

# GP PATIENT SURVEY

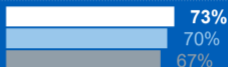
## 2026 survey Headline findings



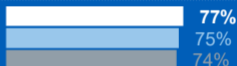
# Had a good overall experience...



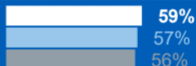
... of contacting GP practice on last occasion



... of GP practice



... of NHS services when GP practice closed



... of using pharmacy services



... of NHS dental services



For more details on how the data were collected and calculated, please visit our website [www.gp-patient.co.uk](http://www.gp-patient.co.uk). Reports show the results broken down by NHS Region, ICS, PCN and GP practice.

Use the analysis tool to compare results for specific groups of patients (e.g. by age, ethnicity, and more).

3 million surveys sent out, and 654,000 responses received, giving information about 639,000 appointments.

Includes data on 114,000 carers and 448,000 people with a long-term condition.

# Access

## Ease of contacting GP practice



**57%**

easy on the  
phone

■ 53% in 2025

■ 50% in 2024



**58%**

easy using  
practice website

■ 51% in 2025

■ 48% in 2024



**54%**

easy using the  
NHS App

■ 49% in 2025

■ 45% in 2024

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# Access

# 85%

said that **overall**,  
the **reception** and  
**administrative team**  
at their GP practice  
are **helpful**.



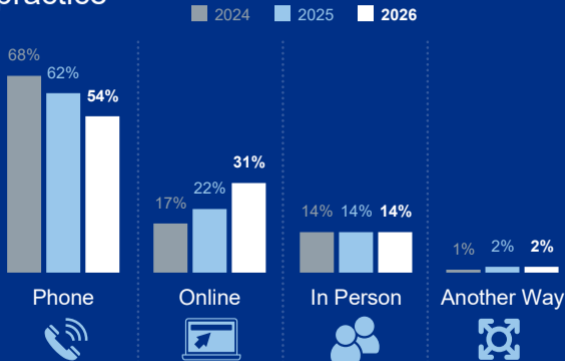
83% in 2025 | 83% in 2024

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# Access

## How patients last contacted their GP practice



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# Access

## Knew next steps?

Of those who had tried to contact their GP practice...



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# Access

# 73%

said their **overall experience of contacting their GP practice was good.**



70% in 2025 | 67% in 2024

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# Last appointment

# 69%

said the **wait** for their  
**last GP practice**  
appointment was  
**about right.**



67% in 2025 | 66% in 2024

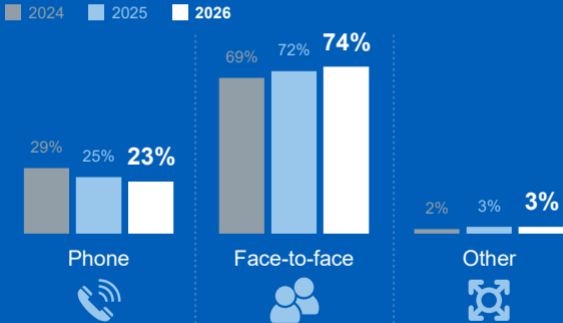
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# Last appointment



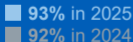
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# Last appointment



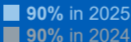
## 93%

said they had **confidence and trust** in the **healthcare professional**



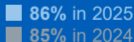
## 90%

said their **needs were met**



## 86%

said the **healthcare professional was good** at treating them with **care and concern**



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# When GP practice is closed



■ 31% in 2025  
■ 31% in 2024

# 31%

said they had contacted or used an NHS service, in the **last 12 months**, when they wanted care or advice from a healthcare professional, but their **GP practice was closed**.

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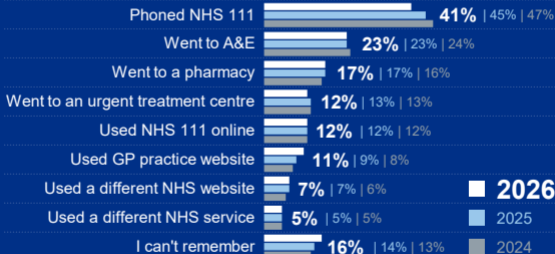
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# When GP practice is closed



Of the 31% who said their GP practice was closed when they had contacted or used an NHS service when they wanted care or advice...

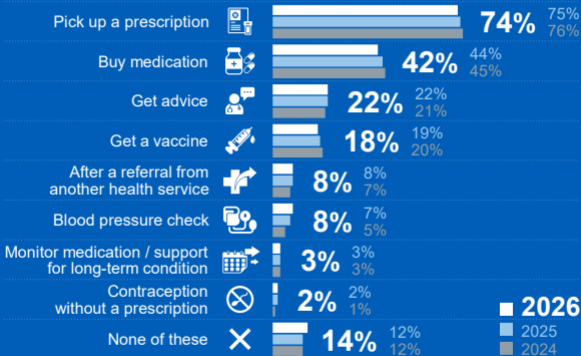


Please note, patients could have used more than one service

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# Pharmacy

## Services used in last 12 months



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# Pharmacy

# 89%

said their **experience**  
of using these  
**pharmacy services**  
was **good**.



88% in 2025 | 87% in 2024

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# Dentistry



of those



## 50%

tried to get an appointment in the last 2 years

51% in 2025  
52% in 2024

## 81%

were successful in getting an appointment

78% in 2025  
76% in 2024

## 73%

said their overall experience of NHS dental services was good

71% in 2025  
69% in 2024

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