

Technical Details

This report contains data collected from patients aged 16+ registered with a GP practice in England.

The charts produced in this PowerPoint can be resized and reformatted to meet your needs. The data is available behind the charts should you wish to change the chart type.

Data are weighted by age and gender to reflect the population of eligible patients within each practice and CCG.

[See the GP Patient Survey website for further information about weighting.](#)

Results

An asterisk (*) indicates a base size of fewer than 10. Where a percentage is below 0.5% it will be displayed as 0%.

Where percentages do not sum to 100, or individual responses do not sum-up to the combined response, this may be due to respondents being able to select multiple responses, computer rounding or the exclusion of 'don't know'/ not stated. Where any response is excluded from the combined response, this will be specified.

More information

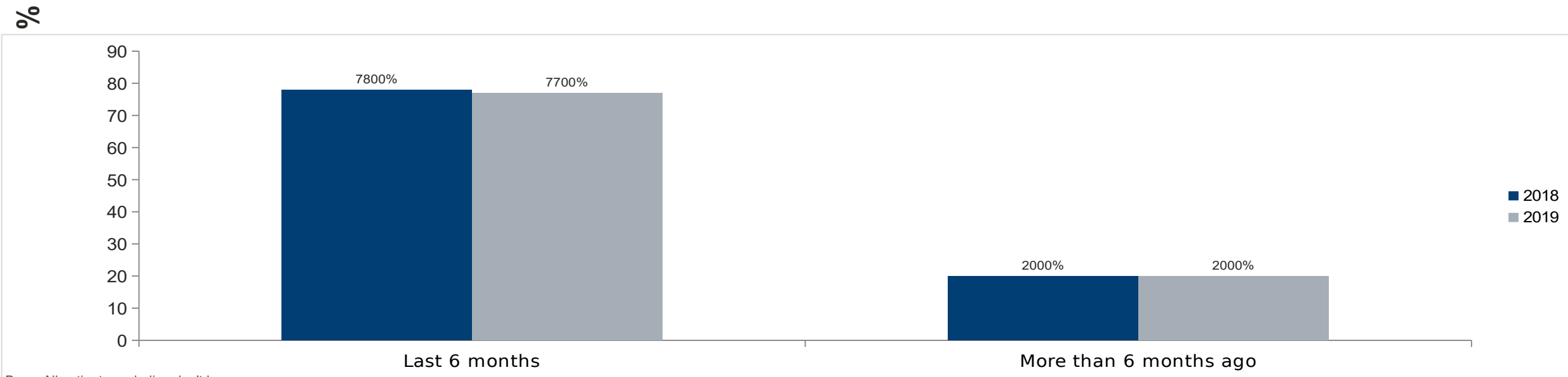
For more information about the survey please see the: [GP Patient Survey website FAQ.](#)

Showing summary results - Q11. When did you last try to make a general practice appointment, either for yourself or for someone else?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients excluding don't know

Last 6 months = In the past 3 months + Between 3 and 6 months ago. More than 6 months ago = Between 6 and 12 months ago + More than 12 months ago

Unweighted Base: 2018 (725,098), 2019 (733,761)

Weighted Base: 2018 (726,423), 2019 (734,803)

