use their GP practice's website, compared with 64.5% in the 2018 survey.

## Ease of use of website

However, of those who had tried to use their GP practice's website, over three quarters (77.0%) found it easy\* to use, a slight decrease compared with the 2018 survey (78.3%). Over one in five (23.0%) did not find it easy\*\*.

## How easy is it to use your GP practice's website to look for information or access services?



\*Easy = 'very easy' + 'fairly easy'

\*\*Not easy = 'not very easy' + 'not at all easy'

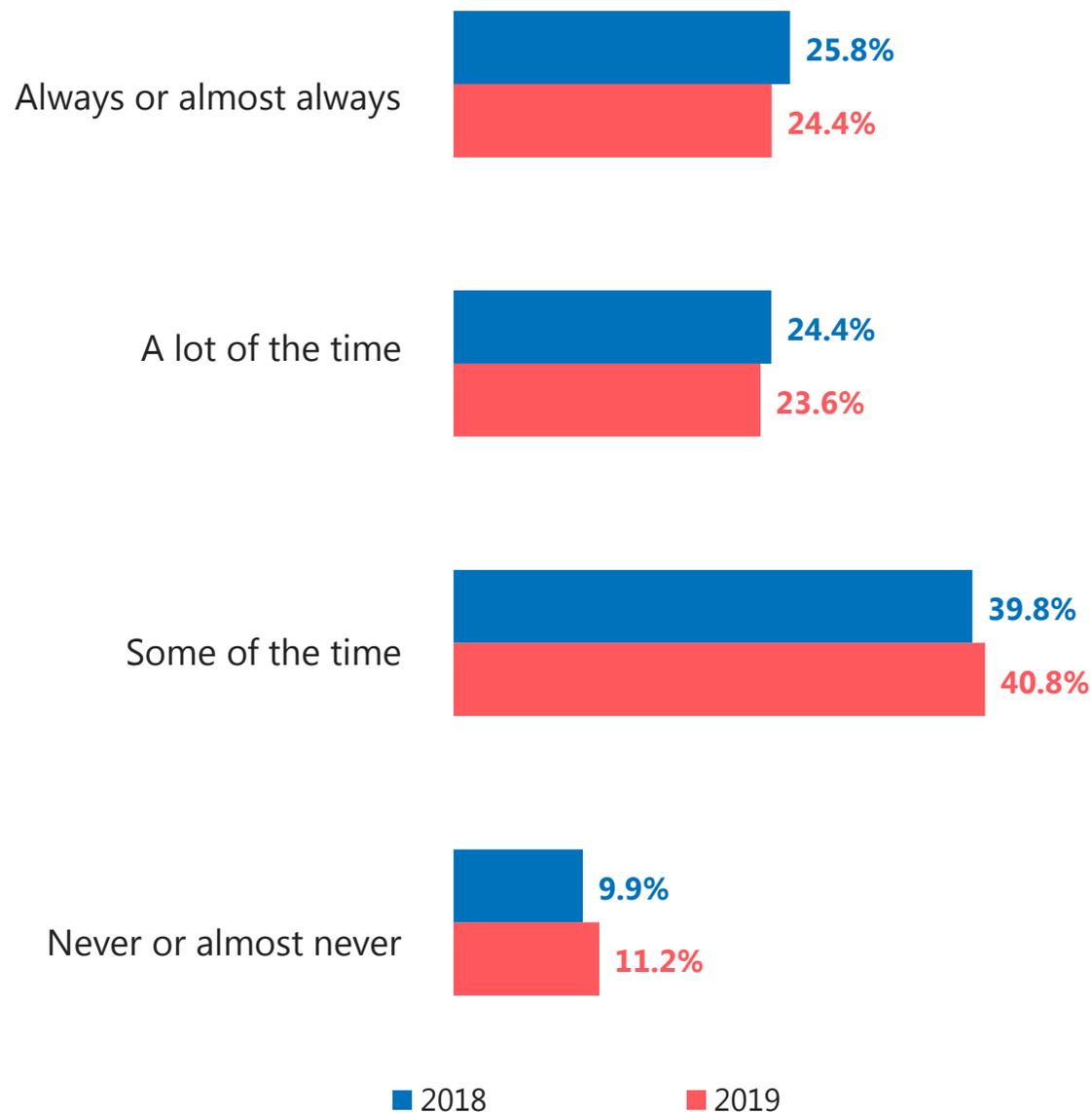
Base: all patients excluding 'haven't tried': 2019 (259,817) 2018 (234,144)

## Do patients have a preferred GP and how often do they see them?

Around half of patients (51.8%) had a preferred GP: 26.2% for all appointments, and 25.7% for some but not all appointments. The percentage of patients who had a preferred GP has declined compared with the 2018 survey (53.7%).

For those who had a preferred GP, 48.0% said they saw or spoke to their preferred GP 'always or almost always', or 'a lot of the time'\*. This is a decrease compared with the 2018 survey (50.2%).

### How often do you see or speak to the GP you prefer?

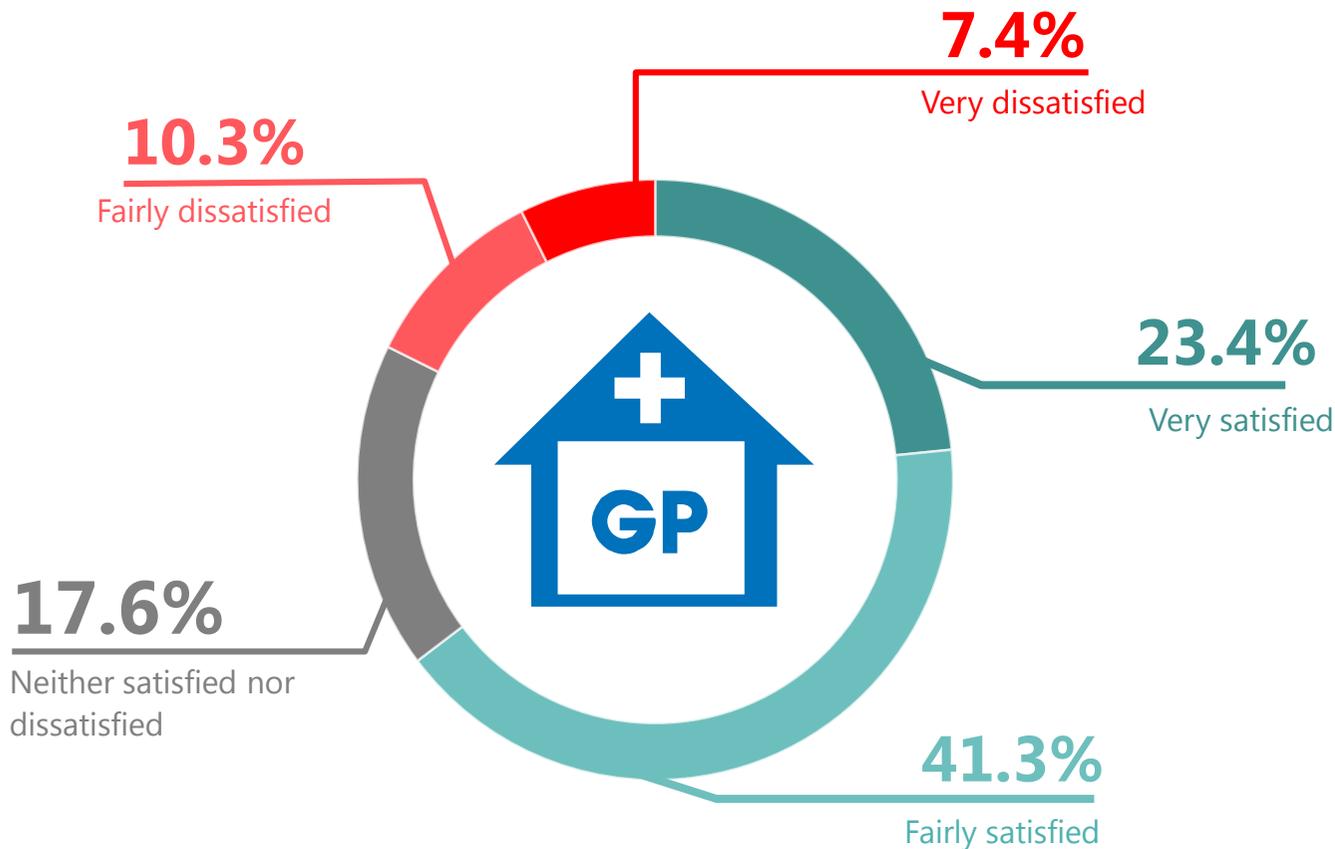


\*Always, almost always or a lot of the time = 'Always or almost always' + 'a lot of the time'  
Base: all patients who have a doctor they prefer to see at their practice, excluding 'I have not tried':  
2019 (382,243) 2018 (387,536)

# Are patients satisfied with the general practice appointment times that are available to them?

## How satisfied are you with the general practice appointment times that are available to you?

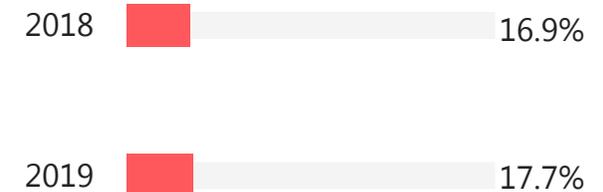
Nearly two in three patients (64.7%) were satisfied\* with the general practice appointment times that were available to them, a slight decrease compared with the 2018 survey (65.9%), with 23.4% of patients saying that they were 'very satisfied'.



### Satisfied\*



### Dissatisfied\*\*



\*Satisfied = 'very satisfied' + 'fairly satisfied'

\*\*Dissatisfied = 'very dissatisfied' + 'fairly dissatisfied'

Base: all patients excluding 'I'm not sure when I can get an appointment': 2019 (696,898) 2018 (689,659)

# Does awareness of appointment times impact satisfaction with appointment times?

Awareness of extended access appointment times\* had a positive impact on patient satisfaction with the general practice appointment times available.

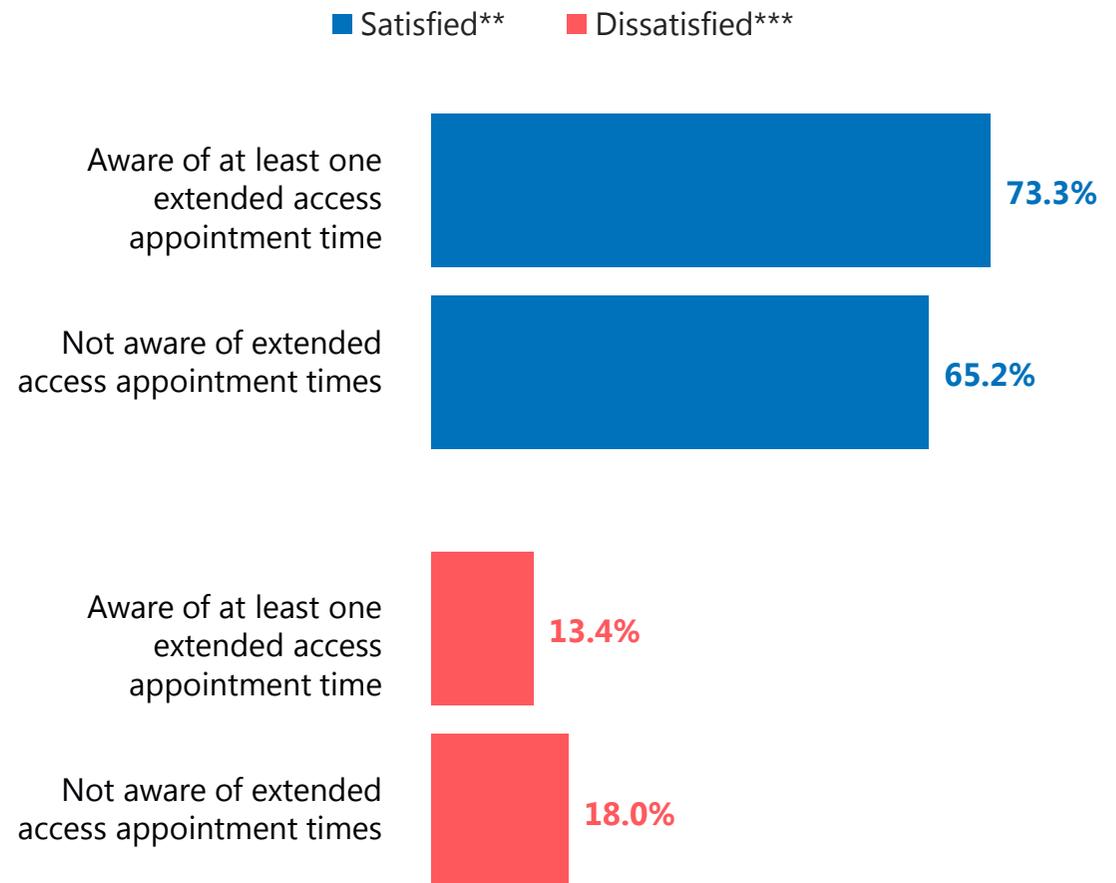
Patients who were aware of at least one extended access appointment time were more satisfied (73.3%) than those who did not know about these appointment times (65.2%).

*\*Extended access opening times include: Before 8am on at least one weekday, after 6.30pm on a weekday, on a Saturday and/or on a Sunday.*

## How do patients book general practice appointments?

*How satisfied are you with the general practice appointment times that are available to you?*

*As far as you are aware, what general practice times are available to you?*



*\*\*Satisfied = 'fairly satisfied' + 'very satisfied'*

*\*\*\*Dissatisfied = 'fairly dissatisfied' + 'very dissatisfied'*

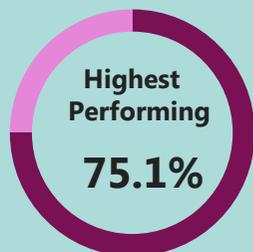
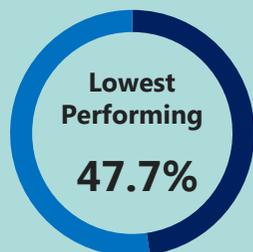
*Base: all patients excluding 'I'm not sure when I can get an appointment' and 'don't know' what general practice times are available: 2019 (547,440)*

# Does satisfaction with available appointment times vary between CCGs?

There was considerable variation across CCGs in the proportion of patients who were 'very' or 'fairly' satisfied with the general practice appointment times that were available to them, ranging from 47.7% satisfied to 75.1% satisfied\*.

## CCG Range - % Satisfied

2019

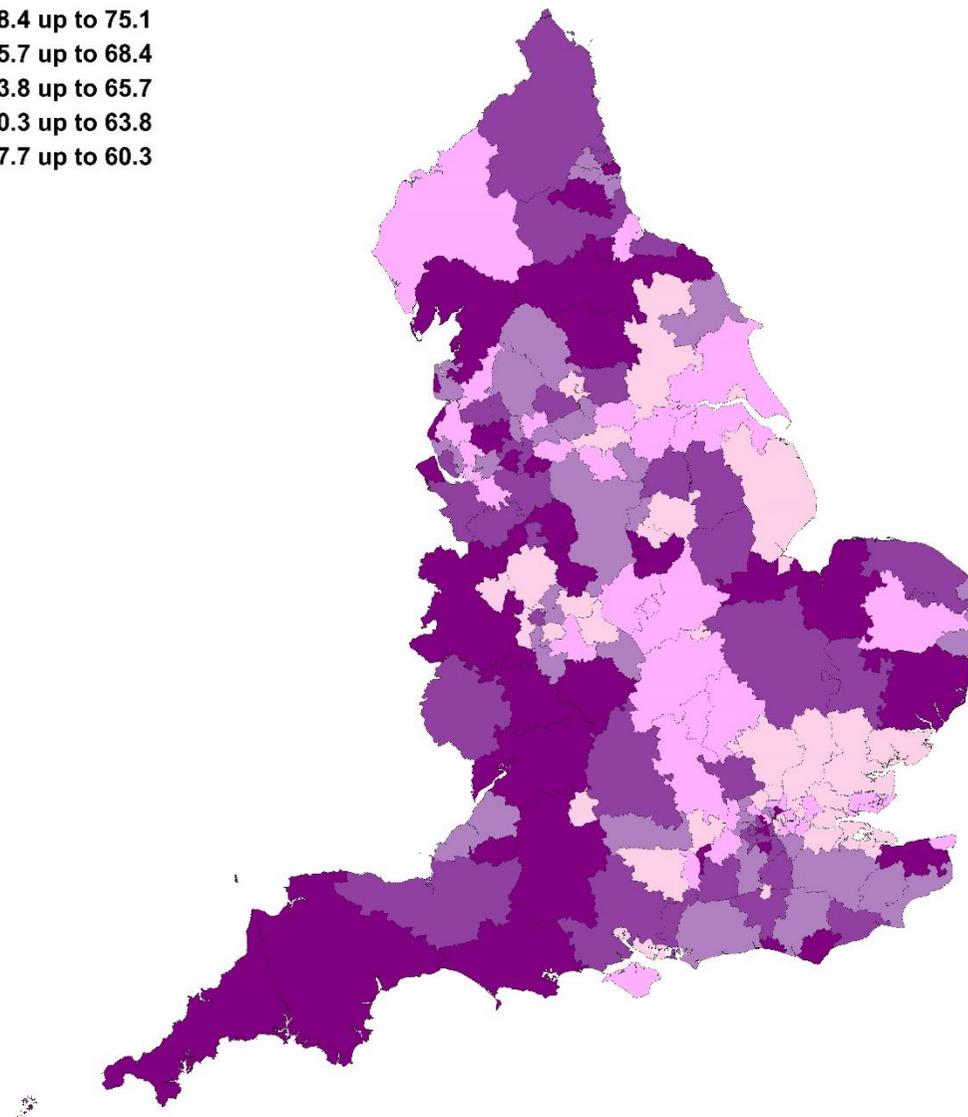
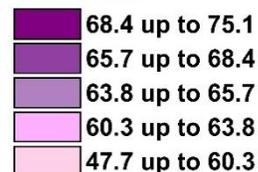


\*Satisfied = 'very satisfied' + 'fairly satisfied'

## Satisfaction with GP appointment times available

*How satisfied are you with the general practice appointment times that are available to you?*

2019 Satisfaction with general practice appointment times  
%Satisfied \*\*



\*\*CCGs are divided into five equal sized groups based on their results, each group represents 20% of the CCGs  
Base: all patients excluding 'I'm not sure when I can get an appointment': 2019 (696,898) 2018 (689,659)

# 5

## Making an appointment

### MENU:

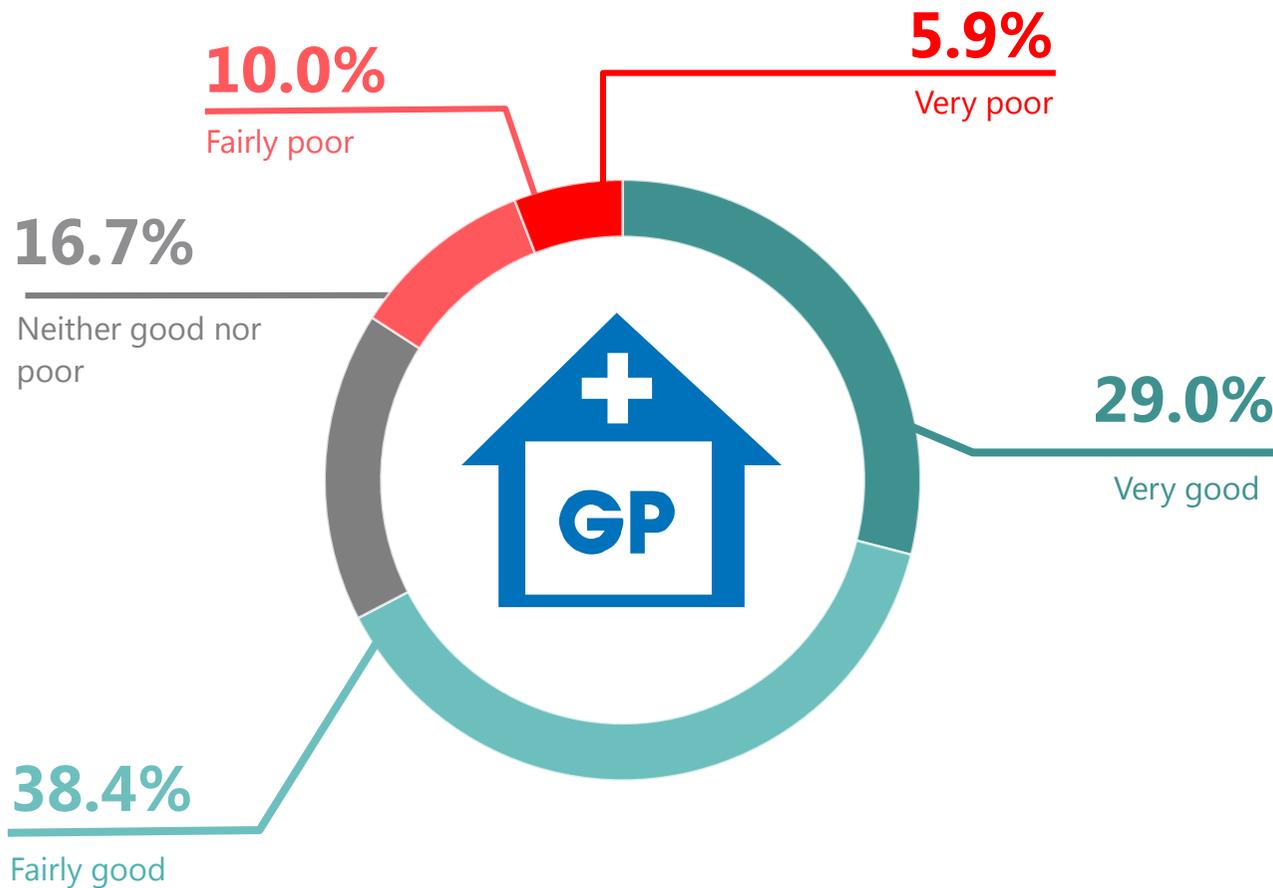
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# What was patients' overall experience of making an appointment?

