

Supporting General Practice to be the best for our communities

# GP Patient Survey

## 2026

Bath & NE Somerset, Swindon and Wiltshire

**General Practice  
Champion**



**General Practice  
Voice**



**General Practice  
Expert**



# Overall Experience



# 81%

of BSW patients would describe their GP practice as good or very good.

80% in 2025  
80% in 2024

- Please refer to our [Survey Notes](#) slide for more information

# Your GP Practice Services

*Generally, how easy or difficult is it to contact your GP practice using*

.... the phone?



52%

Found it Easy  
or Very Easy

58% in 2025  
55% in 2024

.... their website

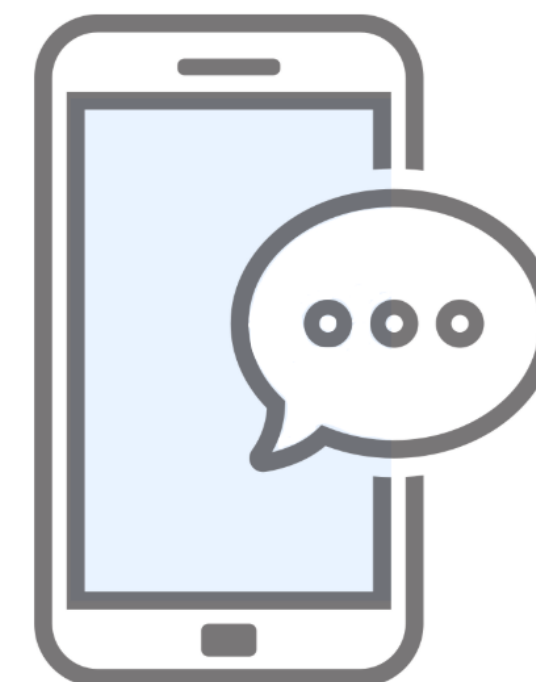


59%

Found it Easy  
or Very Easy

54% in 2025  
49% in 2024

.... The NHS app



56%

Found it Easy  
or Very Easy

53% in 2025  
48% in 2024

# Your Last Contact

*What was your most recent way of contacting your GP practice?*

By phone



55%

65% in 2025  
74% in 2024

In Person



15%

14% in 2025  
13% in 2024

Online

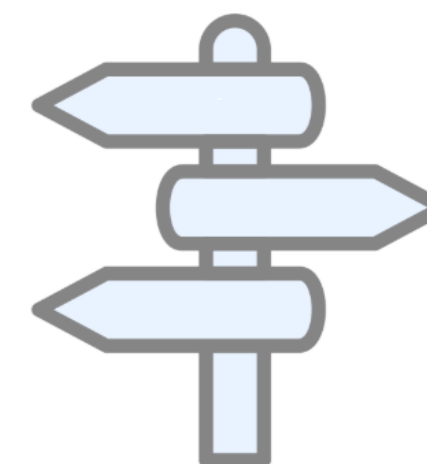
(via the practice website, the  
NHS App or another  
website/app)