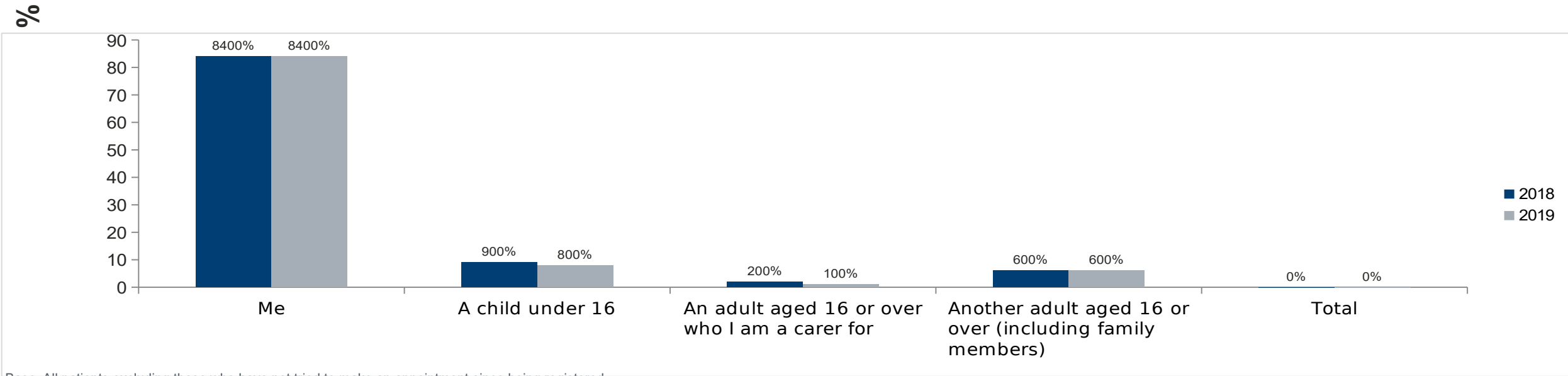
Excluding those who said "Don't know" (weighted): 2018 (15,032), 2019 (16,226)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q12. Who was this appointment for?

Results showing for National Data
Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Unweighted Base: 2018 (669,040), 2019 (682,843)

Weighted Base: 2018 (673,155), 2019 (685,899)

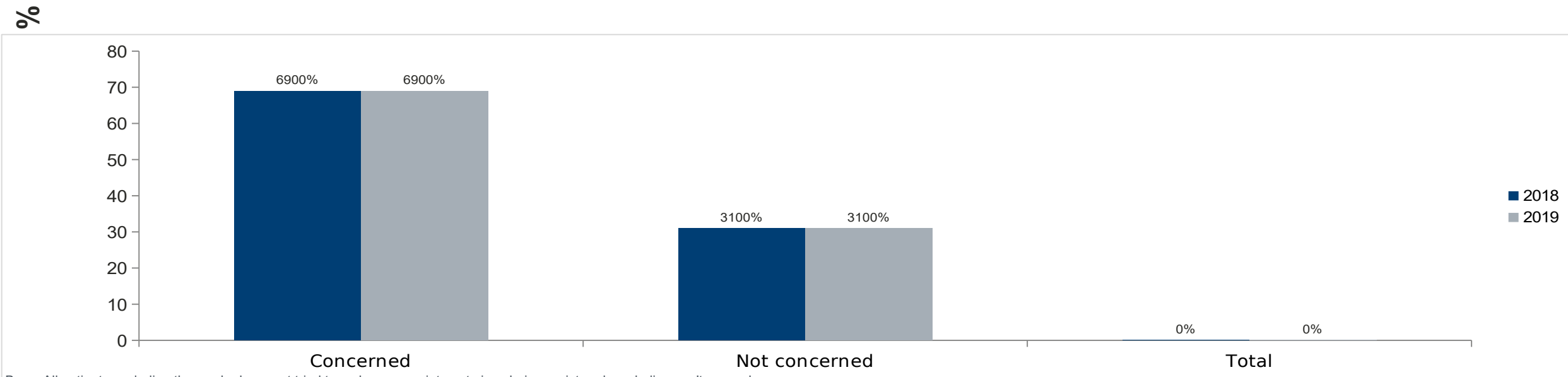
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q13. How concerned were you at the time about your health, or the health of the person you were making this appointment for?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered, excluding can't remember

Concerned = Very concerned + Fairly concerned. Not concerned = Not very concerned + Not at all concerned

Unweighted Base: 2018 (690,739), 2019 (701,245)

Weighted Base: 2018 (690,696), 2019 (700,318)

Excluding those who said "Can't remember" (weighted): 2018 (19,002), 2019 (19,215)

