

GP PATIENT SURVEY

2025 survey Headline findings



Had a good overall experience...

■ 2025
■ 2024



... 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. Reports show the results broken down by ICS, PCN and GP practice.

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

2.7 million surveys sent out and 702,000 responses received giving information about 685,000 appointments.

Includes data on 124,000 carers and 474,000 people with a long-term condition.

Access

Ease of contacting GP practice



53%

**easy on the
phone**

50% in 2024



51%

**easy using
practice website**

48% in 2024



49%

**easy using the
NHS App**

45% in 2024

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Access

GP PATIENT SURVEY

83%

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

83% in 2024



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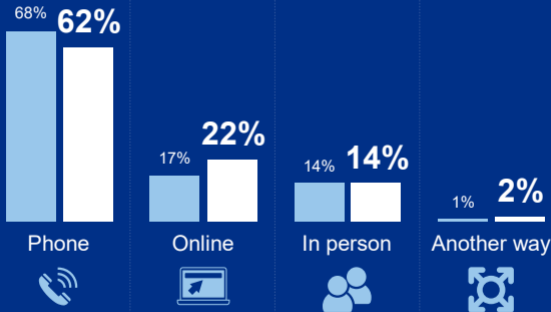
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Access

How patients last contacted their GP practice

■ 2024 ■ 2025



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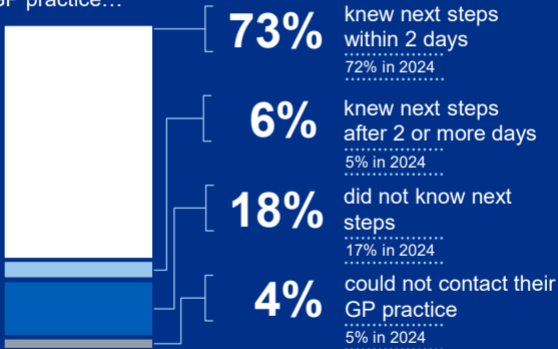
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Access

Knew next steps?

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



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Access

GP PATIENT SURVEY

70%

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



.....
67% in 2024
.....

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Last appointment



67%

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

.....
66% in 2024
.....

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Last appointment



25%

over the
phone

29% in 2024

3%

other

2% in 2024

Last
GP practice
appointment



72%

face-to-face

69% in 2024

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Last appointment



93%

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

92% in 2024



90%

said their **needs** were met

90% in 2024



86%

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

85% in 2024

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When GP practice is closed



31%

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

.....
31% in 2024
.....

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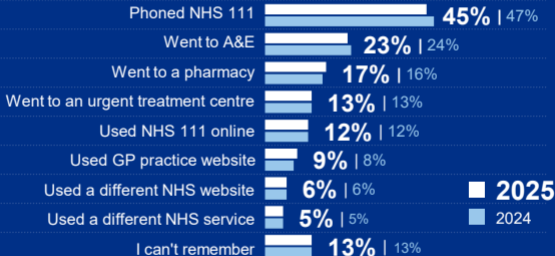
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When GP practice is closed



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



(Please note, patients could have used more than one service)

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Pharmacy

Services used in last 12 months



Pick up a prescription

75%
76%



Buy medication

44%
45%



Get advice

22%
21%



Get a vaccine

19%
20%



After a referral from
another health service

8%
7%



Blood pressure check

7%
5%



Monitor medication/support
for long-term condition

3%
3%



Contraception without
a prescription

2%
1%



None of these

12%
12%

■ **2025**
■ 2024

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Pharmacy

88%

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



87% in 2024

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Dentistry

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51%
tried to get
an appointment
in the last 2 years

52% in 2024

of
those



78%
were successful
in getting an
appointment

76% in 2024

and



71%
said their overall
experience of
NHS dental services
was good

69% in 2024

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