

THE GP PATIENT SURVEY

2023



 **548**
Surveys sent out

 **128**
Surveys sent back

 **23%**
Completion rate

The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice.

The survey is conducted by Ipsos, an independent research agency, on behalf of NHS England.

Overall experience of GP Practice:

 **65%**
Good experience
(70% in 2022)

Access:



43%


Find it easy to get through to their practice by phone (30% in 2022)

Rating of care at last appointment:

The majority of patient say the healthcare professional they saw was good at:

 **82%**
Listening to them
(77% in 2022)

 **84%**
Giving them enough time
(76% in 2022)

 **80%**
Treating them with care and concern
(82% in 2022)

86% were involved as much as they wanted to be in decision about their care & treatment.

92% say they have confidence & trust in the healthcare professional they saw.

91% say their needs were met at their last appointment.

RECEPTION



81%

Found our receptionists helpful
(71% in 2022)



63%

Found it easy to use the practice website
(61% in 2022)



75%

Were satisfied with the appointment they were offered
(74% in 2022)