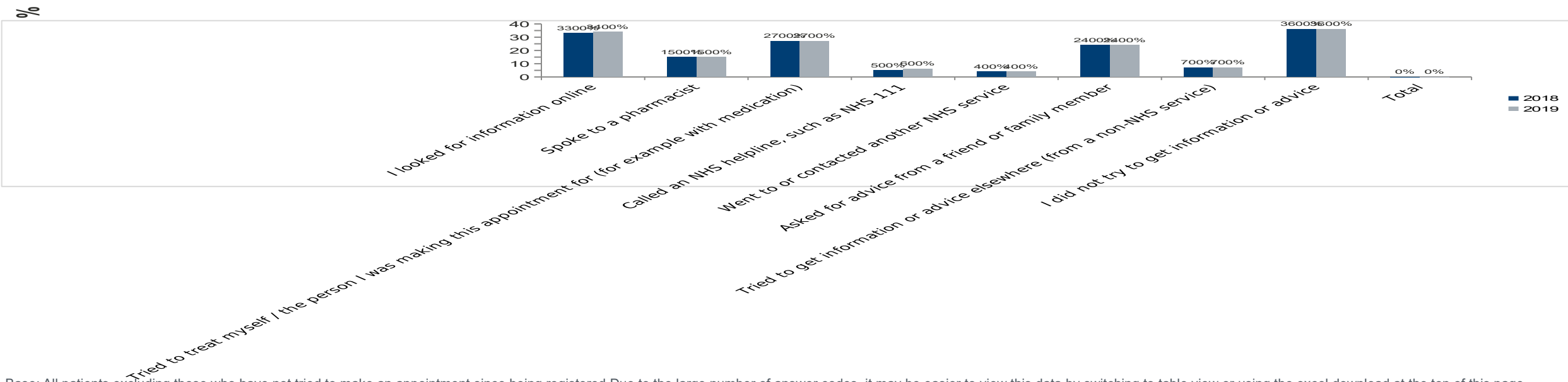
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q14. Before you tried to get this appointment, did you do any of the following?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered Due to the large number of answer codes, it may be easier to view this data by switching to table view or using the excel download at the top of this page

Unweighted Base: 2018 (689,758), 2019 (699,799)

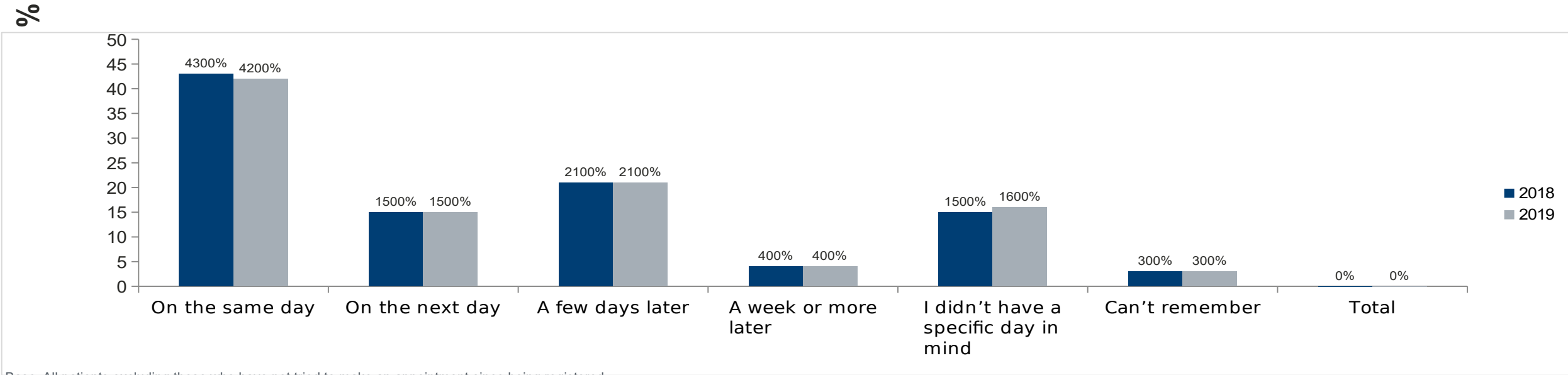
Weighted Base: 2018 (695,657), 2019 (704,749)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q15. When would you have liked this appointment to be?