## Overall, how would you describe your experience of making an appointment?

Almost seven in ten patients (67.4%) said that their overall experience of making an appointment was good\*, including 29.0% who said that their overall experience was 'very good'. The percentage who reported a good experience has decreased compared with the 2018 survey (68.6%).

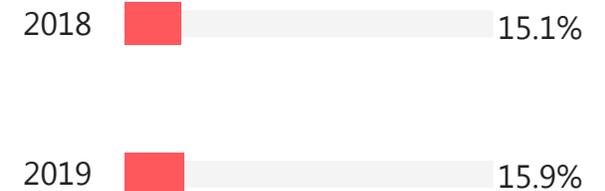
Around one in three patients were less positive: 15.9% said their overall experience was poor\*\* and 16.7% said 'neither good nor poor'.



### Good\*



### Poor\*\*



\*Good = 'very good' + 'fairly good'

\*\*Poor = 'very poor' + 'fairly poor'

Base: all patients who have tried to make a general practice appointment at their current GP practice: 2019 (705,310) 2018 (693,912)

## When did patients last try to book a general practice appointment?

Around three quarters of patients (77.2%) had tried to book a general practice appointment, either for themselves or for someone else, in the previous six months\*, with six in ten (60.6%) having tried in the previous three months.

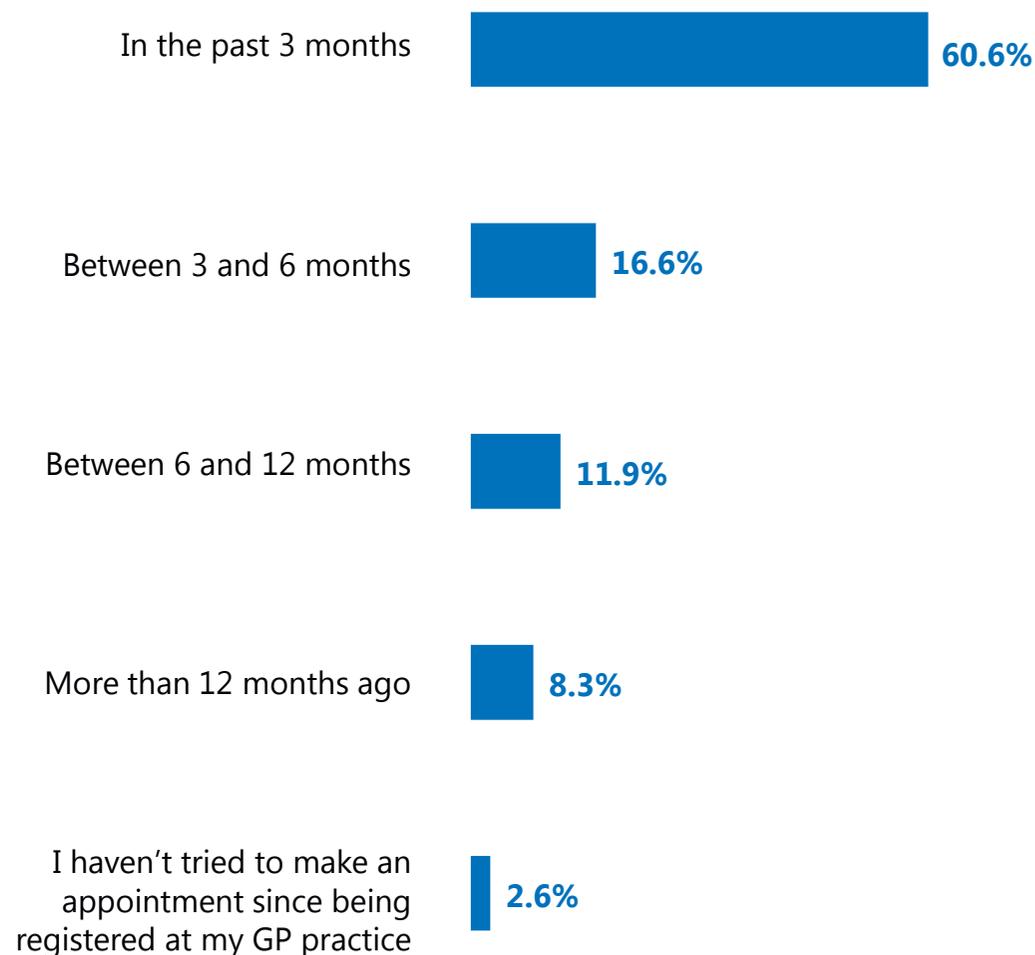
Around one in ten (11.9%) had last tried to make a general practice appointment between six and 12 months previously, with slightly fewer (8.3%) having last tried more than 12 months previously.

Fewer than three percent (2.6%) said they had not tried to make an appointment since being registered at their current GP practice.

\*In the previous 6 months = 'In the past 3 months' + 'between 3 and 6 months'

## When did patients last try to book a general practice appointment?

*When did you last try to make a general practice appointment, either for yourself or for someone else?*



Base: all patients excluding 'don't know': 2019 (733,761)

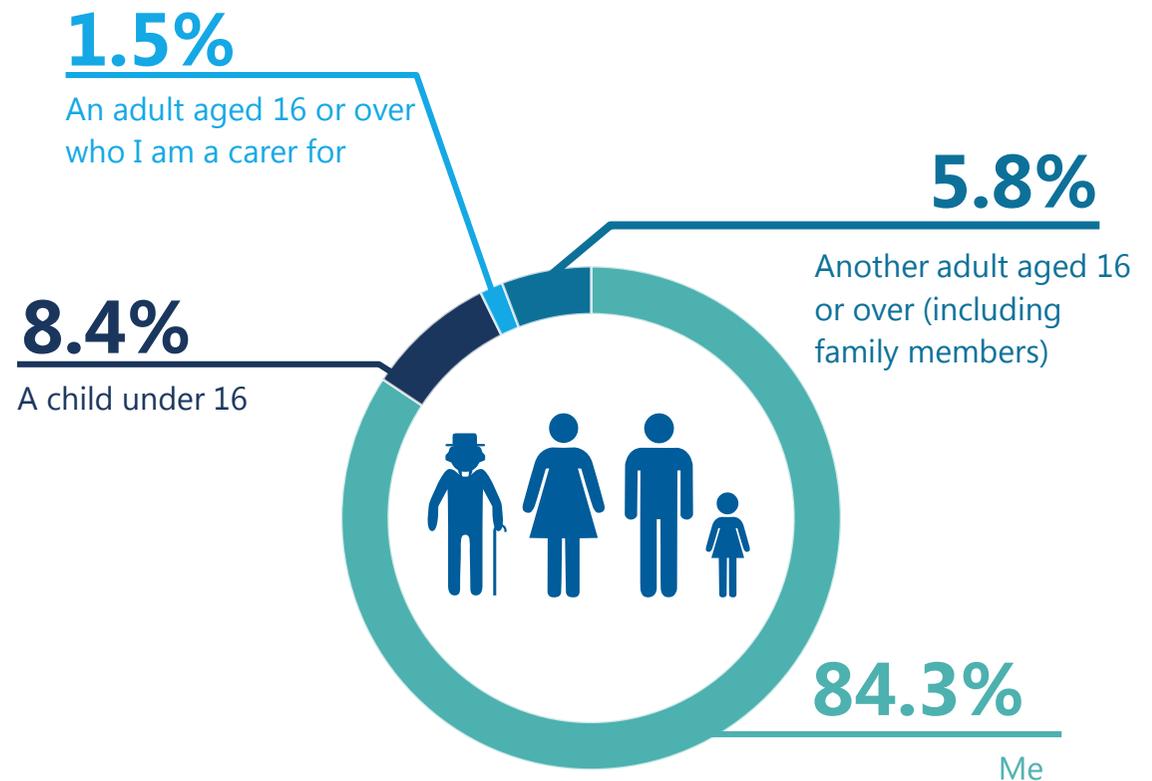
## Who were people trying to book the general practice appointment for?

The last appointment the majority of patients tried to book was for themselves (84.3%).

Nearly one in ten (8.4%) tried to book an appointment for a child under the age of 16. Around six percent (5.8%) tried to book an appointment for another adult aged 16 or over (including family members), and less than two percent (1.5%) tried to book the appointment for an adult they are a carer for.

## Who did patients try and book the appointment for?

### Who was the appointment for?



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2019 (682,843)

# How concerned were patients about their health or the health of the person they were trying to make the appointment for?

## Level of concern

When booking an appointment, two thirds of patients (68.9%) were concerned\* about their health or the health of the person they were making the appointment for, with one in five (19.9%) saying they were very concerned. Just under half of patients (49.0%) said they were fairly concerned. Almost a third (31.1%) were not concerned\*\*.

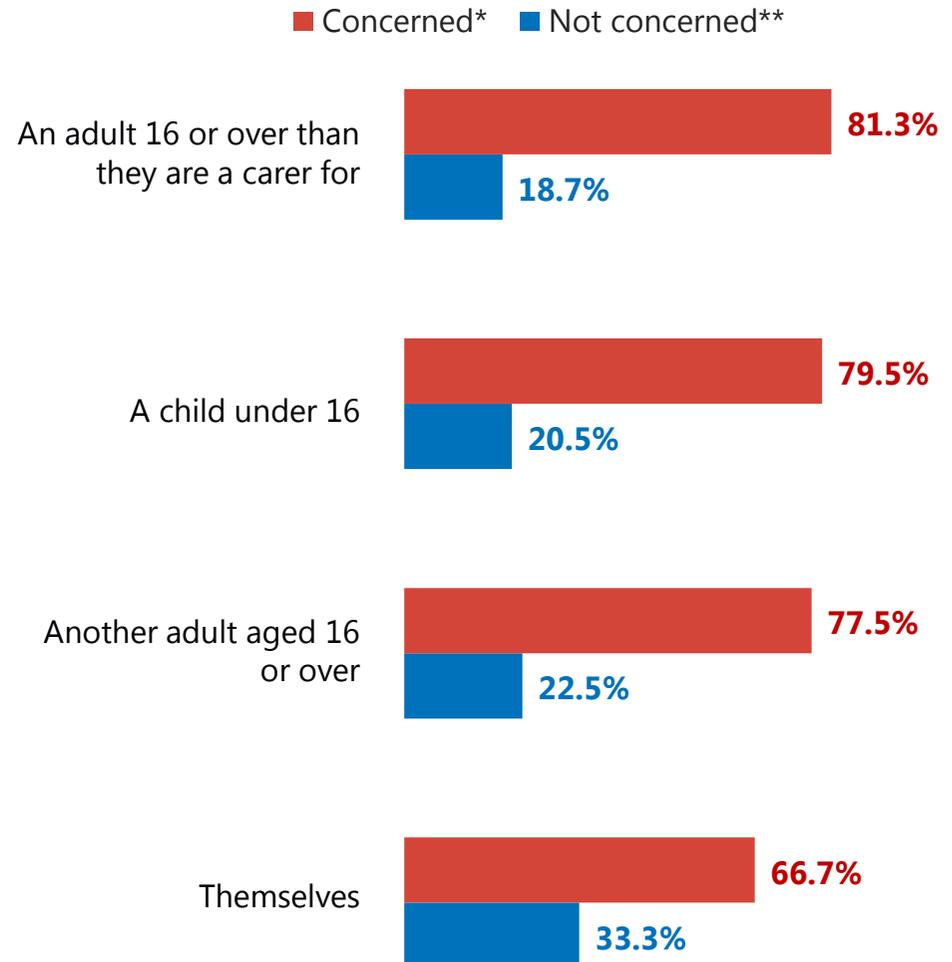
## Level of concern varied by who the appointment was for

Patients booking appointments for themselves were the least concerned\* about their health (66.7%), while people booking appointments for an adult aged 16 or over they are a carer for were the most concerned\* (81.3%).

## Levels of concern depending on who the appointment is for

Who was the appointment for?

How concerned were you at the time about your health, or the health of the person you were making this appointment for?



\*Concerned = 'very concerned' + 'fairly concerned'

\*\*Not concerned = 'not very concerned' + 'not at all concerned'

Base: all patients who have tried to book an appointment, excluding those who said they cannot remember how concerned they were: 2019 (662,108)

# What actions did people take prior to making the appointment?

People reported taking a variety of actions before trying to make an appointment at their GP practice.

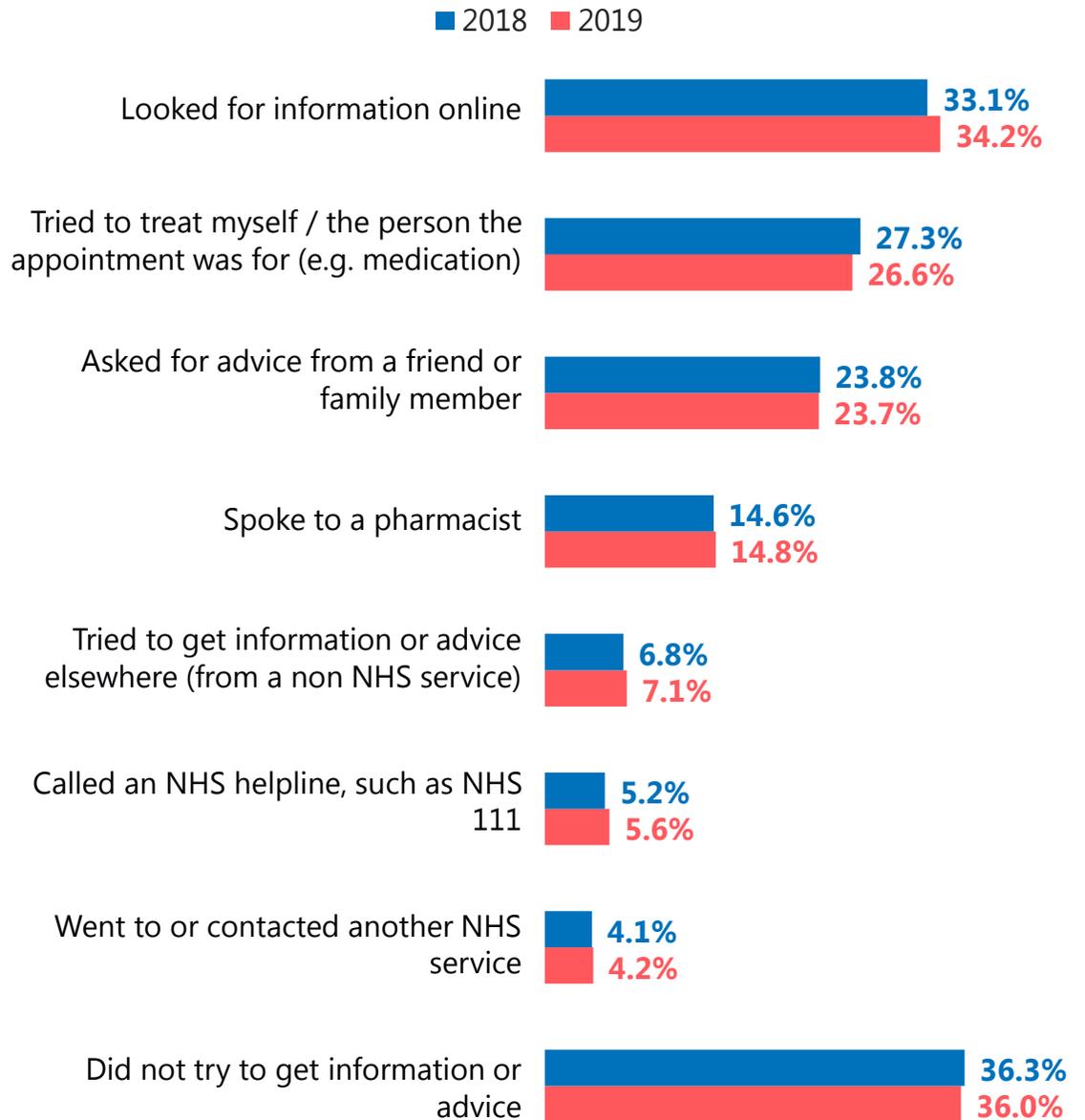
Some of the most common actions were:

- Around a third (34.2%) looked for information online, a similar percentage to 2018 (33.1%).
- Around a quarter (26.6%) tried to treat themselves or the person they were booking the appointment for, a similar percentage to 2018 (27.3%).
- Just under a quarter (23.7%) asked for advice from a friend or family member, a similar percentage to 2018 (23.8%).

Most commonly, however, people did not try to get any information or advice before trying to get an appointment (36.0%).

