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GP Patient Survey 2022 results - how are our GPs doing?

Tanya Murat, Engagement and Communications Officer
February 2023

What is the GP Patient Survey?

- The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice.
 - The survey is randomised but representative.
 - Over two million people were sent a survey in January.
 - You can respond to the survey online or on paper.
- 

What is the GP Patient Survey?

The survey includes questions about a range of issues, such as

- How easy or difficult is it to get an appointment
- Satisfaction with opening hours
- The quality of care received from your GP and practice nurses
- Out of hours care


Your answers help the NHS to improve local health services.


The survey can help PPGs to see where their practice is doing well, and where it needs to improve.



Results of the 2022 GP Patient Survey – The national picture

Overall satisfaction with GP services is 72% - down 9% in one year

- 56% reported a good experience of making an appointment (down from 71%)
 - 53% found it easy to get through to the practice by phone (down from 68%)
 - More people avoid making an appointment
 - The survey also found that 55% of people said they had avoided making a GP appointment, up 13% over the past year
 - 26% found it too difficult (up from 11%)
- 




These findings reflect our own data, which shows that people are still struggling to get a GP appointment or getting through to their local practice. As a result, people's satisfaction with GP services is at a record low.

Healthwatch national director, Louise Ansari



Key findings in North Central London Integrated Care System (NCL ICS) area

NCL ICS covers NHS services in Haringey, Camden, Enfield, Barnet and Islington.

- The results in this area are **similar to the national picture**, with overall reductions in satisfaction with GP services between 2021 and 2022
 - 70% of patients rated their experience of their GP Practice as good (down from 81%)
 - 45% found it "not easy" to get through to their GP Practice on the phone (up from 32%)
 - When the GP practice was closed, access to NHS care took too long for 46% of the ICS's patients.
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Looking up the 2022 results for your surgery

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Completing the 2023 survey

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GP Patient Survey launched – if you are selected, please respond

News - 13 January 2023

In early January, NHS England invited around 2.4 million randomly selected people registered with GP practices to answer a GP Patient Survey questionnaire about their experiences.



Completing the 2023 survey

If you have been selected, you will have received a letter from the NHS in January.

You can complete the survey in hard copy.

You will need your digital access code to complete the survey online.

The screenshot shows the NHS GP Patient Survey website. At the top is a dark blue navigation bar with the following elements from left to right: a white pill-shaped button containing the text "GP PATIENT SURVEY", a link for "About", a link for "Contact Us", a link for "Received a survey?", and the NHS logo. Below the navigation bar, the main heading "Received a survey?" is displayed in a large, dark blue font. To the right of this heading are two accessibility icons: "British Sign Language" (represented by a hand icon) and "Languages" (represented by a speech bubble icon with a dropdown arrow). The main content area is divided into two columns by a vertical line. The left column features an icon of a computer monitor with a survey form and a green checkmark, with a green button below it that says "Take part online". The right column features an icon of an envelope with a survey form and a green checkmark, with a green button below it that says "Complete the paper form". A vertical line with the word "OR" is positioned between the two columns. At the bottom of the page, a light grey footer bar contains the text: "If you need help [email](#) or call us on Freephone 0800 819 9135".

Thanks!