Results showing for National Data
Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Unweighted Base: 2018 (695,060), 2019 (705,144)

Weighted Base: 2018 (696,330), 2019 (705,798)

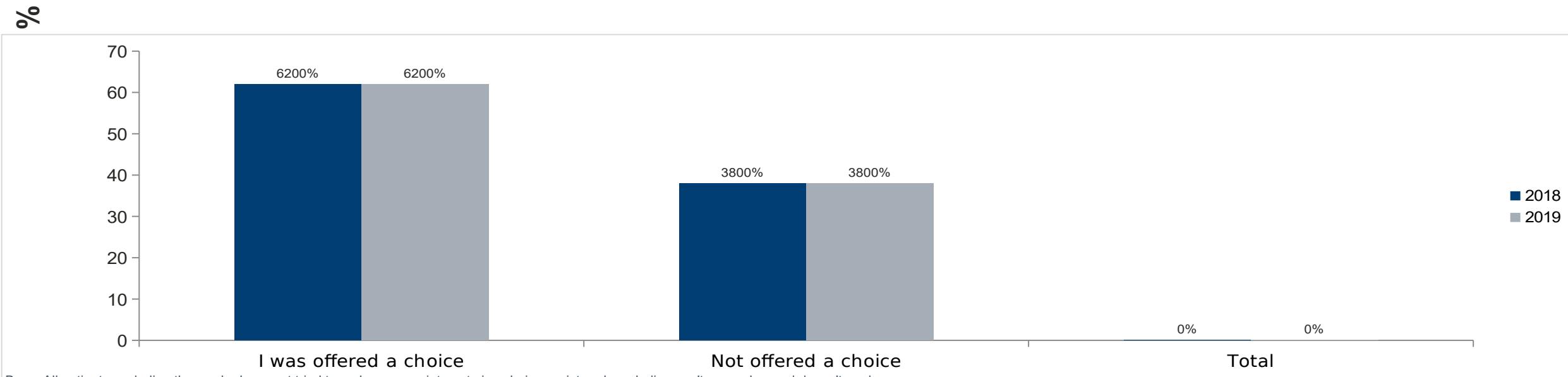
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q16. On this occasion, were you offered a choice of appointment?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered, excluding can't remember and doesn't apply

Offered a choice = choice of place or time/day or healthcare professional

Unweighted Base: 2018 (586,602), 2019 (593,075)

Weighted Base: 2018 (586,613), 2019 (592,230)

Excluding those who said "Can't remember" or "Doesn't apply" (weighted): 2018 (117,794), 2019 (119,678)

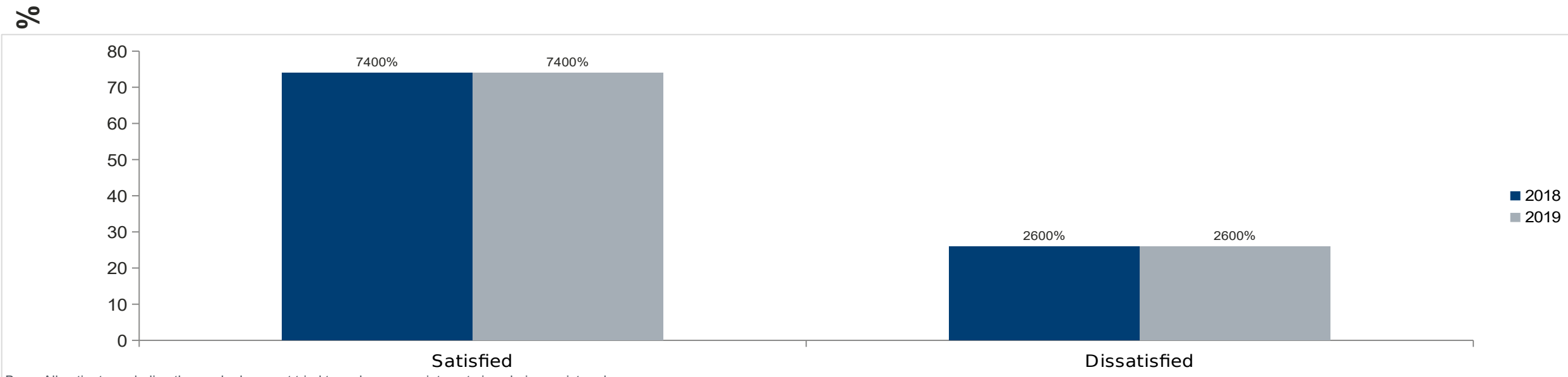
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Satisfied = Yes, and I accepted an appointment. Dissatisfied = No, but I still took an appointment + No, and I did not take an appointment