## What people did before trying to book an appointment

*Before you tried to get this appointment, did you do any of the following... (multiple responses allowed)*



*Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2019 (699,799) 2018 (689,758)*

## When would patients have liked the appointment to be?

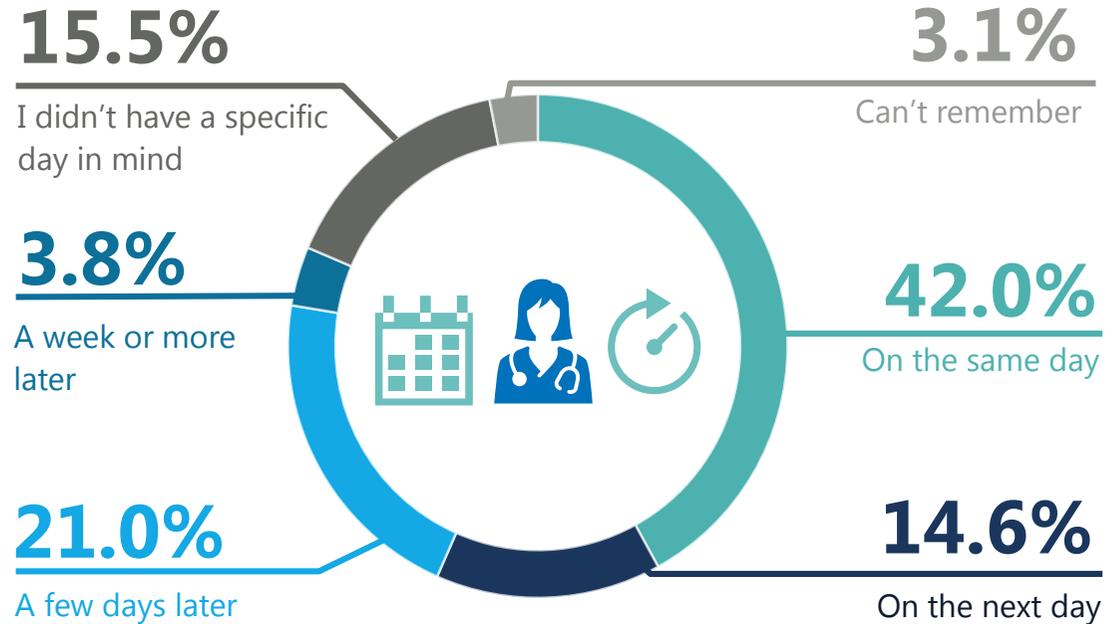
Two in five patients (42.0%) wanted the last appointment they tried to book to be on the same day. One in seven (14.6%) wanted the appointment to be on the next day, one in five (21.0%) wanted an appointment a few days later, four percent (3.8%) wanted an appointment a week or more later and 15.5% did not have a specific day in mind.

Preference for how soon patients would have liked the appointment to be was different depending on who the appointment was for.

For example, when booking for someone else, a same day appointment was more likely to be requested, particularly for children under sixteen (69.3% wanted this appointment on the same day, compared with 39.3% of people booking appointments for themselves).

## When would patients have liked the appointment to be?

### When would you have liked this appointment to be?

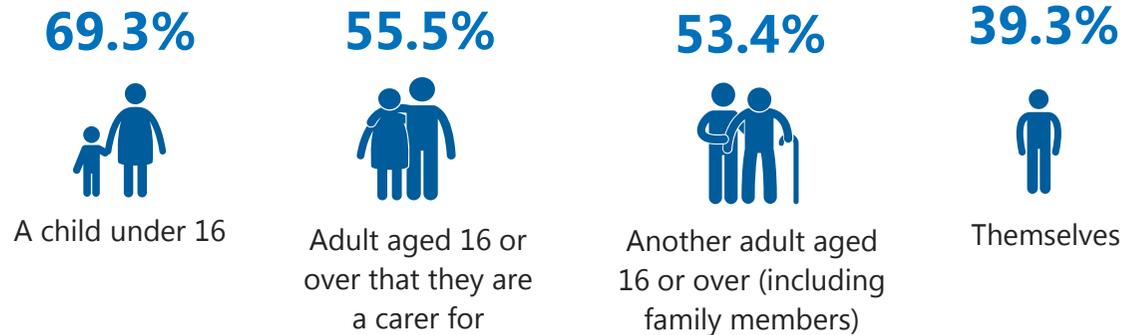


Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2019 (705,144)

## Who are the same day appointments wanted for?

### When would you have liked this appointment to be? (those who answered 'on the same day')

### Who was this appointment for?



Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'can't remember': 2019 (647,455)

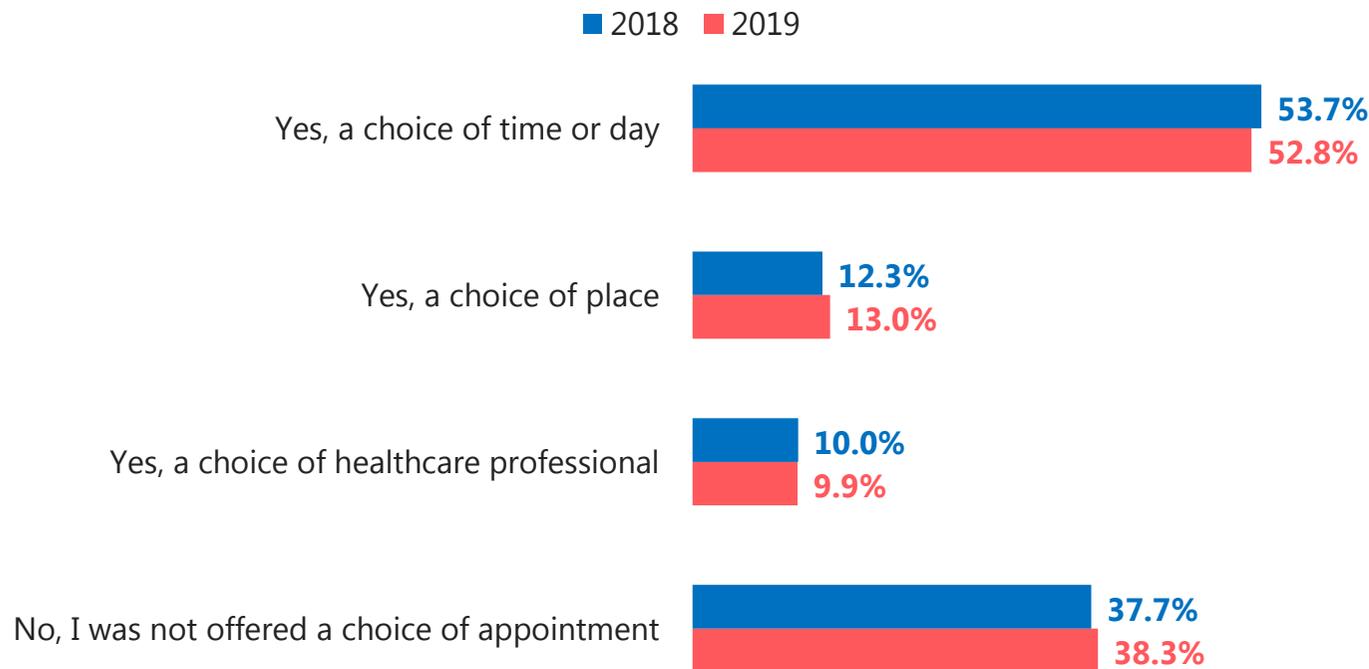
## Were patients offered a choice of appointment?

Overall, three in five patients (61.7%) were offered at least one choice when they last tried to make an appointment, compared with a similar percentage in the 2018 survey (62.3%). This choice could have been a choice of place, time/day, and/or healthcare professional.

Over half of patients (52.8%) were offered a choice of time or day, almost one in ten were offered a choice of healthcare professional (9.9%), and one in eight were offered a choice of place (13.0%).

### Choice of appointment

**On this occasion, were you offered a choice of appointment?**  
(multiple responses allowed)



Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding 'cant remember' and 'doesn't apply': 2019 (593,075) 2018 (586,602)

# 61.7%

were **offered a choice of appointment** (including place, time/day, and/or healthcare professional), compared with 62.3% in 2018.



# 38.3%

were **not offered** a choice of appointment, compared with 37.7% in 2018.



# Did patients accept the appointment they were offered, and were they satisfied with it?

## Satisfied with appointment offered?

Three quarters of patients (73.6%) were satisfied with the appointment offered, and accepted it. This remains in line with the 2018 survey, where 74.4% of patients were satisfied with the appointment offered.

One in five (20.2%) were not satisfied with the appointment offered but still accepted it, and six percent (6.2%) were not satisfied and did not accept the appointment.

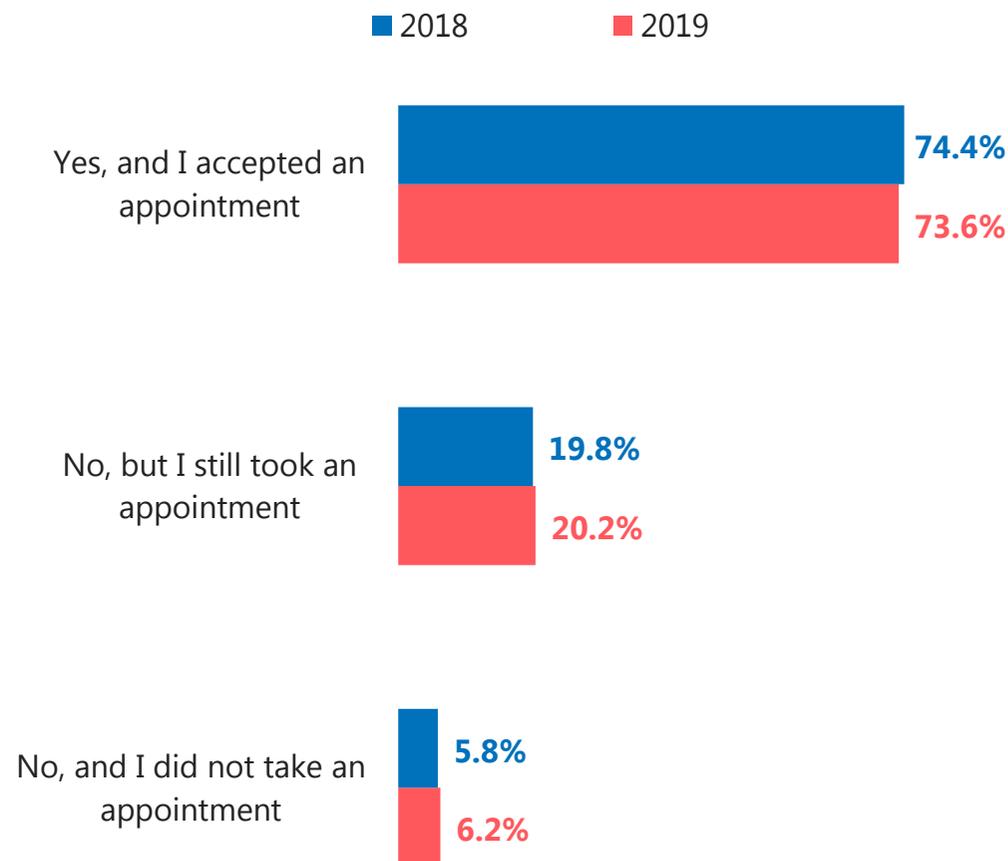
## Was an appointment accepted?

Overall, the majority of patients accepted\* the appointment they were offered (93.8%), a similar percentage of patients accepted the appointment they were offered in the 2018 survey (94.2%).

\*Accepted appointment = 'Yes, and I accepted the appointment' + 'No, but I still took the appointment'

## Were patients satisfied with the appointment offered?

Were you satisfied with the type of appointment (or appointments) you were offered?



Base: all patients who have tried to make an appointment since being registered with their current GP practice: 2019 (711,867) 2018 (701,961)

## Did satisfaction with appointment offered differ if patients were offered a choice?

Offering patients a choice of appointment had a positive impact on satisfaction with the type of appointment (or appointments) offered.

For example, patients offered any choice of appointment\*\* were more satisfied (87.4%) than those who were not offered any choice of appointment\*\* (48.0%).

When looking at the individual elements of choice, the largest difference in satisfaction (33.2 percentage points) was seen for patients 'offered a choice of time or day'; 88.0% were satisfied with the appointment offered compared with 54.8% who were not offered this choice.

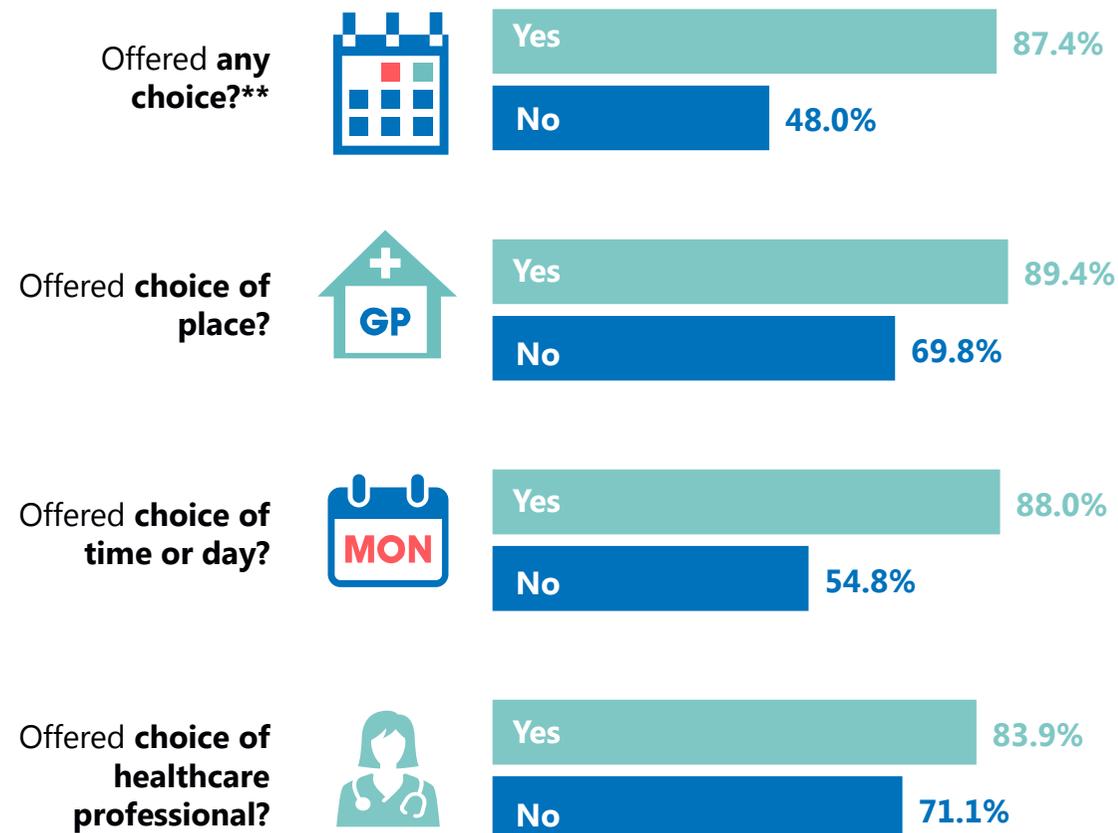
## How does satisfaction with appointment offered differ if patients

### are offered a choice?

*On this occasion, were you offered a choice of appointment?*

*Were you satisfied with the type of appointment (or appointments) offered?*

### % Satisfied with appointment offered



\*Offered any choice of appointment = 'offered a choice of place' or 'offered a choice of time or day' or 'offered a choice of healthcare professional'  
 \*\*Satisfied = 'Yes, and I accepted an appointment'

Base: all patients have tried to make an appointment since being registered with their current GP practice, excluding 'can't remember' and 'doesn't apply': 2019 (587,030)

## Why did some patients not take the appointment they were offered?

In total, six percent (6.2%) said they did not take the appointment that they were offered.

Of these patients, the most common reason was there were not any appointments available for the time or day that they wanted (46.2%). Around a quarter of patients who did not take the appointment said that the appointment was not soon enough (26.6%), or that they could not book ahead at their GP practice (25.5%). These percentages were in line with the 2018 survey.

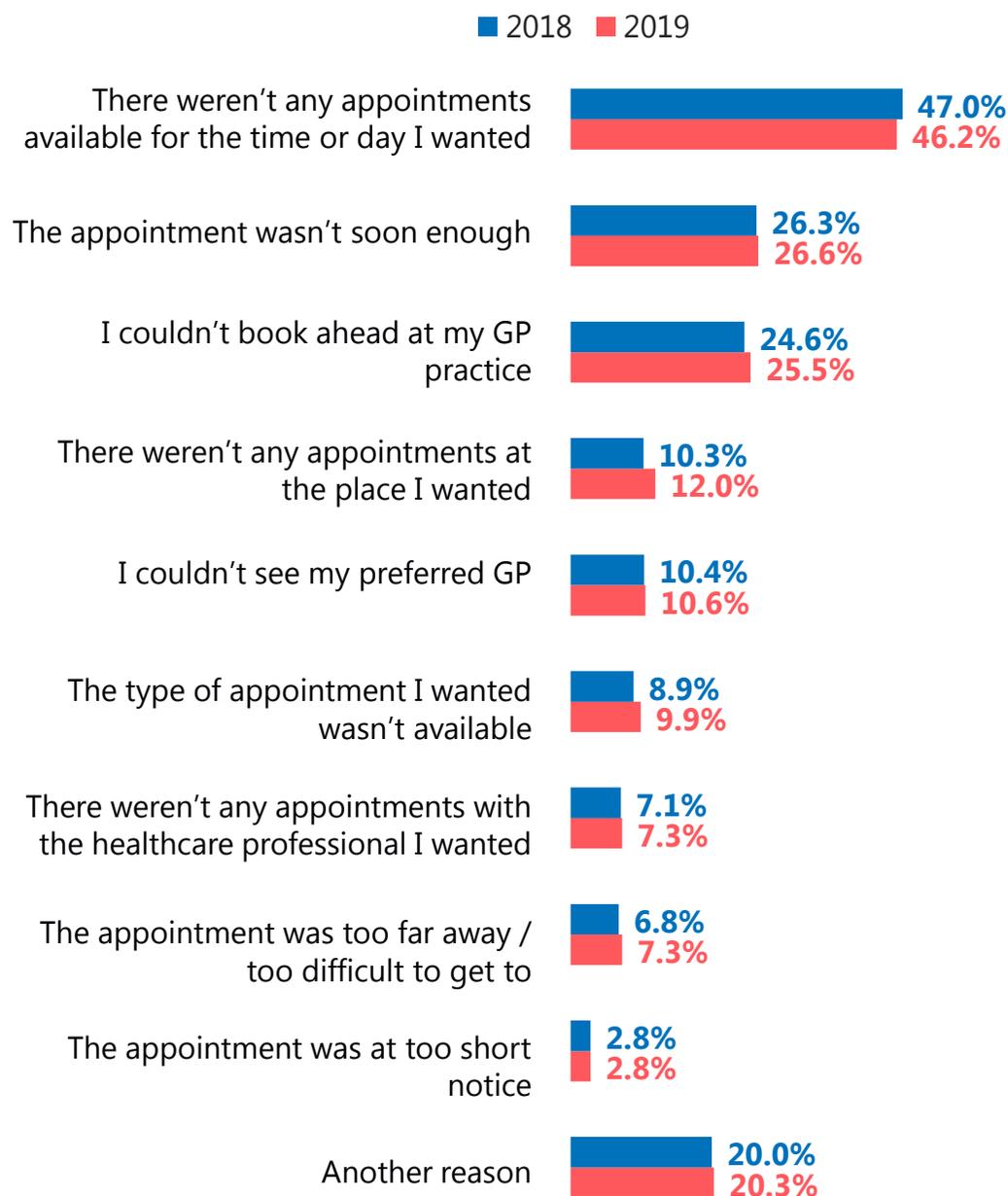
More than one in ten (12.0%) said there were no appointments at the place they wanted, an increase compared with 2018 (10.3%).

Around one in ten (10.6%) said they couldn't see their preferred GP, compared with a similar percentage of patients in 2018 (10.4%).

One in five (20.3%) said that they did not take the appointment that they were offered for another reason not listed.