28%

20% in 2025  
11% in 2024

Another way

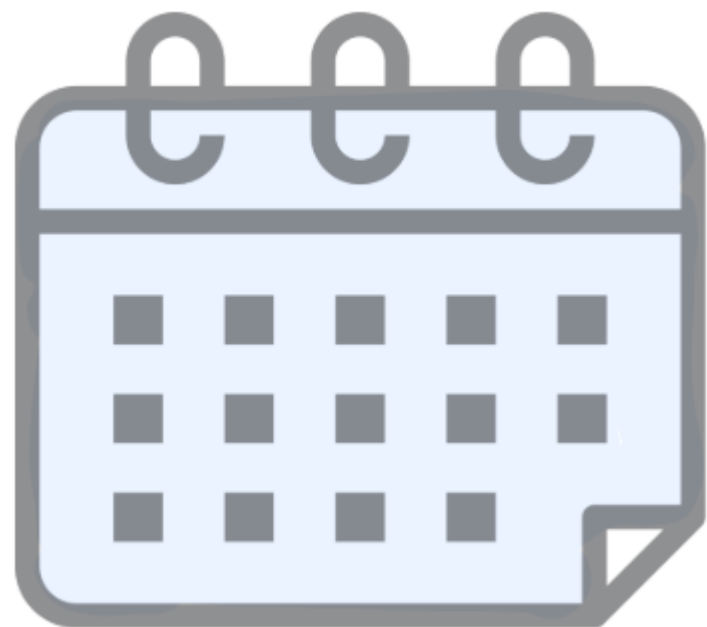


2%

1% in 2025  
2% in 2024

# Your Last Appointment

Appointment within 7  
days of first contact

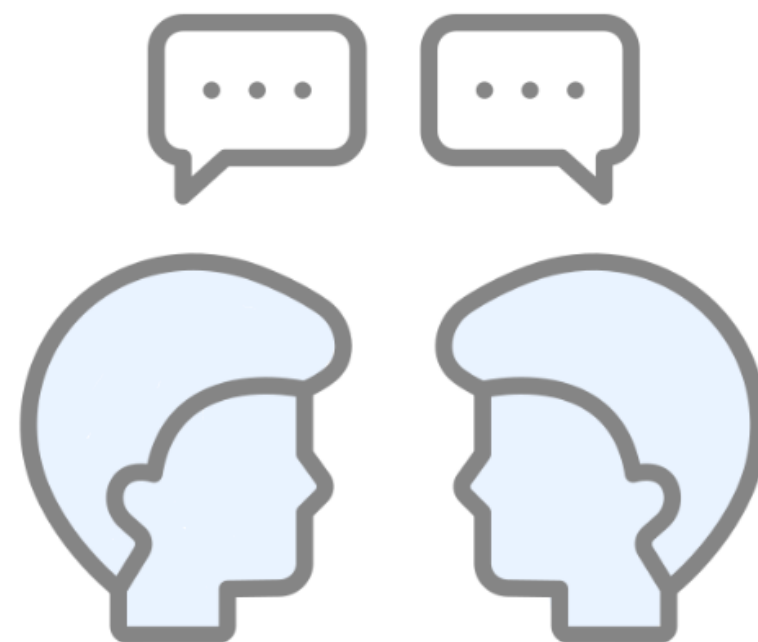


52%

Within 7 days

52% in 2025  
51% in 2024

Face to face  
appointment



70%

68% in 2025  
67% in 2024

Appointment  
with a GP



61%

60% in 2025  
62% in 2024

# Time Until Appointment



# 71%

of BSW patients considered the wait  
for their last GP appointment to be  
about right

70% in 2025  
69% in 2024

- Please refer to our [Survey Notes](#) slide for more information

# The reception and administrative team

88%

of BSW patients reported that the Reception and Administrative team at their GP practice were helpful.



87% in 2025  
88% in 2024

- Please refer to our [Survey Notes](#) slide for more information

# Survey Notes

- The GP Patient Survey is conducted independently by Ipsos on behalf of NHS England.
- The 2026 results were published on 9 July 2026, using data collected from 2 January to 13 April 2026.
- Nationally, 3.0 million surveys were issued and 654,714 responses received — a 22% return rate.
- Bath & NE Somerset, Swindon and Wiltshire had 856,560 registered patients aged 15+ (published on 15<sup>th</sup> January 2026)
- In BSW 29,075 registered patients aged 16+ were invited to take part – 3% of the 15+ registered population.
- 9,496 BSW patients responded, a 33% response rate and 1% of the 15+ registered population
- For methodology and calculations, visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk).

Our vision is of sustainable General Practice, where our patients receive excellent care in a well-resourced model. In our vision, our General Practitioners, and their teams, will be thriving in their careers and will have time to care today and be able to invest and plan for tomorrow.



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## General Practice Champion



## General Practice Voice



## General Practice Expert