Unweighted Base: 2018 (701,961), 2019 (711,867)

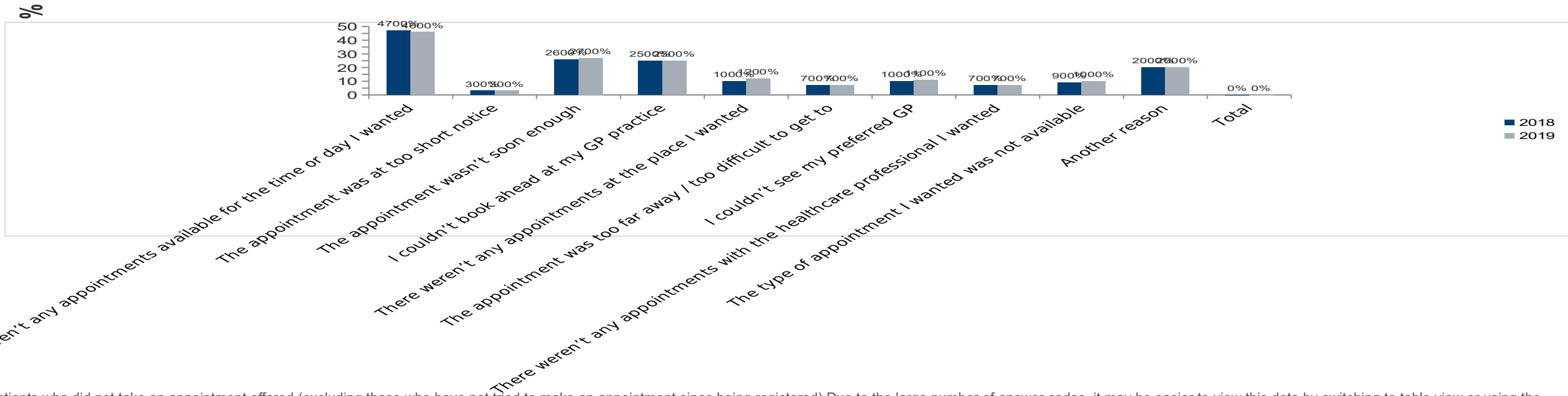
Weighted Base: 2018 (704,845), 2019 (714,393)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q18. If you did not take any appointments you were offered, why was that?

Results showing for National Data
Filters: No filter applied

Showing weighted data



Base: All patients who did not take an appointment offered (excluding those who have not tried to make an appointment since being registered) Due to the large number of answer codes, it may be easier to view this data by switching to table view or using the excel download at the top of this page

Unweighted Base: 2018 (33,514), 2019 (35,487)