## Why patients did not take the appointment that was offered

*If you did not take any appointments you were offered, why was that? (multiple responses allowed)*



Base: all patients who did not take an appointment offered (excluding those who had not tried to make an appointment since being registered with their current GP practice): 2019 (35,487) 2018 (33,514)

## If patients did not take the appointment offered, what did they do?

Of the 6.2% of patients who said they did not accept the appointment they were offered, a variety of actions were taken:

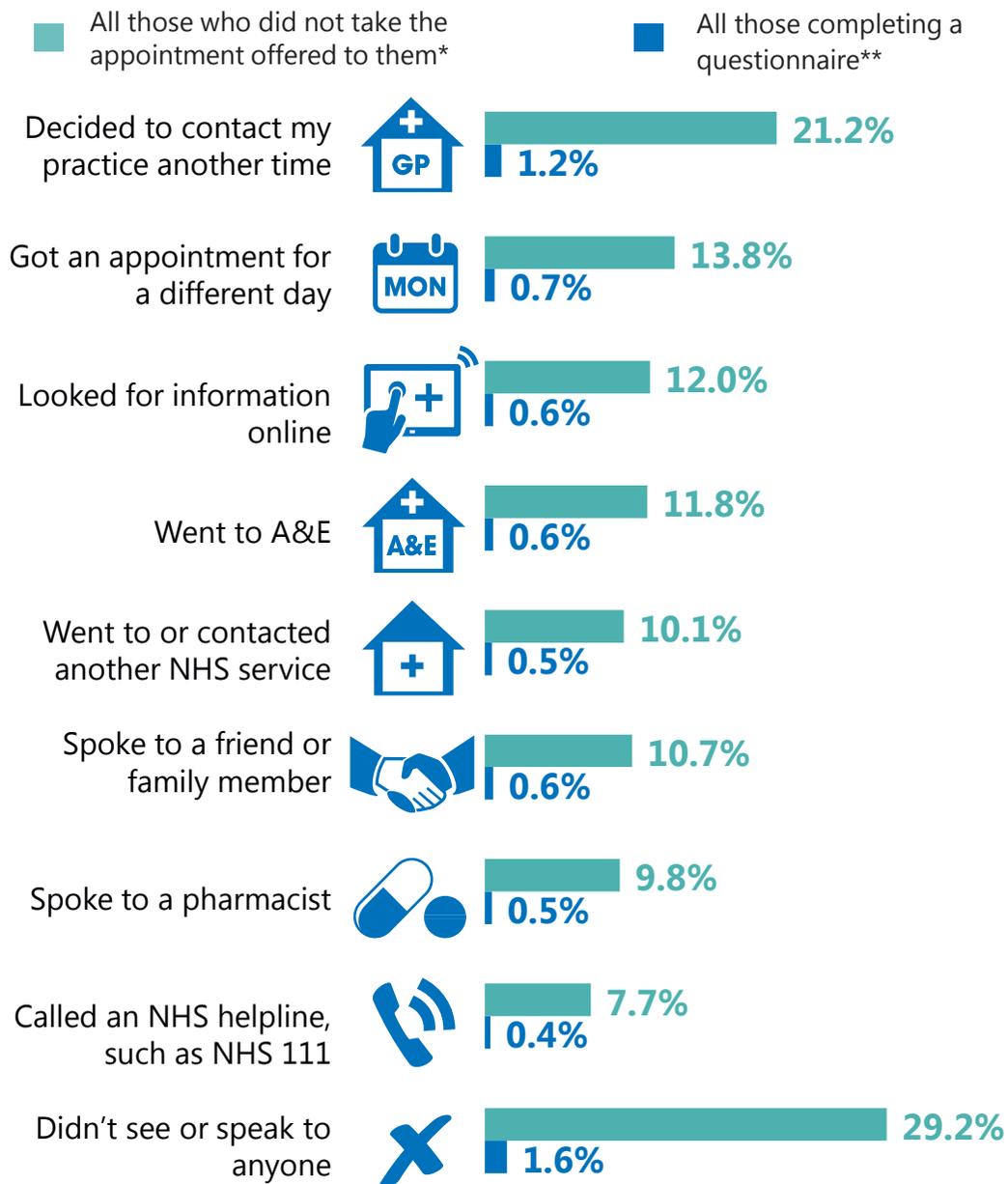
- One in five of these patients (21.2%) decided to contact their practice at another time.
- One in seven (13.8%) got an appointment on a different day.
- Around one in ten patients looked for information online (12.0%) or went to A&E (11.8%).
- Almost three in ten (29.2%) did not see or speak to anyone after declining the appointment they were offered.

Analysing these results in terms of *all of the patients* who responded to the survey, we find that 1.2% decided to contact their practice another time, 0.7% got an appointment for a different day, 0.6% looked for information online or went to A&E, and 0.5% went to or contacted another NHS service.

Patient actions after not accepting an appointment were similar in the 2018 survey.

## What did patients do after not accepting the appointment?

**What did you do when you did not take the appointment you were offered? (multiple responses allowed)**



Base 1\*: all patients who did not take an appointment offered (excluding those who had not tried to make an appointment since being registered with their current GP): 2019 (34,350) 2018 (32,326). Base 2\*\*: all those completing a questionnaire: 2019 (770,512) 2018 (758,165)

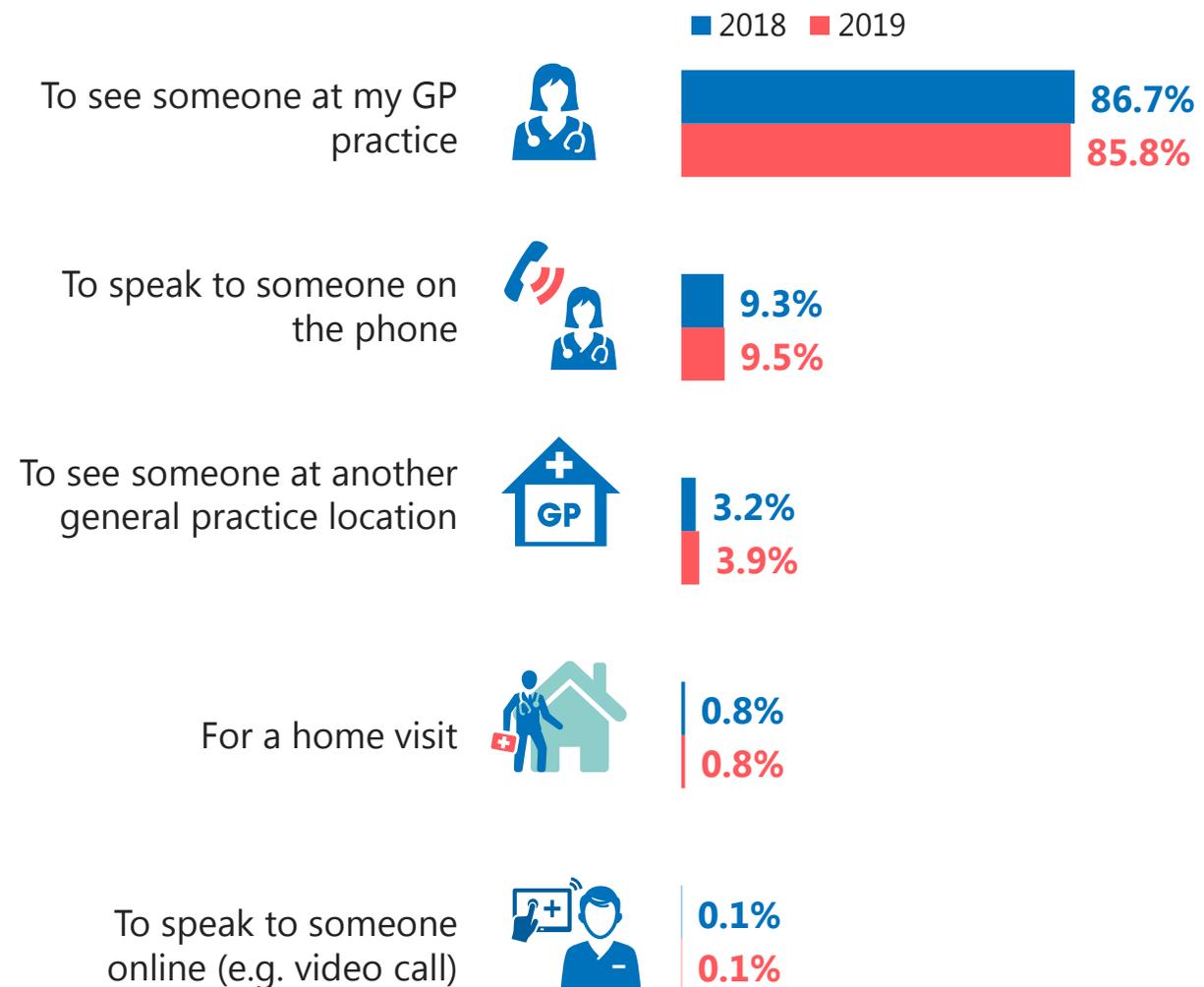
# What type of appointments do patients get?

For those who accepted an appointment, over four in five (85.8%) saw someone at their GP practice. Nearly one in ten (9.5%) spoke to someone over the phone.

A small proportion of patients saw someone at another general practice location (3.9%), had a home visit (0.8%) or spoke to someone online (0.1%).

## The appointment

*What type of appointment did you get? I got an appointment...*

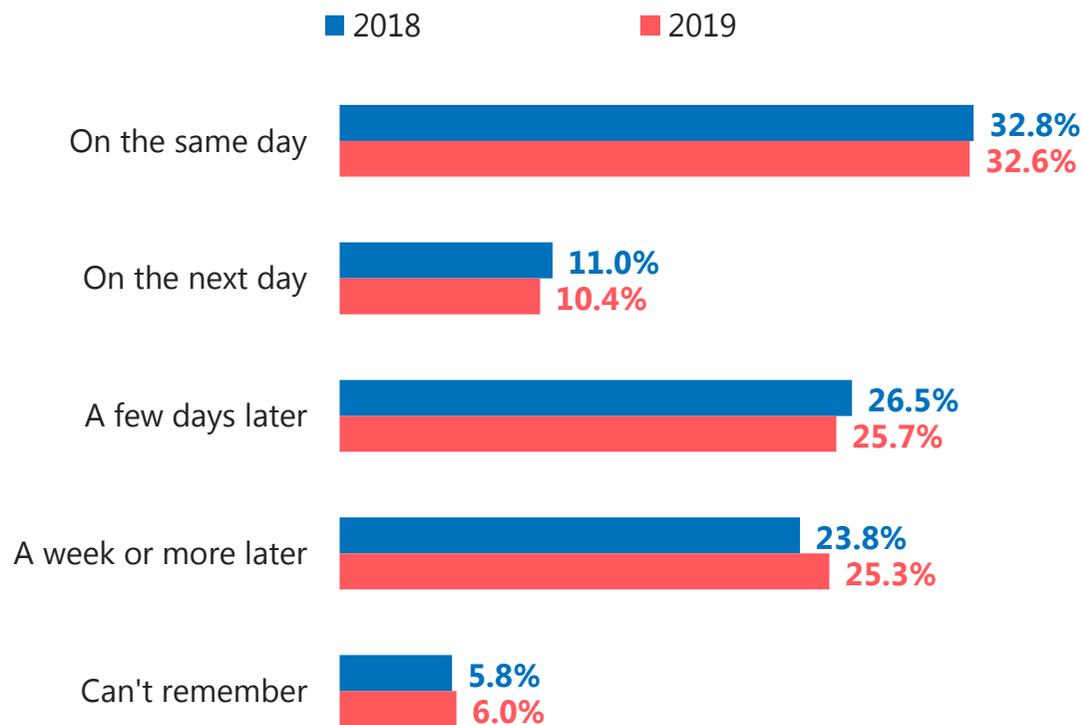


Base: all patients who accepted an appointment last time they tried to book one: 2019 (639,104) 2018 (629,936)

## How long after patients tried to book an appointment did their appointments take place?

A third (32.6%) of patients who accepted an appointment said the appointment took place on the same day, around one in ten (10.4%) saw someone on the next day, just over a quarter (25.7%) saw or spoke to someone a few days later, and 25.3% waited a week or more. In the 2018 survey, slightly fewer patients said the appointment took place a week or more later (23.8%).

### How long after initially trying to book the appointment did the appointment take place?



Base: all patients who accepted an appointment last time they tried to book one: 2019 (654,699) 2018 (645,056)

# 57.2%

of patients saw or spoke to someone at a time they wanted or sooner, compared with **58.2%** in 2018.



Base: all patients who have tried to make an appointment since being registered with their current GP practice, excluding those without a specific day in mind or who either couldn't remember when they would have liked the appointment to be or when it took place: 2019 (525,938) 2018 (518,394)

# 62.1%

of those who wanted a same day appointment got one, compared with **62.2%** in 2018.



Base: all patients who wanted a same day appointment, excluding those who couldn't remember when the appointment took place: 2019 (263,461) 2018 (261,996)

## When did patients who waited a week or more for their appointment want it to be?

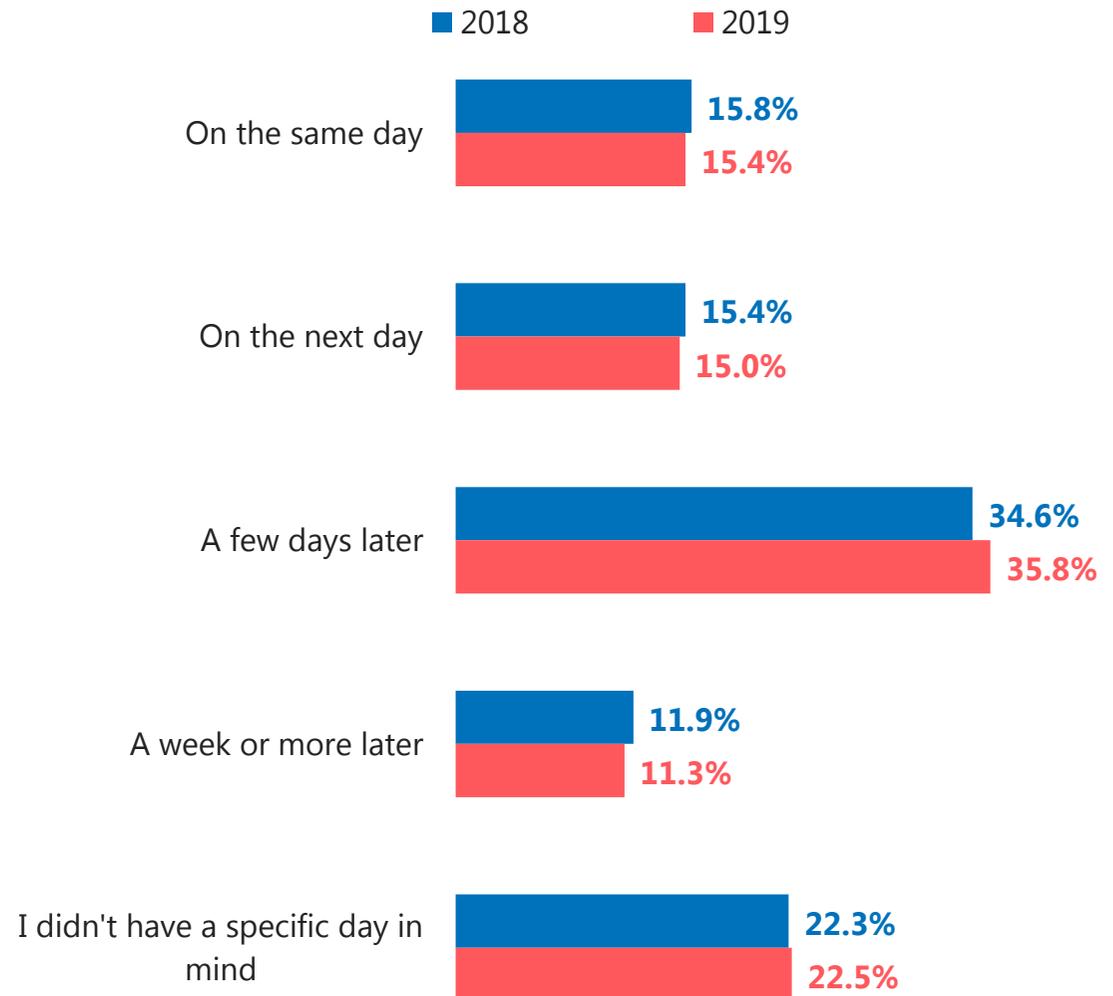
Among patients who were able to get an appointment, a quarter (25.3%) saw or spoke to someone a week or more after initially contacting the practice.

One in ten of these patients (11.3%) specifically wanted to see or speak to someone a week or more after contacting the practice, while one in five (22.5%) did not have a specific day in mind.

The majority of patients (66.2%) who were seen a week or more later however, wanted to be seen sooner, either on the same day they contacted the practice (15.4%), on the next day (15.0%), or a few days later (35.8%).

## When patients who waited a week for the appointment wanted it

### When would you have liked this appointment to be?



Base: all patients who had to wait a week or more later for the appointment to take place, except those who can't remember when they would have liked the appointment and can't remember how long it took for the appointment to take place: 2019 (150,503) 2018 (137,218)

# 6

## Patient's last appointment

### MENU:

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- [3 Overall experience of GP practice](#)
- [4 Local GP services](#)
- [5 Making an appointment](#)
- [▶ \*\*Patient's last appointment\*\*](#)
- [7 Patient health](#)
- [8 When the GP practice is closed](#)

# When did patients last have a general practice appointment?

More than seven in ten patients (71.1%) had their last general practice appointment within the previous 6 months of completing the survey\*, with around half (52.3%) having had their last general practice appointment in the previous 3 months.

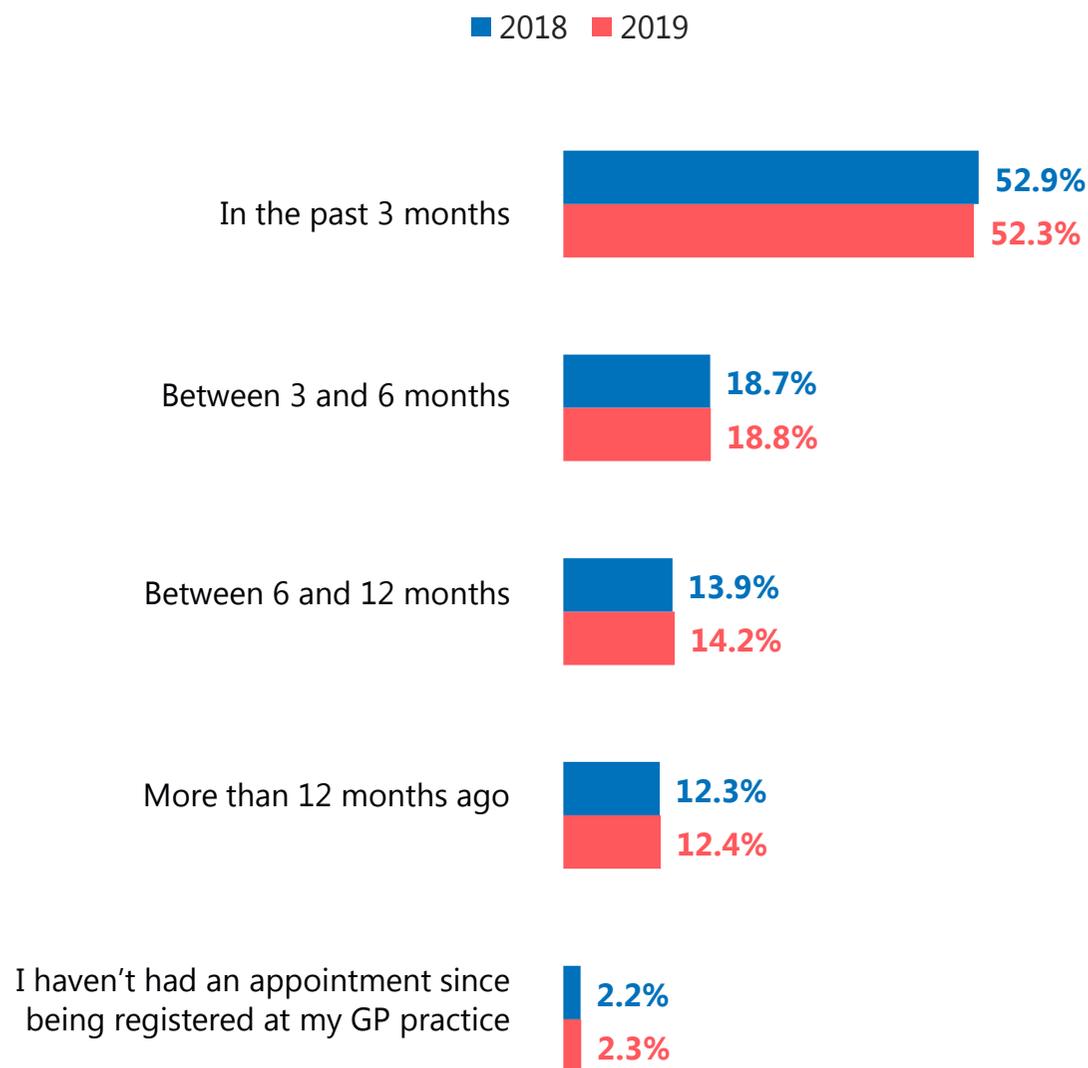
One in four patients (26.6%) had their last appointment over 6 months ago\*\*, and 2.3% had not had an appointment since registering at their GP practice.

