

GP PATIENT SURVEY

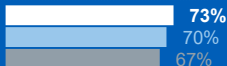
2026 survey Headline findings



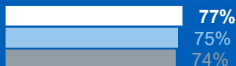
Had a good overall experience...



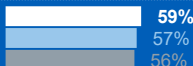
... of contacting GP practice on last occasion



... 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 NHS Region, ICS, PCN and GP practice. Use the analysis tool to compare results for specific groups of patients (e.g. by age, ethnicity, and more). 3 million surveys sent out, and 654,000 responses received, giving information about 639,000 appointments. Includes data on 114,000 carers and 448,000 people with a long-term condition.

Access

Ease of contacting GP practice



57%

**easy on the
phone**

■ **53%** in 2025
■ **50%** in 2024



58%

**easy using
practice website**

■ **51%** in 2025
■ **48%** in 2024



54%

**easy using the
NHS App**

■ **49%** in 2025
■ **45%** in 2024

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Access

85%

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



83% in 2025 | 83% in 2024

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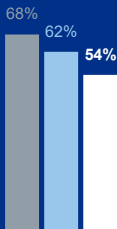
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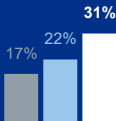
Access

How patients last contacted their GP practice

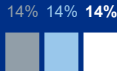
2024 2025 2026



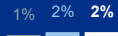
Phone



Online



In Person



Another Way

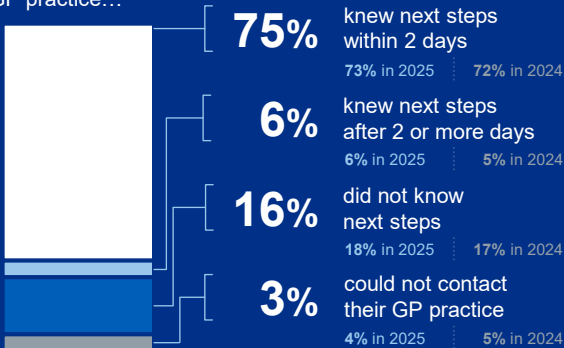


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Knew next steps?

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



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Access

GP PATIENT SURVEY

73%

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



70% in 2025 | 67% in 2024

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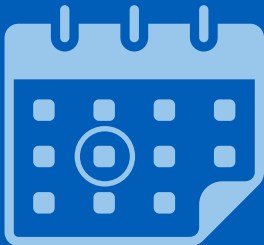
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Last appointment

69%

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

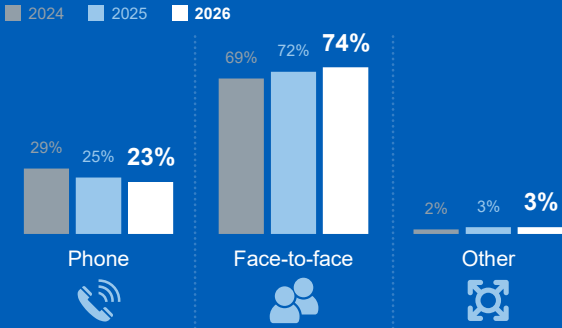


67% in 2025 | 66% in 2024

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Last appointment



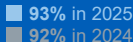
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Last appointment



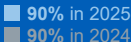
93%

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



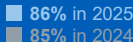
90%

said their **needs**
were met



86%

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



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When GP practice is closed



■ 31% in 2025

■ 31% in 2024

31%

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

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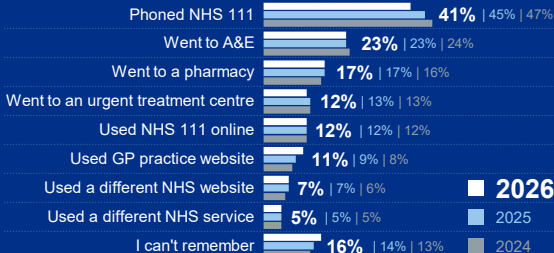
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When GP practice is closed



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



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

74% 75%
76%

Buy medication

42% 44%
45%

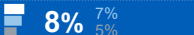
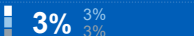
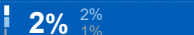
Get advice

22% 22%
21%

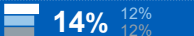
Get a vaccine

18% 19%
20%After a referral from
another health service8% 8%
7%

Blood pressure check

8% 7%
5%Monitor medication / support
for long-term condition3% 3%
3%Contraception
without a prescription2% 2%
1%

None of these

14% 12%
12%

■ 2026
■ 2025
■ 2024

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Pharmacy

GP PATIENT SURVEY

89%

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



88% in 2025 | 87% in 2024

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Dentistry



of those



50%

tried to get an
appointment in the
last 2 years

51% in 2025

52% in 2024

81%

were successful
in getting an
appointment

78% in 2025

76% in 2024

73%

said their overall
experience of NHS
dental services was
good

71% in 2025

69% in 2024

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