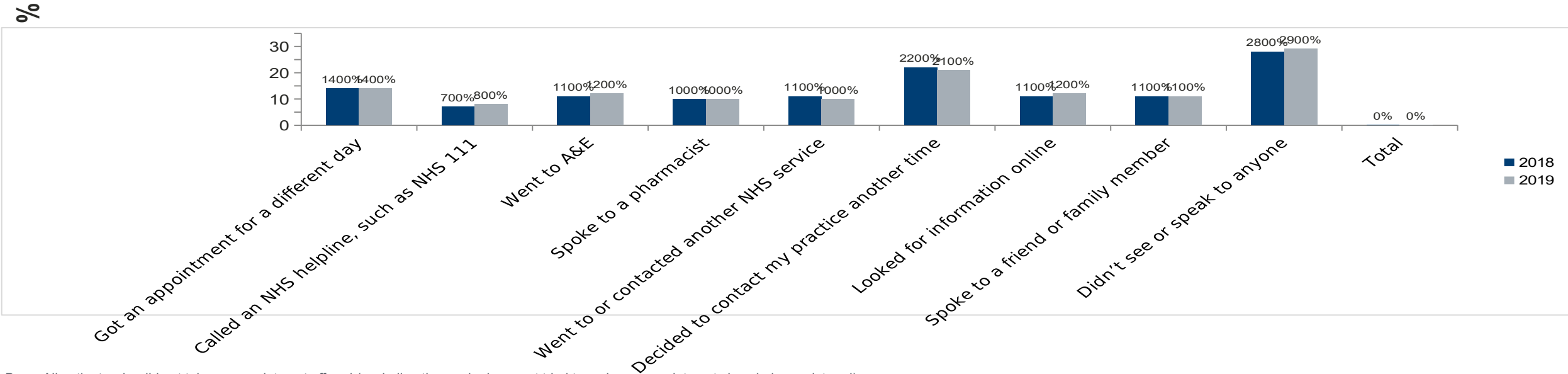
Weighted Base: 2018 (40,188), 2019 (42,925)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q19. What did you do when you did not take the appointment you were offered?

Results showing for National Data
Filters: No filter applied

Showing weighted data



Base: All patients who did not take an appointment offered (excluding those who have not tried to make an appointment since being registered)

Unweighted Base: 2018 (32,326), 2019 (34,350)
Weighted Base: 2018 (39,034), 2019 (41,756)

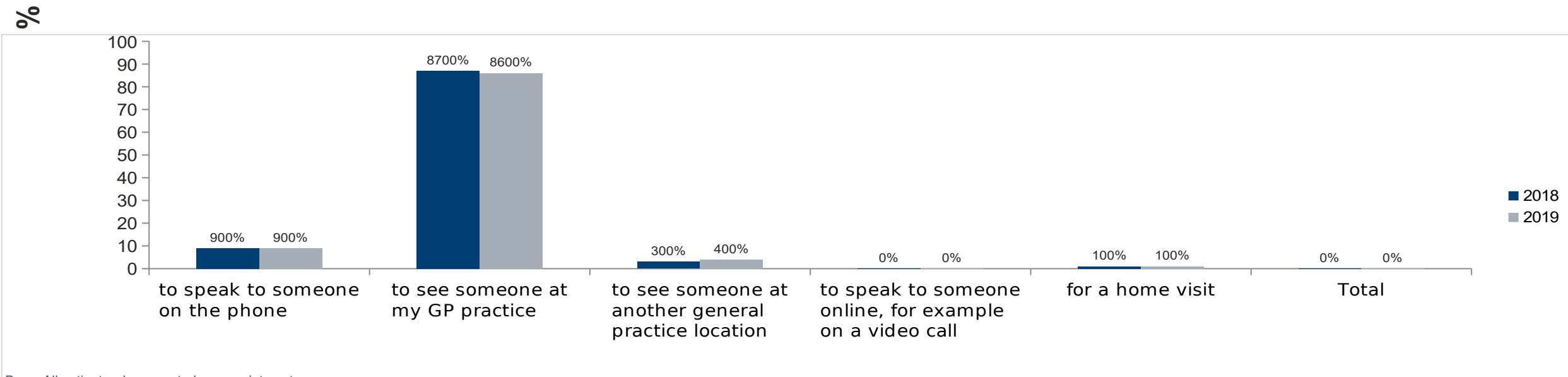
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q20. What type of appointment did you get?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients who accepted an appointment

Unweighted Base: 2018 (629,936), 2019 (639,104)

Weighted Base: 2018 (633,357), 2019 (641,168)