\*Within the previous 6 months = 'in the past 3 months' + 'between 3 and 6 months ago'

\*\*Over 6 months ago: 'between 6 and 12 months ago' + 'more than 12 months ago'

## Patient's last general practice appointment

When was your last general practice appointment?



Base: all patients: 2019 (745,125) 2018 (735,334)

## Who did patients have their last general practice appointment with?

Around seven in ten patients (69.7%) had their last general practice appointment with a GP, and nearly a quarter (24.6%) had their last appointment with a nurse.

Almost three percent (2.7%) had their last appointment with another healthcare professional.

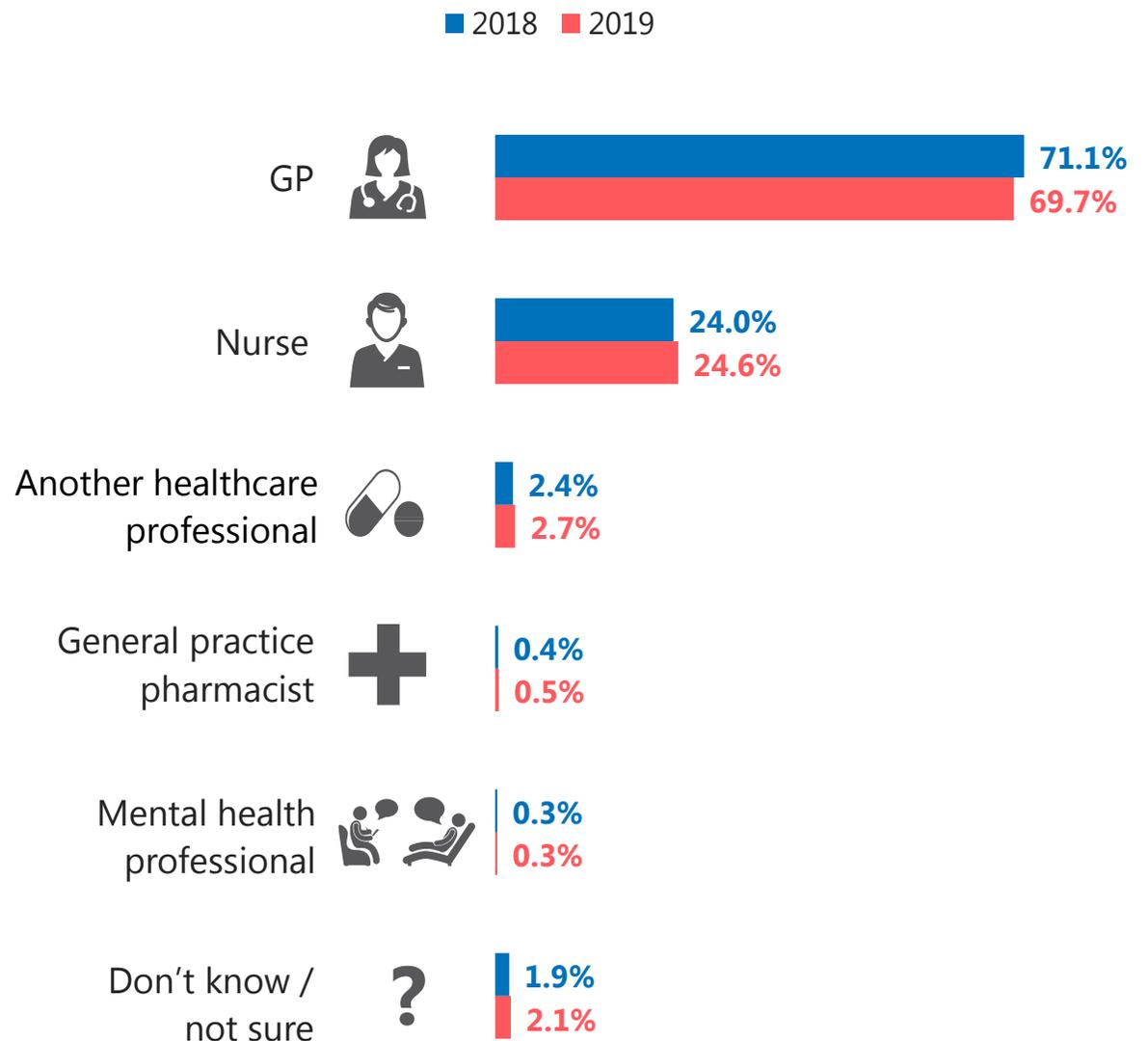
These percentages are similar compared with the 2018 survey.

*\*Within the previous 6 months = 'in the past 3 months' + 'between 3 and 6 months ago'*

*\*\*Over 6 months previously: 'between 6 and 12 months ago' + 'more than 12 months ago'*

## Who did patients last have an appointment with?

### Who was your last general practice appointment with?

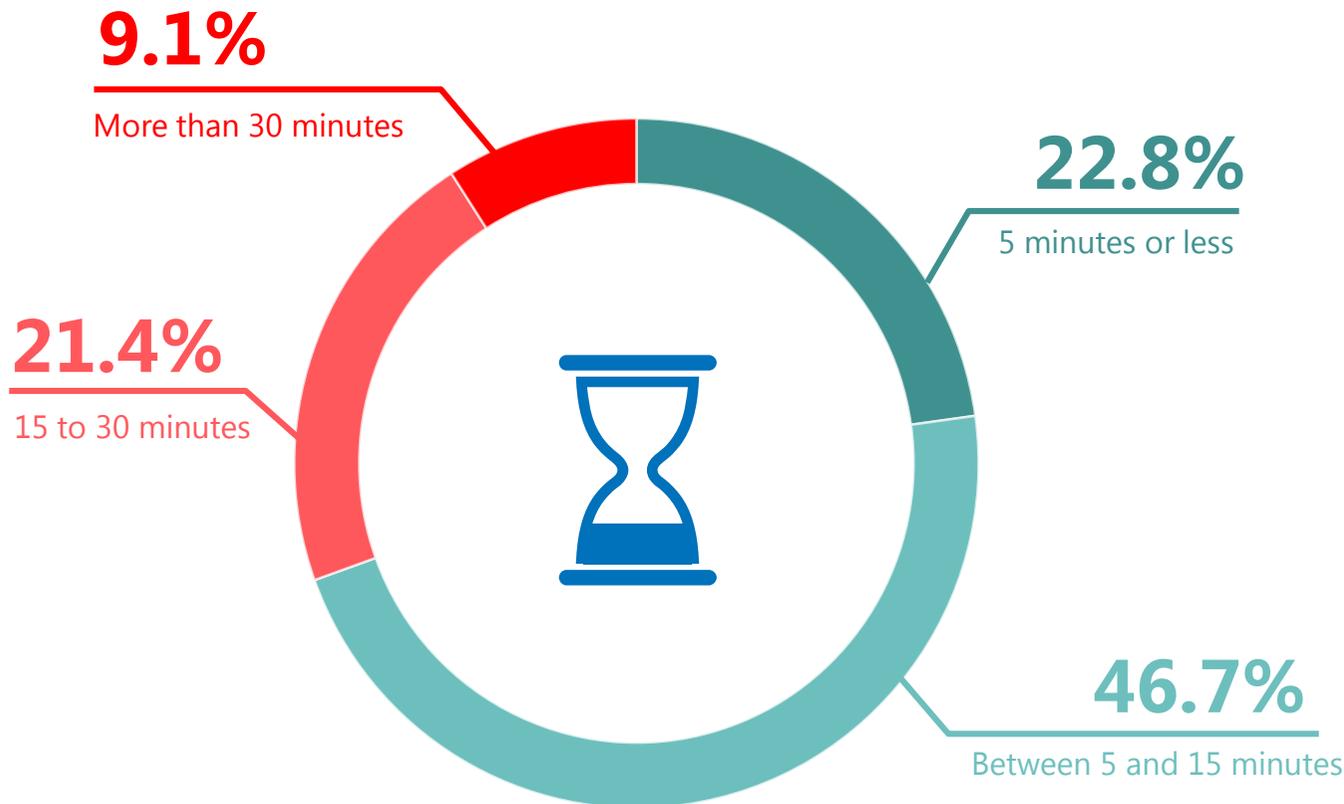


*Base: all patients who have had an appointment since being registered with their current GP practice: 2019 (714,231), 2018 (703,721)*

# How long after their appointment time did patients wait to see or speak to a healthcare professional?

## How long after your appointment time did you wait to see or speak to the healthcare professional?

Almost seven in ten (69.5%) waited less than 15 minutes after their appointment time\* to be seen by a healthcare professional, with nearly half (46.7%) waiting between 5 and 15 minutes, and one in five (22.8%) waiting 5 minutes or less. A further one in five (21.4%) waited between 15 and 30 minutes, and nearly one in ten (9.1%) waited longer than 30 minutes after their appointment time to be seen.



### Waited 15 minutes or less\*



\*Waited 15 minutes or less = '5 minutes or less' + 'between 5 and 15 minutes'  
Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'can't remember' and 'didn't have an appointment at a set time': 2019 (618,419) 2018 (612,156)

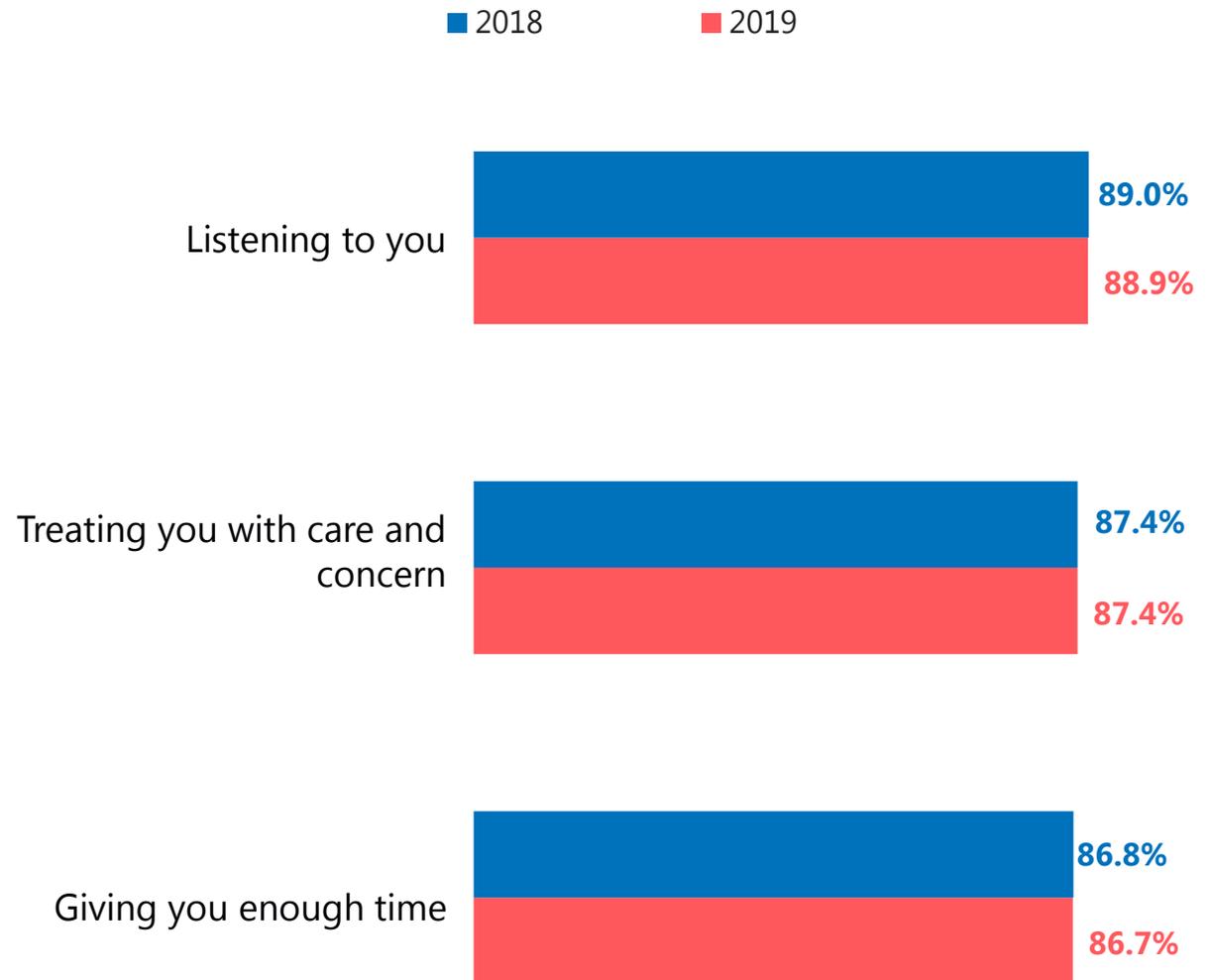
## How did patients rate the care they received the last time they had a general practice appointment?

Patients were asked to rate the healthcare professional they saw or spoke to during their last appointment.

The majority were positive about their experiences, with more than four in five saying their healthcare professional was good\* at listening to them (88.9%), treating them with care and concern (87.4%), and giving them enough time (86.7%).

A minority of patients were negative about their experiences, saying the healthcare professional was poor\*\* at listening to them (3.6%), treating them with care and concern (3.8%) or giving them enough time (3.7%).

### Last time you had a general practice appointment, how good was the healthcare professional at each of the following?



\*Good = 'very good' + 'good'

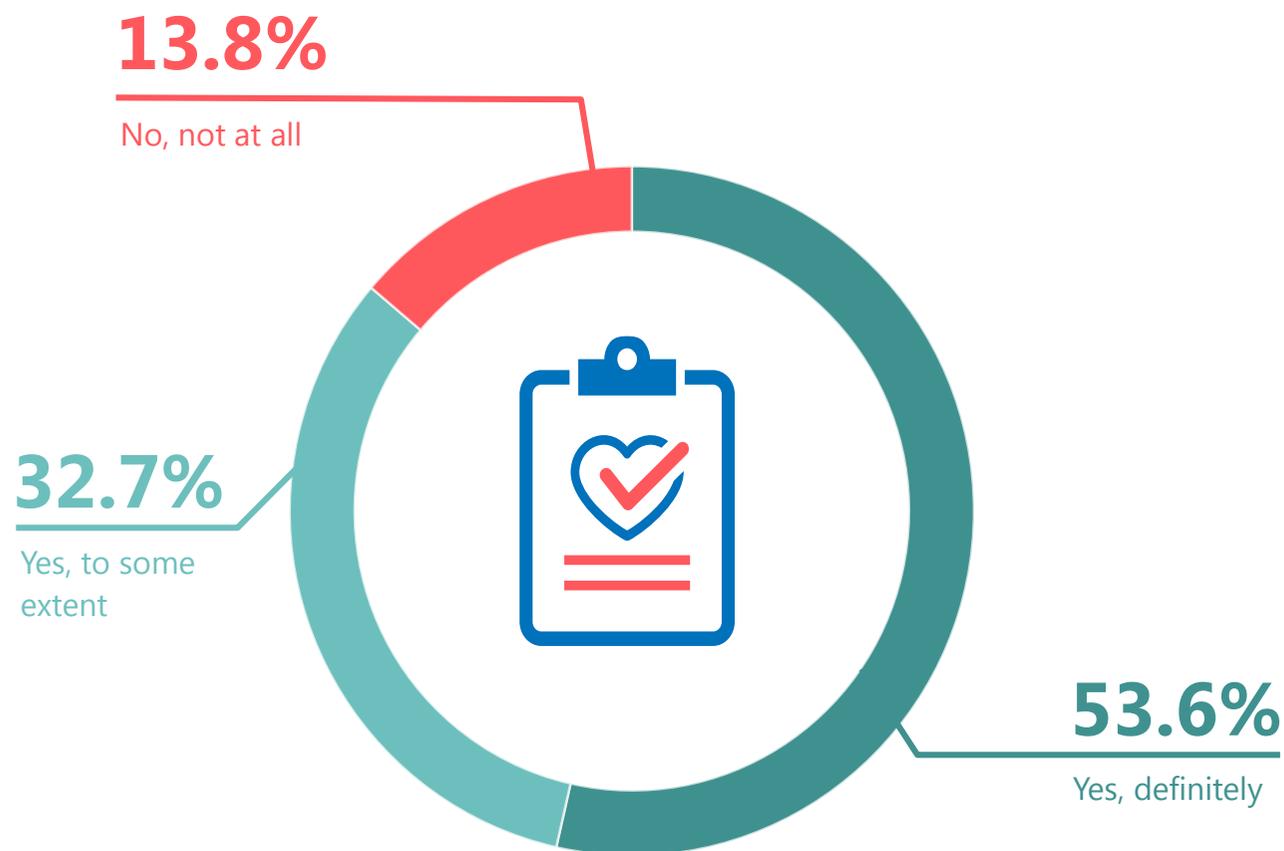
\*\*Poor = 'very poor' + 'poor'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'doesn't apply': Giving you enough time: 2019 (717,030) 2018 (706,895); Listening to you: 2019 (715,282) 2018 (705,167); Treating you with care and concern: 2019 (717,062) 2018 (706,882)

# Did the healthcare professional recognise and/or understand any mental health needs?

**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?**

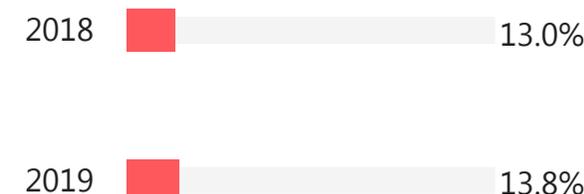
The majority of patients felt that their mental health needs were recognised and/or understood\* (86.2%). However, of all those who answered the question, one in five (21.5%) said it did not apply to their last appointment, and around a third (36.4%) said they did not have any mental health needs.



