

Supporting General Practice to be the best for our communities

GP Patient Survey

2026

DORSET

November 2025

**General Practice
Champion**



**General Practice
Voice**



**General Practice
Expert**



Overall Experience



80%

of Dorset 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?



63%

Found it Easy
or Very Easy

59% in 2025
57% in 2024

.... their website

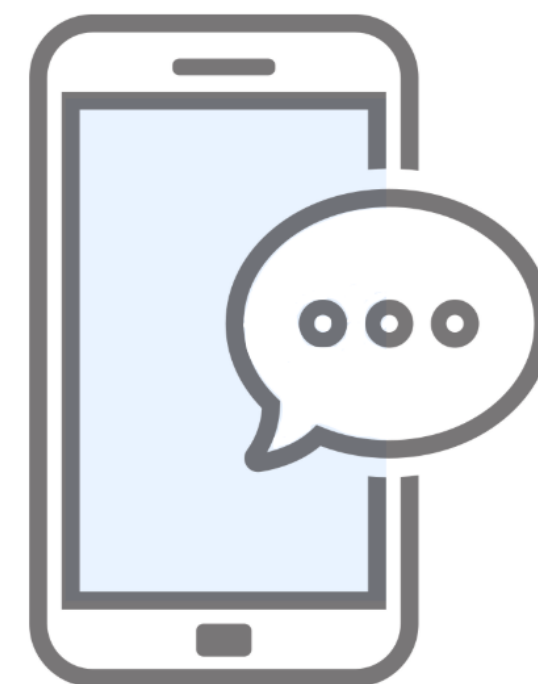


65%

Found it Easy
or Very Easy

61% in 2025
59% in 2024

.... The NHS app



55%

Found it Easy
or Very Easy

56% in 2025
50% in 2024

Your Last Contact

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

By phone



51%

54% in 2025
61% in 2024

In Person



15%

16% in 2025
15% in 2024

Online

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



31%

28% in 2025
23% in 2024

Another way

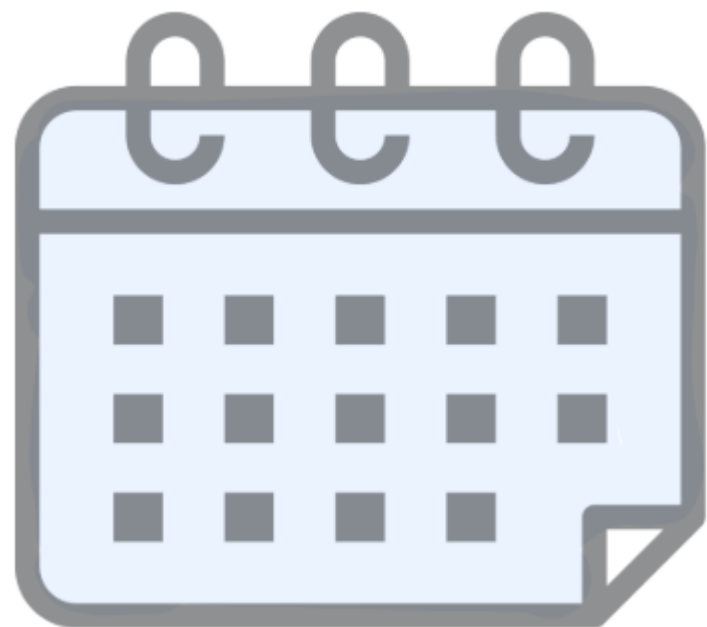


2%

2% in 2025
1% in 2024

Your Last Appointment

Appointment within 7
days of first contact

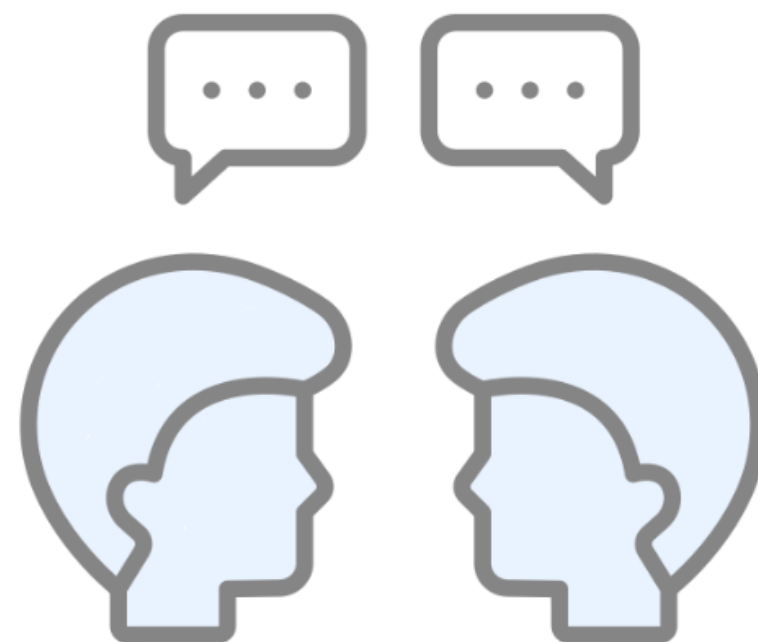


49%

Within 7 days

48% in 2025
50% in 2024

Face to face
appointment



71%

71% in 2025
67% in 2024

Appointment
with a GP



65%

64% in 2025
67% in 2024

Time Until Appointment



67%

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

65% in 2025
67% in 2024

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

The reception and administrative team

89%



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

88% in 2025
86% 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.
- Dorset had 718,817 registered patients aged 15+ (published 15 January 2026).
- In Dorset, 23,790 registered patients aged 16+ were invited to take part — 3% of the 15+ registered population.
- 7,864 Dorset patients responded, a 33% response rate and 1% of the 15+ registered population.
- For methodology and calculations, visit 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



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