

GP Patient Survey 2022 results - how are our GPs doing?

Tanya Murat, Engagement and Communications Officer February 2023

What is the GP Patient Survey?

- The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice.
- The survey is randomised but representative.
- Over two million people were sent a survey in January.
- You can respond to the survey online or on paper.

What is the GP Patient Survey?

The survey includes questions about a range of issues, such as

- How easy or difficult is it to get an appointment
- Satisfaction with opening hours
- The quality of care received from your GP and practice nurses
- Out of hours care

Your answers help the NHS to improve local health services.

The survey can help PPGs to see where their practice is doing well, and where it needs to improve.

Results of the 2022 GP Patient Survey – The national picture

Overall satisfaction with GP services is 72% - down 9% in one year

- 56% reported a good experience of making an appointment (down from 71%)
- 53% found it easy to get through to the practice by phone (down from 68%)
- More people avoid making an appointment
- The survey also found that 55% of people said they had avoided making a GP appointment, up 13% over the past year
- 26% found it too difficult (up from 11%)



These findings reflect our own data, which shows that people are still struggling to get a GP appointment or getting through to their local practice. As a result, people's satisfaction with GP services is at a record low.

Healthwatch national director, Louise Ansari



Key findings in North Central London Integrated Care System (NCL ICS) area

NCL ICS covers NHS services in Haringey, Camden, Enfield, Barnet and Islington.

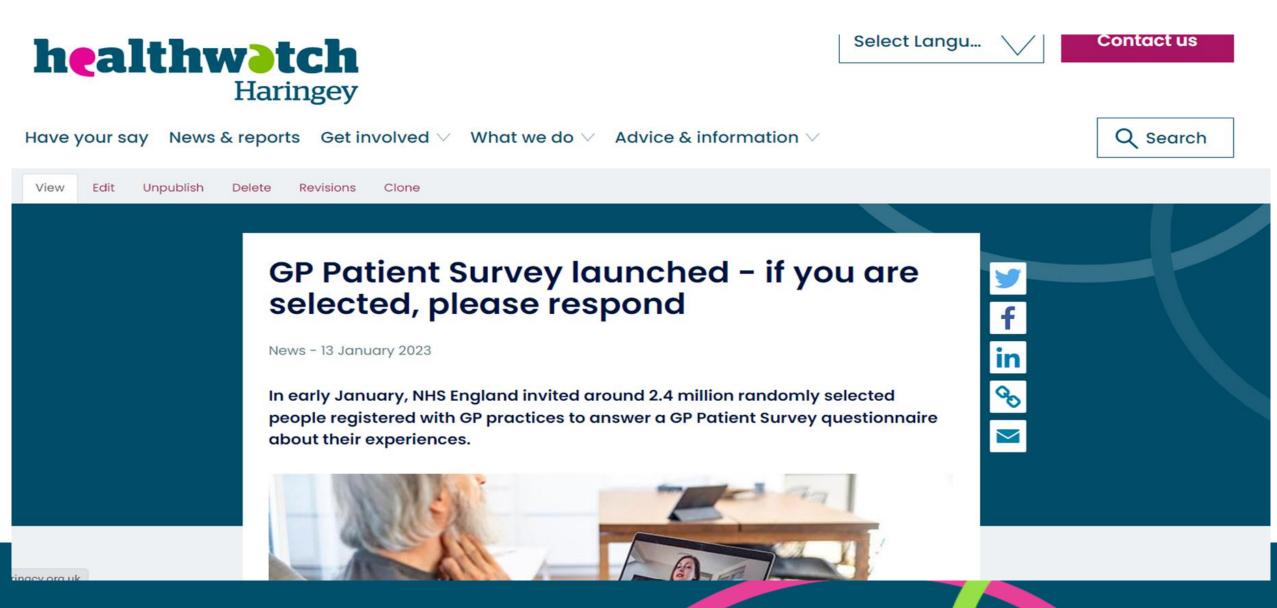
- The results in this area are **similar to the national picture**, with overall reductions in satisfaction with GP services between 2021 and 2022
- 70% of patients rated their experience of their GP Practice as good (down from 81%)
- 45% found it "not easy" to get through to their GP Practice on the phone (up from 32%)
- When the GP practice was closed, access to NHS care took too long for 46% of the ICS's patients.

Looking up the 2022 results for your surgery





Completing the 2023 survey



Completing the 2023 survey

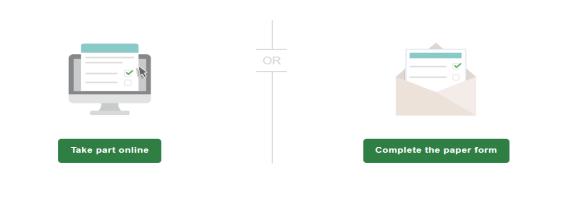
If you have been selected, you will have received a letter from the NHS in January.

 GP PATIENT SURVEY
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You can complete the survey in hard copy.

You will need your digital access code to complete the survey online.



If you need help email or call us on Freephone 0800 819 9135