## Yes\*



## No, not at all

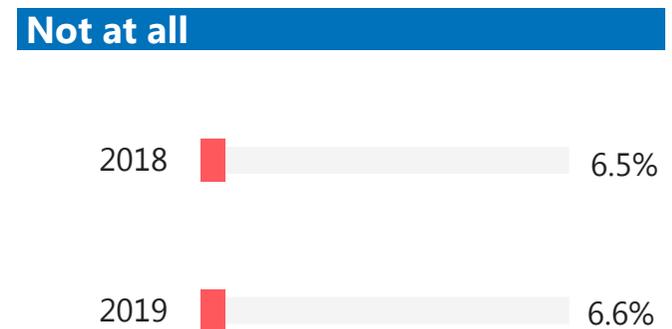
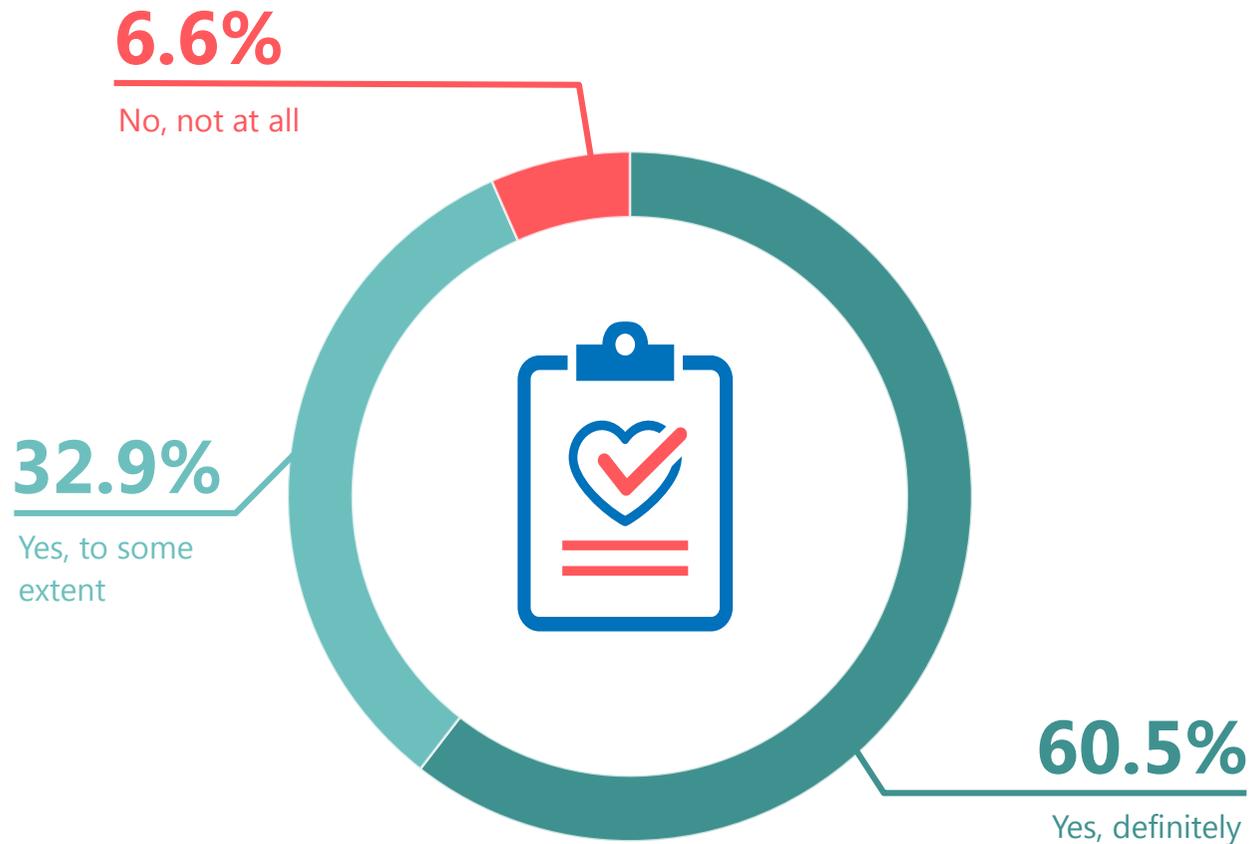


\*Yes or \*Mental health needs recognised or understood = 'yes, definitely' + 'yes, to some extent'  
 Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'I did not have any mental health needs' and 'did not apply to my last appointment': 2019 (284,999) 2018 (277,497)

# Did patients feel involved in decisions about their care and treatment?

***During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?***

Almost all patients (93.4%) felt that during their last general practice appointment they were involved as much as they wanted to be in decisions about their care and treatment\*, including three in five (60.5%) who said they 'definitely' felt involved. Around one in fifteen (6.6%) said that they were 'not at all' involved as much as they wanted to be in decisions about their care and treatment. This is consistent with the 2018 survey.



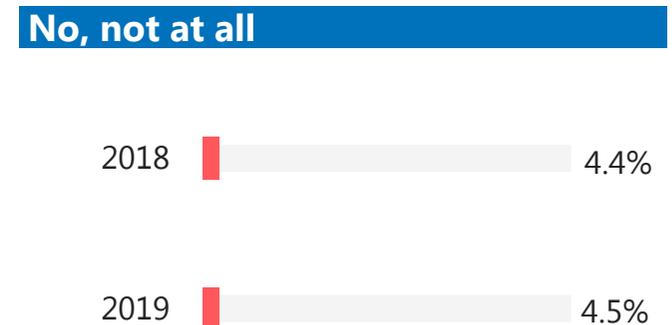
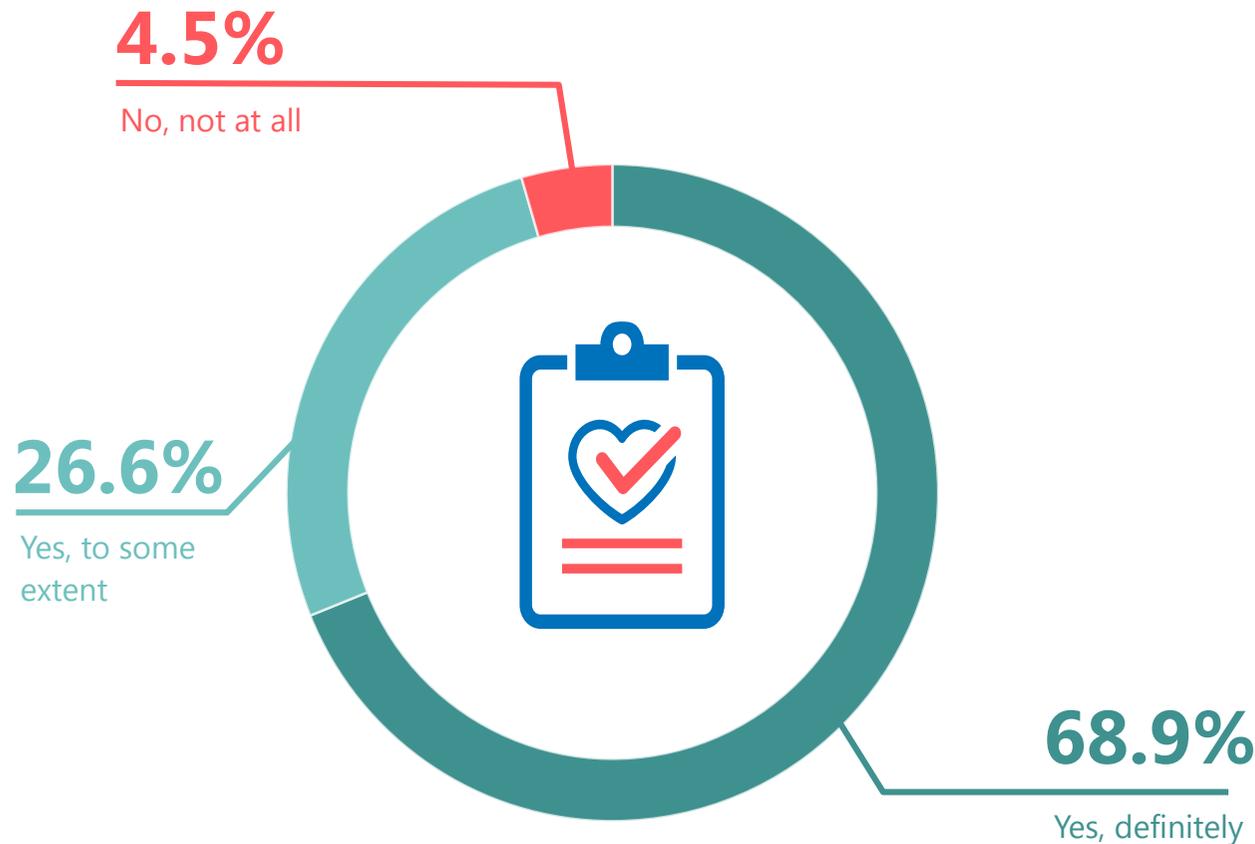
\*Involved as much as they wanted or \*Yes = 'yes, definitely' + 'yes, to some extent'.

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / doesn't apply': 2019 (637,385), 2018 (628,938)

# Did patients have confidence and trust in who they saw or spoke to?

**During your last general practice appointment, did you have confidence and trust in the person you saw or spoke to?**

Almost all patients (95.5%) had confidence and trust\* in the healthcare professional they last saw or spoke to (including 68.9% who said they 'definitely' had confidence and trust in them). A similar percentage of patients had confidence and trust\* in the 2018 survey (95.6%). Just under five percent (4.5%) did **not** have confidence and trust in the healthcare professional they last saw or spoke to. This is consistent with the 2018 survey.



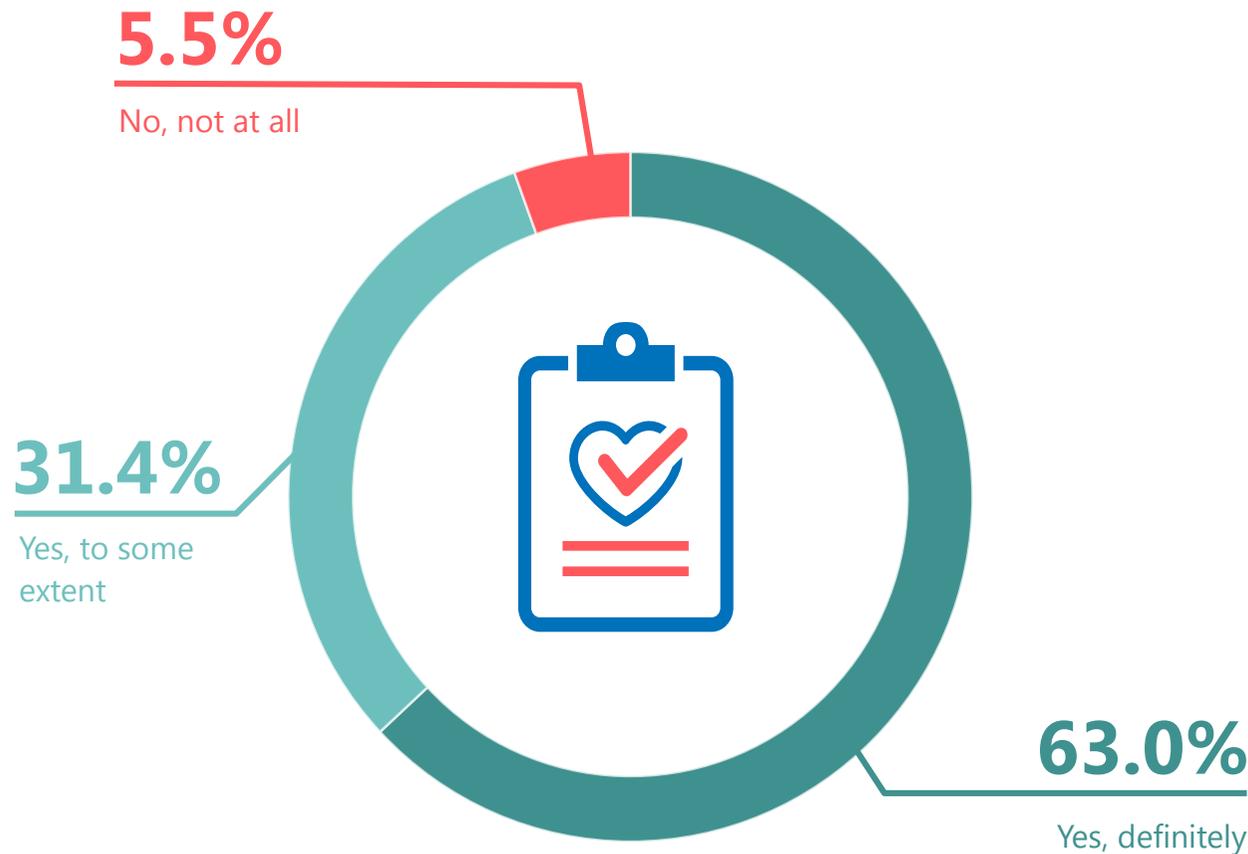
\*Confidence and trust = 'yes, definitely' + 'yes, to some extent'

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2019 (705,397) 2018 (695,421)

# Did the healthcare professional meet the patient's needs at their last appointment?

## Thinking about the reason for your last general practice appointment, were your needs met?

Almost all patients felt that their needs were met\* during their last general practice appointment (94.5%), with 63.0% saying they were 'definitely' met. However, 5.5% of patients felt that their needs were not met at all. This is consistent with the 2018 survey.



### Yes\*

2018 94.8%

2019 94.5%

### Not at all

2018 5.2%

2019 5.5%

\*Needs met or \*Yes = 'yes, definitely' + 'yes, to some extent'.

Base: all patients who have had an appointment since being registered with their current GP practice, excluding 'don't know / can't say': 2019 (706,338) 2018 (696,267)

# 7

# Patient health



Ipsos MORI



## MENU:

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- ▶ Patient health**
- 8 When the GP practice is closed

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# How common is use of multiple medications, or problems with physical mobility, falls and isolation?

## Problems with physical mobility, falls and isolation

Patients were asked about their physical mobility, isolation and use of multiple medications, as common indicators of increased health needs.

One in eight patients (12.6%) had experienced problems with their physical mobility over the last twelve months, and 2.4% had experienced two or more falls that needed medical attention.

Around one in fifteen (6.7%) said they had felt isolated from others.

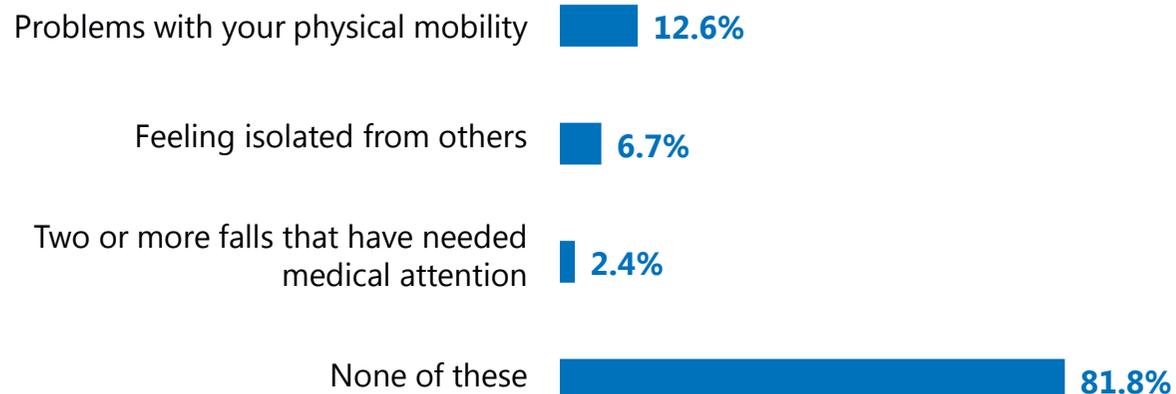
Four in five patients (81.8%) reported experiencing none of these problems.

## Use of multiple medications

Nearly one in five (18.7%) said they take five or more medications on a regular basis.

## Physical mobility, falls and isolation

*Have you experienced any of the following over the last 12 months? (multiple responses allowed)*



Base: all patients: 2019 (742,883) 2018 (735,425)

## Multiple medications

*Do you take 5 or more medications on a regular basis?*



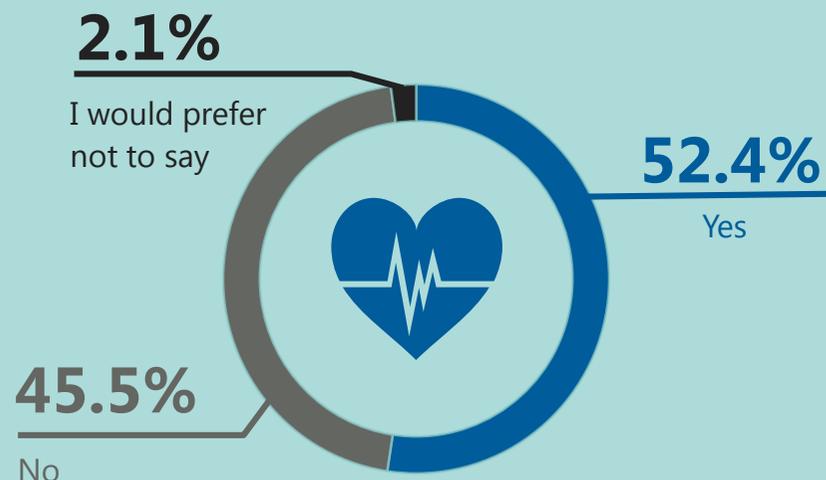
Base: all patients: 2019 (760,655) 2018 (747,349)

# Prevalence and types of long-term health conditions

A little over half of patients responding to the survey (52.4%) said they had at least one long-term physical or mental health condition, disability or illness, that was expected to last for 12 months or more, including issues related to age.

## Do you have any long-term physical or mental health conditions, disabilities or illnesses?

By long-term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.

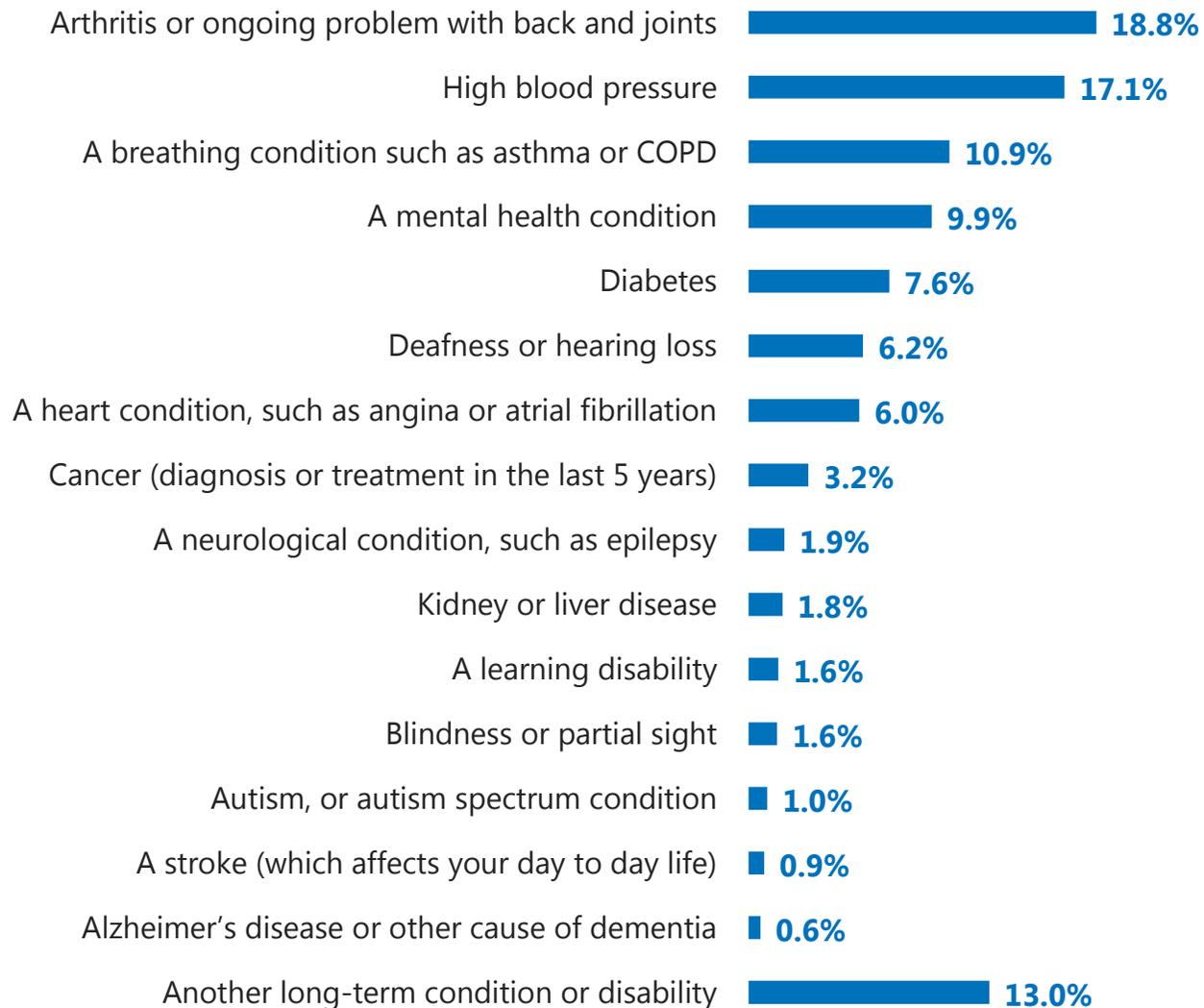


Base: all patients excluding 'don't know / can't say': 2019 (739,413)

The results presented here are based on a recoded version of this question. Anyone who initially answered anything other than 'Yes' has been recoded to 'Yes' if they went on to select any medical condition at the following question

## Types of medical conditions

### Which, if any, of the following long-term conditions do you have? (multiple responses allowed)



Base: all patients all patients with one or more long-term condition(s), excluding those who would prefer not to say: 2019 (679,413)

## How does having a long-term condition(s) affect patients' day-to-day lives?

Over half of patients (59.4%) with a long-term condition (or conditions) said that their condition(s) reduce their ability to carry out their day-to-day activities.

