

Supporting General Practice to be the best for our communities

GP Patient Survey

2026

Hampshire and Isle of Wight

November 2025

**General Practice
Champion**



**General Practice
Voice**



**General Practice
Expert**





Overall Experience

74%

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

72% in 2025
71% 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

49% in 2025
46% in 2024

.... their website

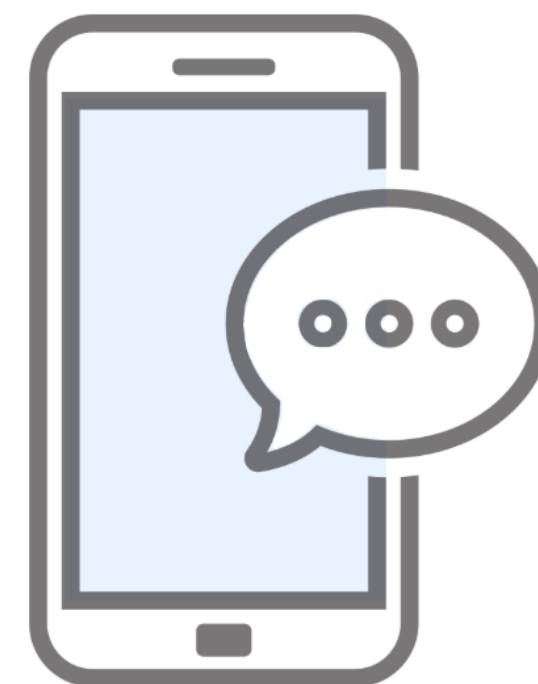


55%

Found it Easy
or Very Easy

48% in 2025
47% in 2024

.... The NHS app



51%

Found it Easy
or Very Easy

44% in 2025
42% in 2024

Your Last Contact

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

By phone



49%

56% in 2025
63% in 2024

In Person



14%

15% in 2025
14% in 2024

Online

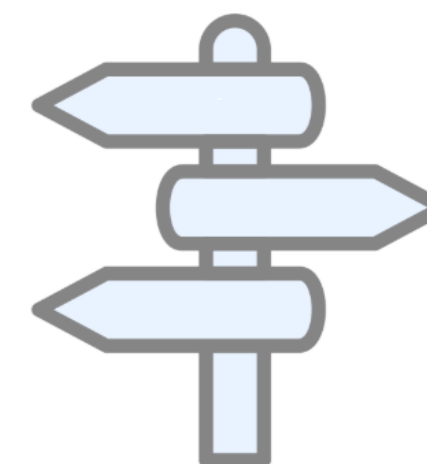
(via the practice website, the
NHS App or another
website/app



36%

27% in 2025
21% in 2024

Another way

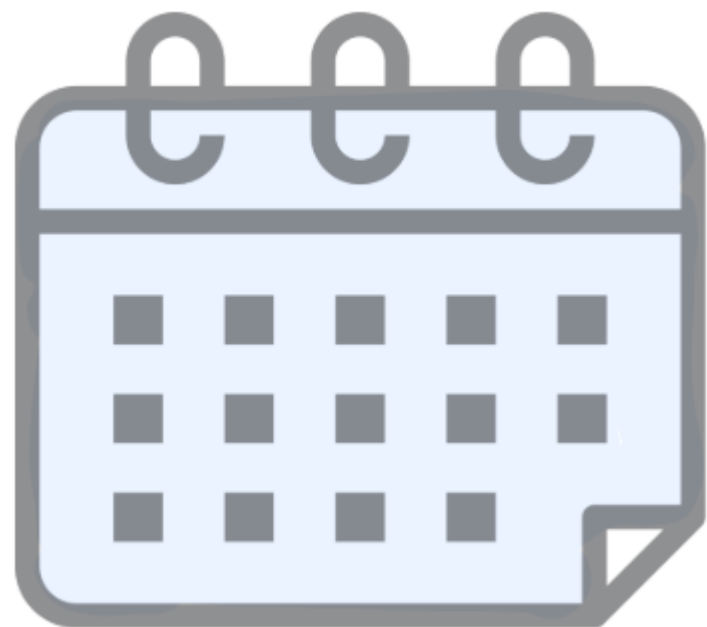


2%

2% in 2025
2% in 2024

Your Last Appointment

Appointment within 7
days of first contact

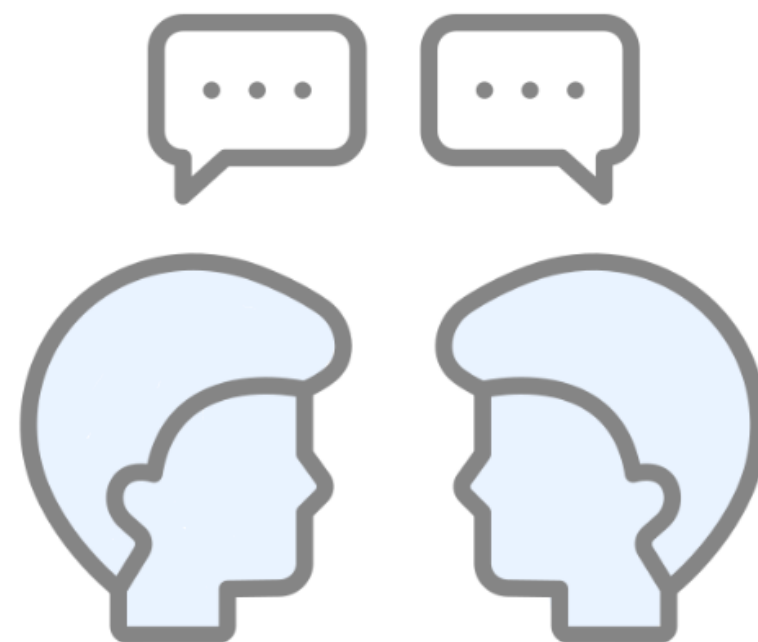


47%

Within 7 days

47% in 2025
49% in 2024

Face to face
appointment



66%

64% in 2025
61% in 2024

Appointment
with a GP



61%

60% in 2025
62% in 2024



Time Until Appointment

65%

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

62% in 2025
63% in 2024

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

The reception and administrative team

83%



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

82% in 2025
82% 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.
- Hampshire & Isle of Wight had 1,672,100 registered patients aged 15+ (published 15 January 2026).
- In HIOW, 55,548 registered patients aged 16+ were invited to take part — 3% of the 15+ registered population.
- 16,033 HIOW patients responded, a 29% 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.



www.wessexlmcs.com

office@wessexlmcs.org.uk

02380 253874

Churchill House, 122-124 Hursley Road, Chandler's Ford, Eastleigh, Hampshire, SO53 1JB

General Practice Champion



General Practice Voice



General Practice Expert