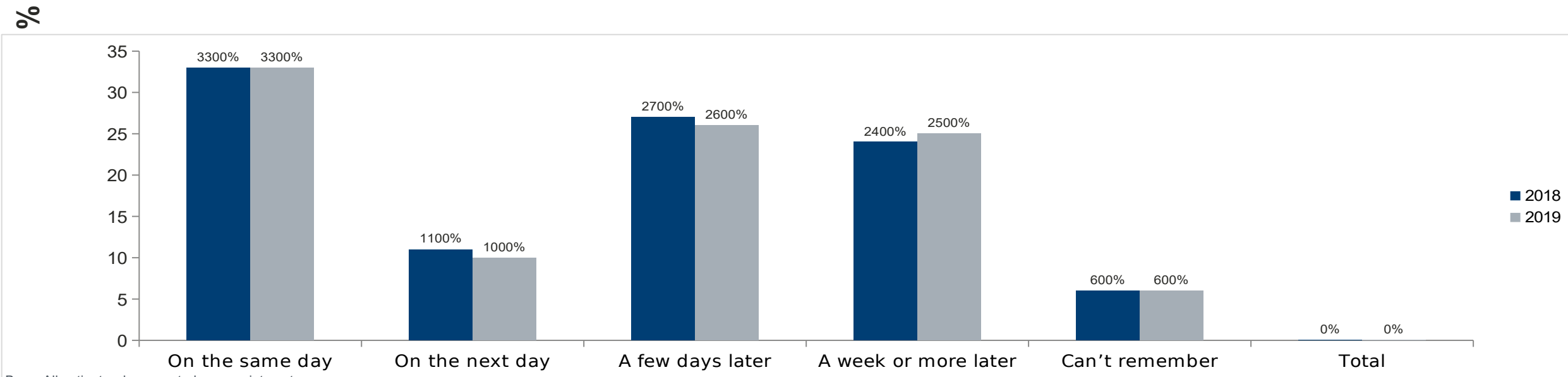
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q21. How long after initially trying to book the appointment did the appointment take place?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: All patients who accepted an appointment

Unweighted Base: 2018 (645,056), 2019 (654,699)

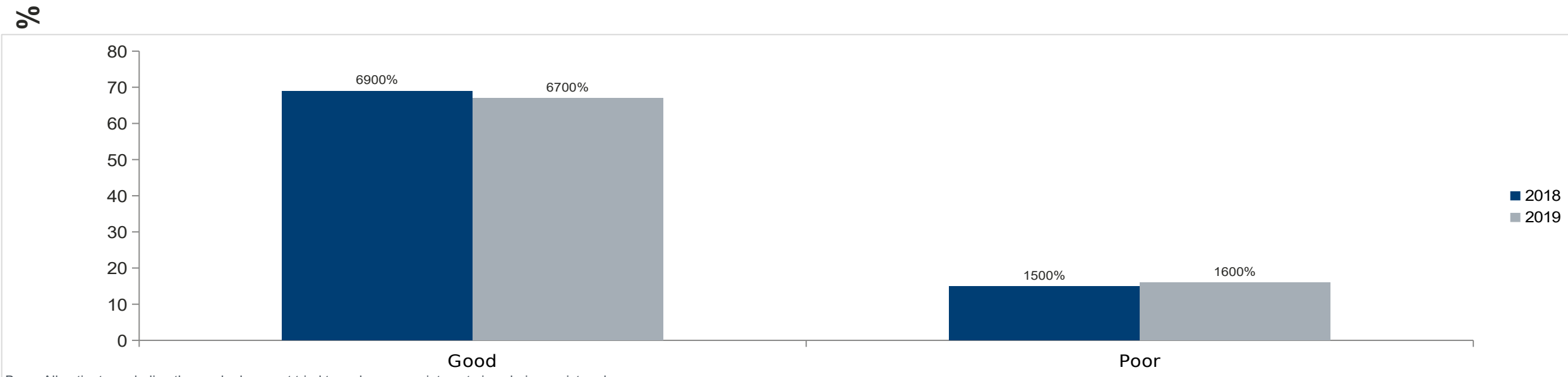
Weighted Base: 2018 (647,227), 2019 (655,548)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q22. Overall, how would you describe your experience of making an appointment?

Results showing for National Data
Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Good = Very good + Fairly good. Poor = Fairly poor + Very poor

Unweighted Base: 2018 (693,912), 2019 (705,310)

Weighted Base: 2018 (698,480), 2019 (708,981)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.