Nearly one in ten (9.8%) patients with a long term condition (or conditions) said they have had unexpected stays in hospital in the last 12 months because of their condition(s).

### Ability to carry out activities

*Do any of these conditions reduce your ability to carry out your day-to-day activities?*



**59.4%**

of patients said that their condition(s) **reduce their ability** to carry out their day-to-day **activities**, compared with

**58.8%**

in 2018.

*Base: all patients with one or more long-term condition(s): 2019 (434,675)*

### Unexpected stays in hospital

*In the last 12 months, have you had any unexpected stays in hospital because of your condition (or conditions)?*



**9.8%**

of patients have had **unexpected stays in hospital** because of their condition(s), in the last 12 months, compared with

**9.8%**

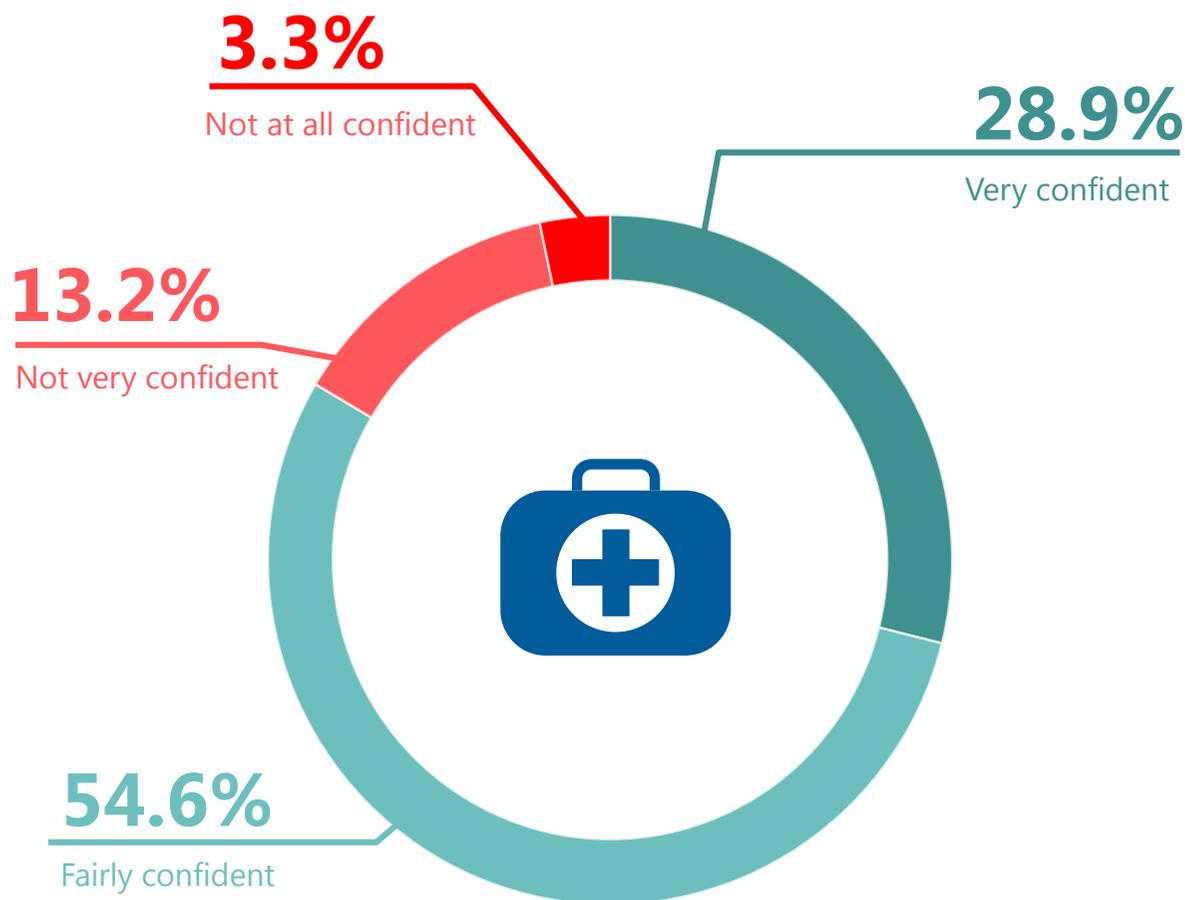
in 2018.

*Base: all patients with one or more long-term condition(s): 2019 (434,159)*

# Are patients confident about managing their long-term condition (or conditions)?

## How confident are you that you can manage any issues arising from your condition (or conditions)?

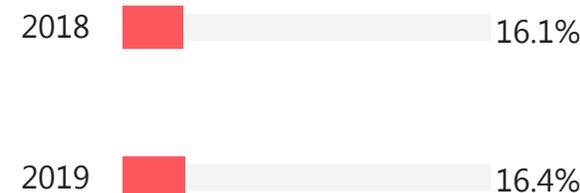
More than four in five patients (83.6%) were confident\* that they could manage any issues that arise from their condition or conditions, with around three in ten (28.9%) saying they were 'very confident'. Around one in six patients (16.4%) were not confident\*\* in managing condition related issues, with just over three percent (3.3%) saying they were 'not at all confident'.



### Confident\*



### Not confident\*\*



\*Confident = 'very confident' + 'fairly confident'

\*\*Not confident = 'not very confident' + 'not at all confident'

Base: all patients with one or more long-term condition(s), excluding 'don't know': 2019 (422,742) 2018 (414,084)

## Does confidence to manage issues relating to a condition vary by long-term condition?

Overall, more than four in five (83.6%) with at least one long-term condition said they were confident\* they could manage any issues arising from their condition(s).

Patients with high blood pressure and cancer (diagnosis or treatment in the last five years) were most likely to feel confident (86.1% and 84.8% respectively).

In contrast, those with mental health conditions (67.3%), those who have had a stroke (63.4%), those with learning disabilities (58.9%), and autism, or autism spectrum condition (56.3%), were less likely to feel confident in their ability to manage any issues arising from their condition(s).

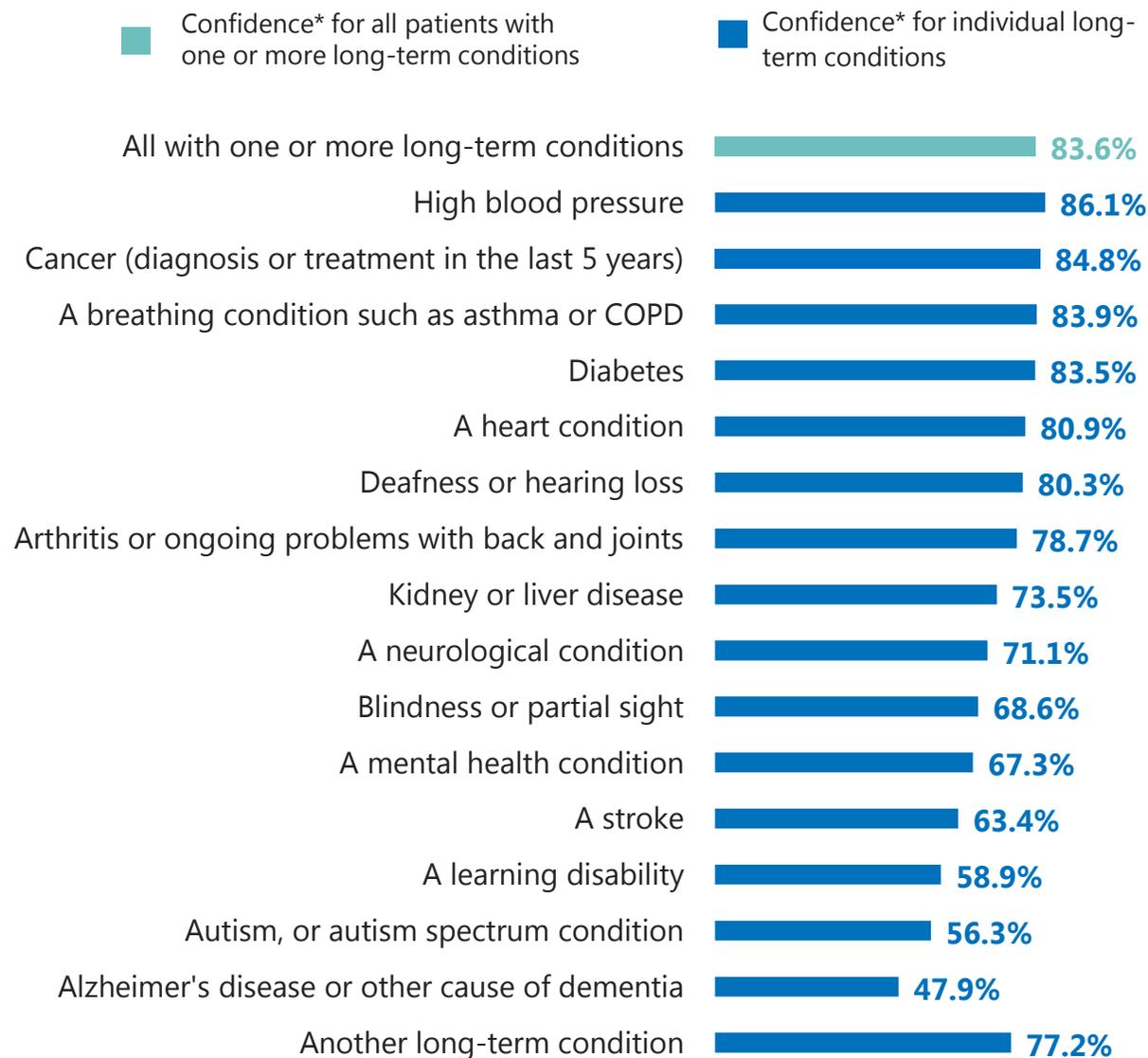
Fewer than half of patients with Alzheimer's disease or another cause of dementia (47.9%) were confident in managing their condition(s).

\*Confident = 'very confident' + 'fairly confident'

## Confidence in managing long-term conditions

Which of the following long-term conditions do you have? (multiple responses allowed)

How confident are you that you can manage any issues arising from your condition (or conditions?)



Base: all patients with one or more long-term condition(s), excluding those who don't know how confident they are: 2019 (422,742)

## Did patients get enough support to manage their long-term condition(s)?

A quarter of patients (26.4%) said that they did not need support from local services to manage their condition (or conditions), a similar percentage to 2018 (26.9%).

Of those patients who said they did need support, four in five (78.4%) felt that they had enough support from local services or organisations to help them manage their condition(s)\* (compared with 79.4% in 2018).

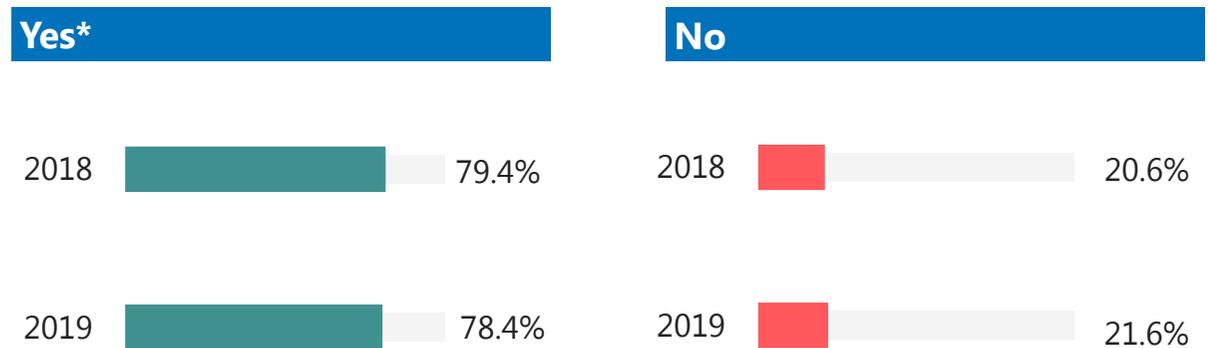
Around two in five felt they had 'definitely' had enough support (41.8%), and 36.6% who said they had 'to some extent'.

However, around one in five (21.6%) did not feel that they had received enough support (compared with 20.6% in 2018).

\*Had enough support = 'yes, definitely' and 'yes, to some extent'

## Support managing long-term conditions

*In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?*



\*Yes = 'yes, definitely' + 'yes, to some extent'

Base: all patients with one or more long-term condition(s), excluding 'I haven't needed support' and 'don't know / can't say': 2019 (292,168) 2018: (284,887)

## Does support received vary by long-term condition?

Four in five (78.4%) with a long-term condition (or conditions), who said they needed support, said they had received enough support\* from local services or organisations to help manage their condition(s).

Patients with cancer (diagnosis or treatment in the last five years) were most likely to feel supported\* by local services or organisations to help manage their condition(s) (85.0%), followed by those with Alzheimer's disease or other cause of dementia (82.0%) and diabetes (81.3%).

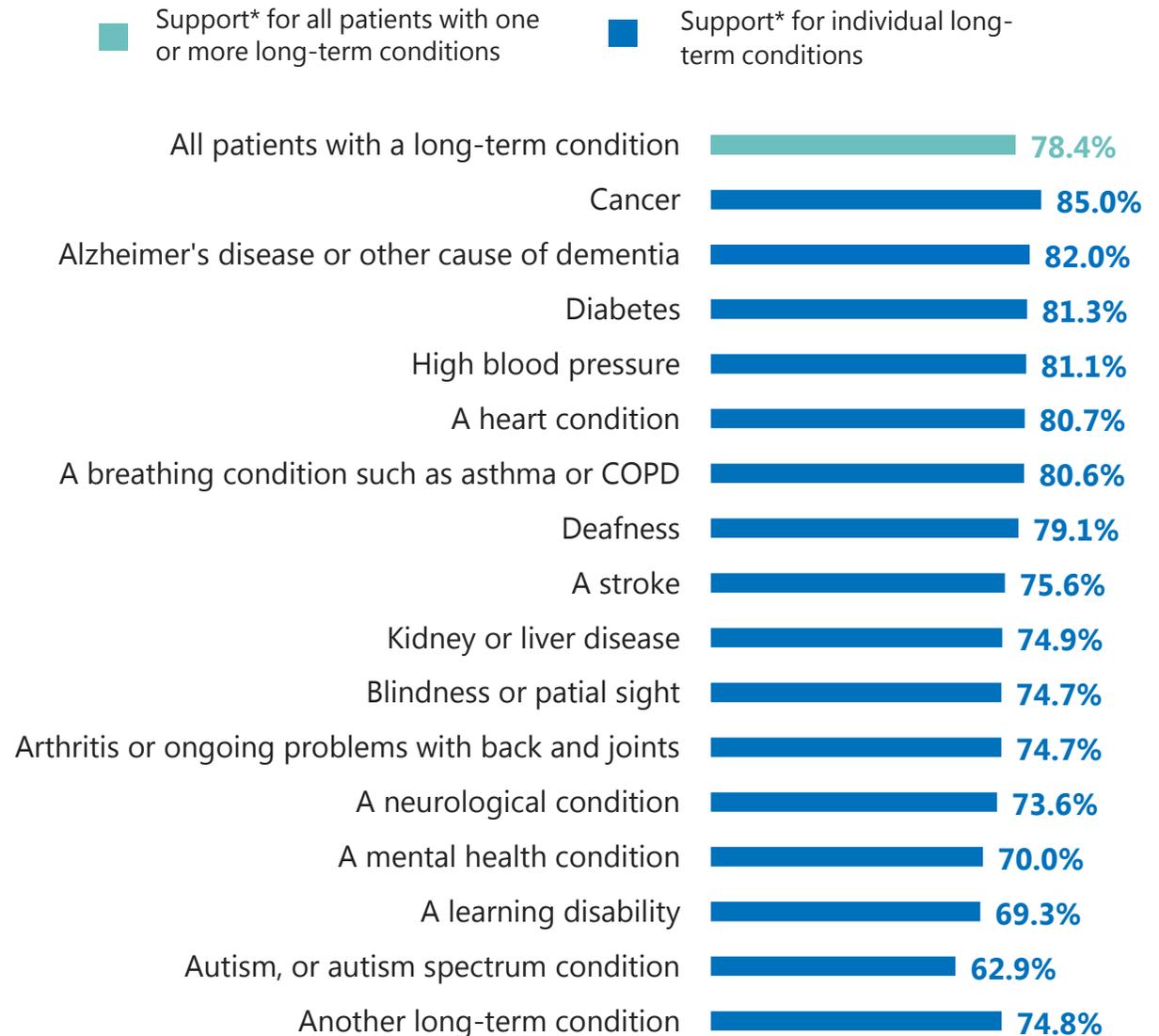
However, those with a mental health condition (70.0%), a learning disability (69.3%) or autism or autism spectrum condition (62.9%) were least likely to feel supported\* by local services or organisations.

\*Support = 'yes definitely' + 'yes, to some extent'

## Support managing long-term conditions

Which of the following long-term conditions do you have? (multiple responses allowed)

In the last 12 months, have you had enough support from local services or organisations to help you manage your condition (or conditions)?



Base: all patients with one or more long-term condition(s), excluding 'I haven't needed support' and 'don't know / can't say': 2019 (292,168)

# How are patients supported by healthcare professionals at their GP practice?

Two in five patients with one or more long-term condition (39.5%) said they'd had a conversation with a healthcare professional from their GP practice to discuss what is important to them when managing their condition (or conditions).

Of those who'd had this conversation, three in five (60.3%) had agreed a plan, with the majority (94.2%) finding this plan helpful+ in managing their condition (or conditions).

A third of patients (33.2%) who agreed a plan had been given or offered a written or printed copy of this plan.

## How patients are supported by healthcare professionals in managing condition(s)

■ 2019 ■ 2018

Had a conversation with a healthcare professional to discuss what is important when managing condition(s)



Of those who have had this conversation, those who had agreed a plan with a healthcare professional to manage condition(s)\*



Been given (or offered) a written or printed copy of this agreed plan\*\*



Base: all patients with one or more long-term condition(s): 2019 (422,368) 2018 (413,648)

\*Base: all patients who have had a conversation with a healthcare professional from their GP practice about managing their long-term condition(s): 2019 (154,201) 2018 (153,070)

\*\*Base: all patients who have agreed a care plan to manage their long-term condition(s): 2019 (93,166) 2018 (93,126)

# 94.2%

of patients with a care plan found it **helpful**+ in managing their condition (or conditions), compared with 94.4% in 2018.



+ Helpful = 'very helpful' + 'fairly helpful'

Base: all patients who have agreed a care plan to manage their long-term condition(s), excluding 'don't know': 2019 (92,409) 2018 (92,334)

# 5.8%

of patients with a care plan found that it was **not helpful**++ in managing their condition (or conditions), compared with 5.6% in 2018.



++ Not helpful = 'not very helpful' + 'not at all helpful'

Base: all patients who have agreed a care plan to manage their long-term condition(s), excluding 'don't know': 2019 (92,409) 2018 (92,334)

# 8

## When the GP practice is closed

### MENU:

-  About the survey
-  Headline findings
-  Overall experience of GP practice
-  Local GP services
-  Making an appointment
-  Patient's last appointment
-  Patient health
-  **When the GP practice is closed**

# Have patients recently contacted an NHS service when their GP practice was closed?

Over one in five patients (21.6%) had tried to contact an NHS service in the past twelve months\*, either for themselves or for someone else, when they wanted to see a GP but their GP practice was closed.

**In the past 12 months, have you contacted an NHS service when you wanted to see a GP but your GP practice was closed? (multiple responses allowed)**



Base: all patients: 2019 (752,581)

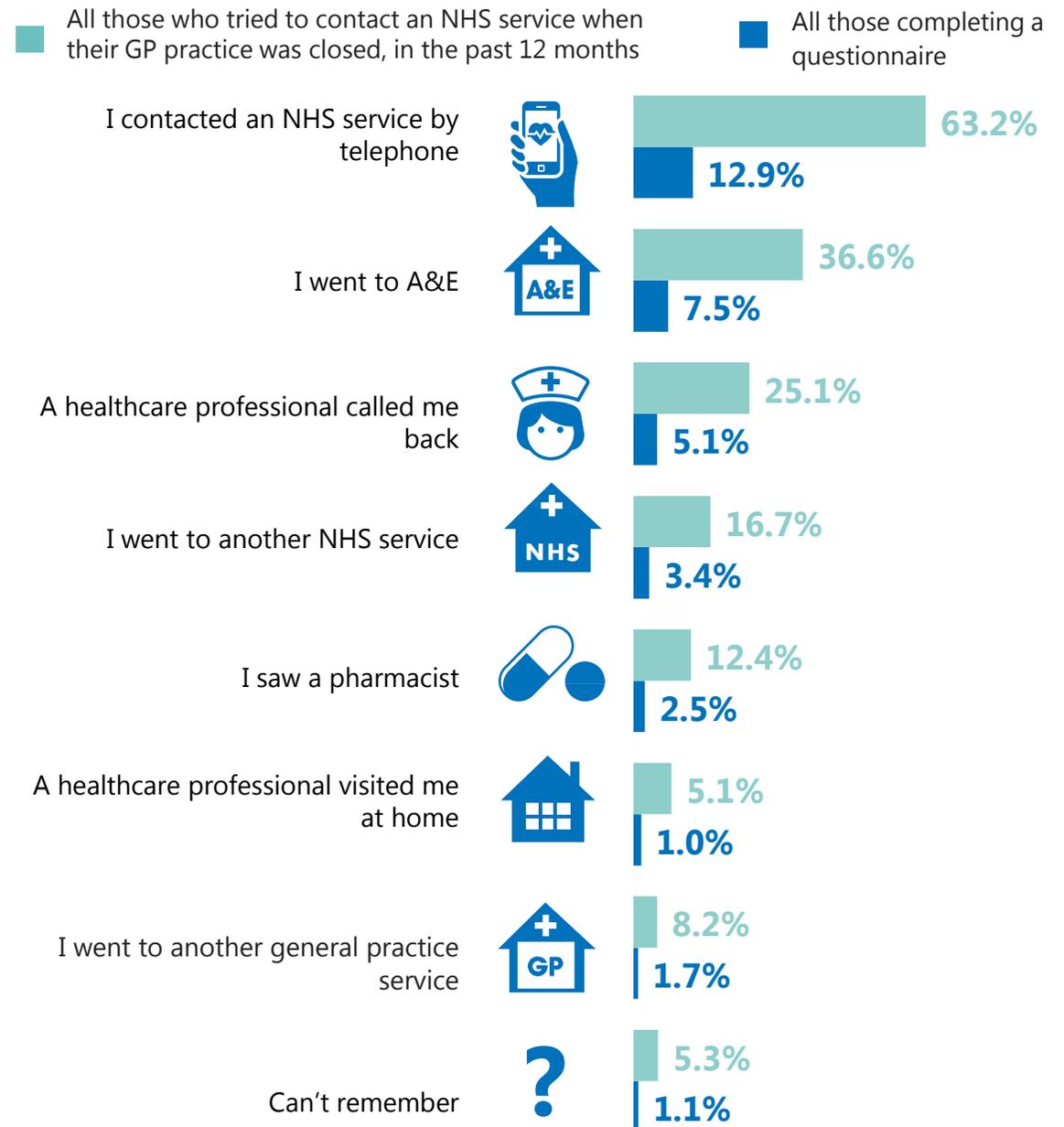
Of those patients, three in five (63.2%) contacted an NHS service by telephone. Around one in three (36.6%) went to A&E, while a quarter (25.1%) received a call back from a health professional.

When analysing these results based on *all patients* responding to the survey, it showed that 12.9% contacted an NHS service by telephone and 7.5% went to A&E when their GP practice was closed.

\*Tried to contact an NHS service = 'yes, for myself' + 'yes, for someone else'

## What patients did when their GP practice was closed

**Considering all of the services you contacted, which of the following happened on that occasion? (multiple responses allowed)**

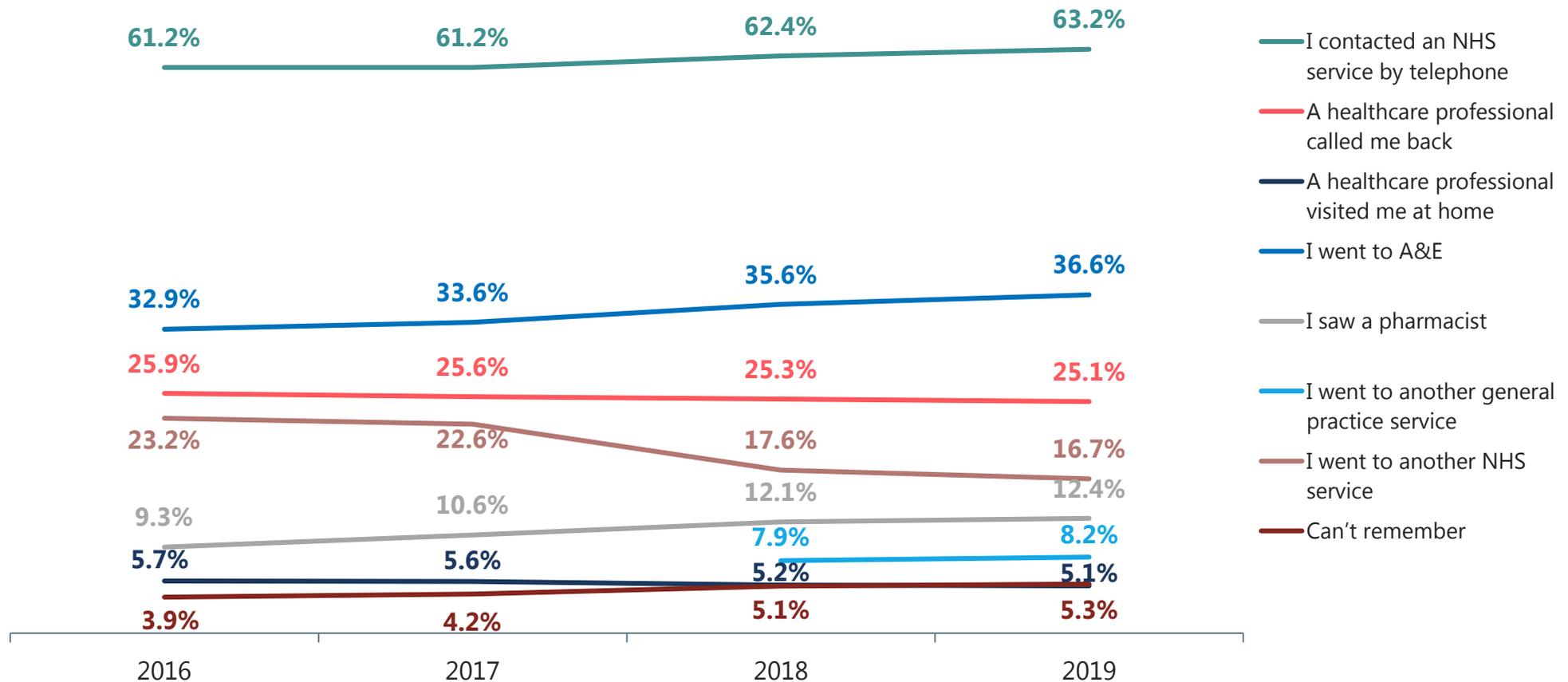


Base 1: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months: 2019 (139,476). Base 2: all those completing a questionnaire: 2019 (770,512)

# What patients did when their GP practice was closed

**Considering all of the services you contacted, which of the following happened on that occasion? (multiple responses allowed)**

Of those patients who had tried to contact an NHS service in the past 12 months when their GP practice was closed, there has been an increase since 2016 in those who contacted the NHS by telephone, went to A&E and saw a pharmacist. There has been a decrease in the percentage of patients who tried to contact another NHS service between 2017 and 2018, which may be due to the addition of the answer code 'I went to another general practice service'. The percentage of patients contacted or visited by a healthcare professional has shown little change.

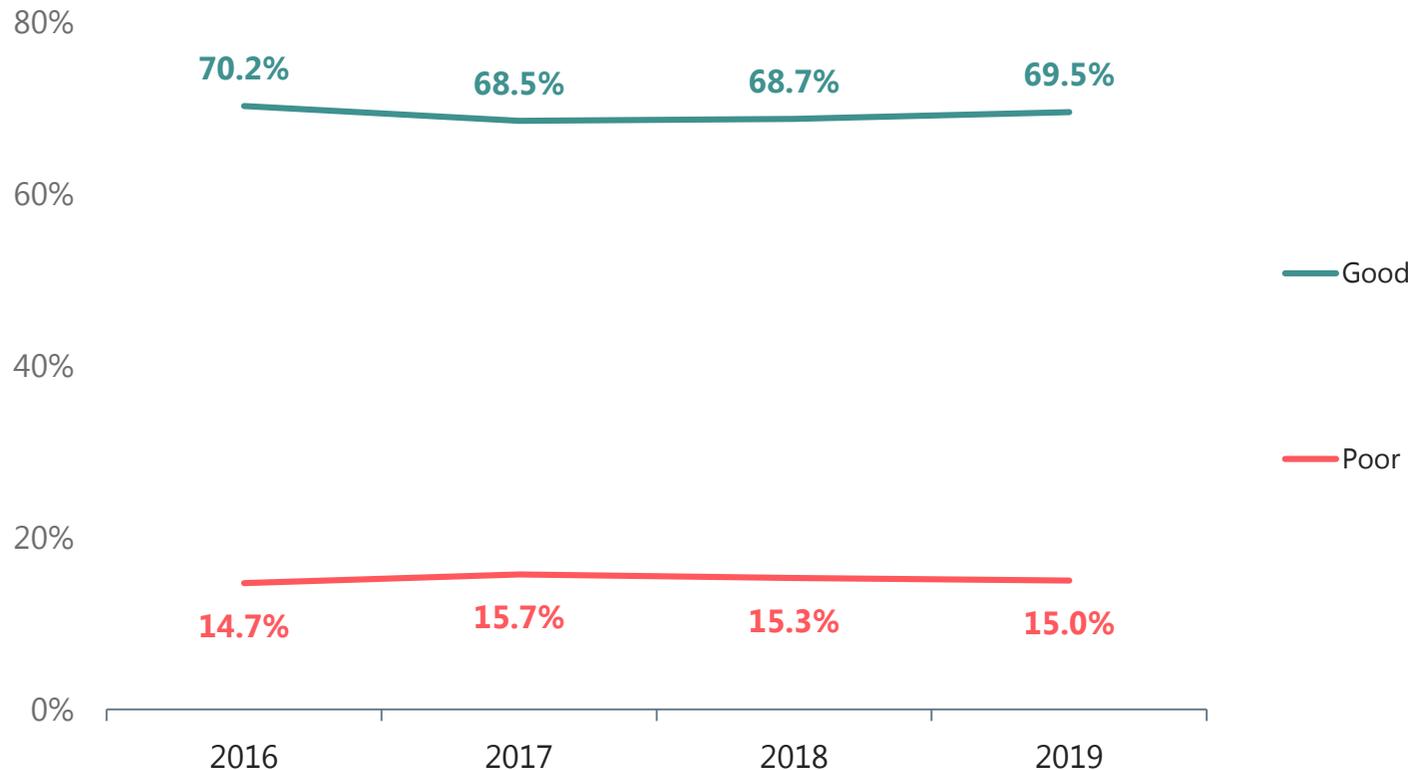


Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months: 2019 (139,476) 2018 (138,025) 2017 (124,736) 2016 (63,061)

# How did patients rate their overall experience of NHS services when their GP practice was closed?

Over two thirds of patients (69.5%) said their overall experience of NHS services when their GP practice was closed was good\* (an increase compared with 68.7% in 2018), with 32.1% saying it was 'very good'. Fewer rated their experience as 'neither good nor poor' (15.6%) or poor\*\* (15.0%).

**Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?**



Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / can't say': 2019 (134,770) 2018 (133,444), 2017 (120,879) 2016 (61,253)

\*Good = 'very good' + 'fairly good'  
 \*\*Poor = 'very poor' + 'fairly poor'

# 66.0%

of patients felt that the time it took to receive care or advice from the NHS service on that occasion was **about right**, compared with 65.0% in 2018.



Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / doesn't apply': 2019 (130,757) 2018 (129,429)

# 34.0%

of patients felt that the time it took to receive care or advice from the NHS service on that occasion was **too long**, compared with 35.0% in 2018.

Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / doesn't apply': 2019 (130,757) 2018 (129,429)

## Did patients have confidence and trust in the people they saw or spoke to?

The majority (91.1%) had confidence and trust\* in the people they saw or spoke to when their GP practice was closed, with just under half (47.2%) saying they 'definitely' had confidence in them. The percentage of patients who 'definitely' had confidence and trust has increased since 2016.

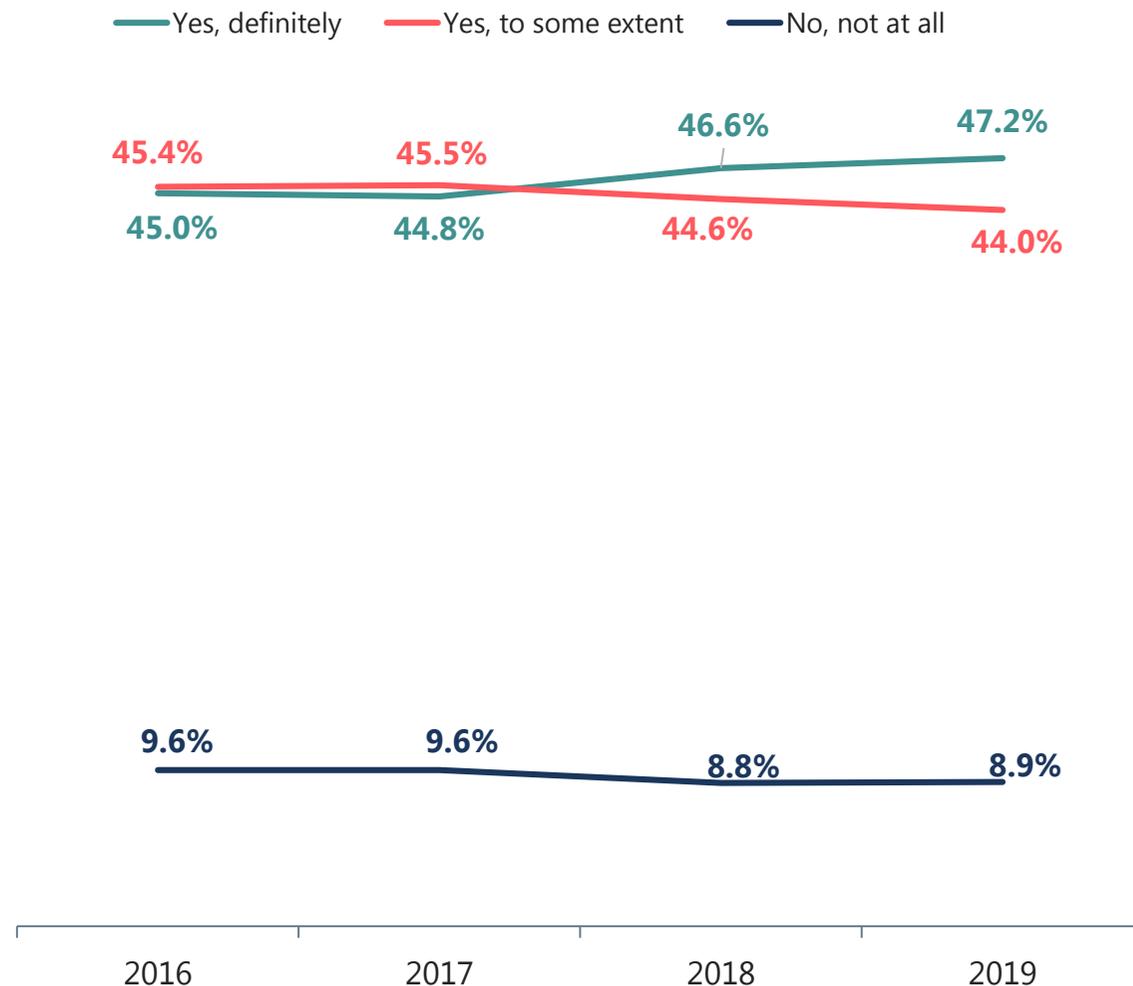
Comparing experience of general practice appointments with experience of NHS services when their GP practice is closed, the proportion of patients reporting 'definitely' having confidence and trust in the people they saw or spoke to when their GP practice was closed (47.2%) was lower compared with patients reporting the same level of confidence and trust in the healthcare professional during their last general practice appointment (68.9%).

Fewer than one in ten (8.9%) did not have confidence or trust in the people they last saw or spoke to.

\*Confidence and trust = 'yes, definitely' + 'yes, to some extent'

## Confidence and trust in out of hours services

Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?



Base: all patients who have tried to contact an NHS service when their GP practice was closed in the past 12 months, excluding 'don't know / doesn't apply': 2019 (134,437) 2018 (132,710), 2017 (119,824) 2016 (60,630)

# For more information:

- For more information on the survey methodology, go to <https://gp-patient.co.uk/surveysandreports> - you can also find the 2019 Technical Annex here.
- For reports showing the National results broken down by CCG and Practice, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.
- To analyse the survey data for a specific participant group (e.g. by age), go to <https://gp-patient.co.uk/analysistool>
- To break down the survey results by survey question as well as by participant demographics, go to <https://gp-patient.co.uk/analysistool>
- For general FAQs about the GP Patient Survey, go to <https://gp-patient.co.uk/faq>