

PATIENT SURVEY – JULY 2026

Your GP Practice Services		Please answer the questions below by putting an X in one box, unless otherwise specified.
1.	Generally, how easy or difficult is it to contact your GP practice on the phone?	☐ I haven't tried ☐ Very easy ☐ Fairly easy ☐ Neither easy nor Difficult ☐ Fairly difficult ☐ Very difficult
2.	Generally, how easy or difficult is it to contact your GP Practice using their website?	☐ I haven't tried ☐ Very easy ☐ Fairly easy ☐ Neither easy nor Difficult ☐ Fairly difficult ☐ Very difficult
3.	Generally, how easy or difficult is it to contact your GP Practice using the NHS App?	☐ I haven't tried ☐ Very easy ☐ Fairly easy ☐ Neither easy nor Difficult ☐ Fairly difficult ☐ Very difficult
4.	Overall, how helpful do you find the reception and administrative team at your GP Practice?	☐ Very helpful ☐ Fairly helpful ☐ Not very helpful ☐ Not at all helpful ☐ I don't know
5.	Which of the following online GP services have you used in the last 12 months? ('online' means on a website or smartphone app) Please put an X in all boxes that apply	☐ Booking appointments ☐ Filling in an online form to give information about a health issue ☐ Ordering repeat prescriptions ☐ Access medical records ☐ Registering with a practice ☐ Finding out test results ☐ Making an administrative request (e.g. fit note or updating contact details) ☐ None of these
6.	Is there a particular healthcare professional at your GP Practice you usually prefer to see or speak to? (this could be a nurse, GP or health professional at your practice)	☐ Yes – Go to Q7 ☐ No – Go to Q8
7.	How often do you get to see or speak to your preferred healthcare professional when you ask to?	☐ Always or almost always ☐ A lot of the time ☐ Sometimes ☐ Never or almost never ☐ I haven't tried
Your Last Contact <i>(only think about the last time you tried to contact your GP practice for yourself or someone else)</i>		
8.	When did you last try to contact your GP Practice for yourself or someone else?	☐ In the last 3 months – Go to Q9 ☐ Between 3 and 6 months ago – Go to Q9 ☐ Between 6 and 12 months ago – Go to Q9 ☐ More than 12 months ago – Go to Q9 ☐ I haven't contacted my GP practice since being registered – Go to Q17

9.	On that occasion, what was your main reason for trying to contact your GP Practice? <i>Please put an X next to the main one only</i>	☐ get advice or treatment from a healthcare professional for a new health issue ☐ get advice or treatment from a healthcare professional for an existing health issue ☐ get a prescription ☐ get test results ☐ make an administrative request (for example, updating contact details or personal information) ☐ get help with a fit note or any other medical evidence (for example, for benefit claims or background medical checks) ☐ discuss a referral for specialist care ☐ register with the practice as a new patient ☐ do something else
10.	Still thinking about the last time you contacted your GP Practice, how did you try to contact them?	☐ I phoned the practice – Go to Q11 ☐ I visited in person – Go to Q12 ☐ Online, using the practice website – Go to Q12 ☐ Online, using the NHS App – Go to Q12 ☐ Online, using a different website or app – Go to Q12 ☐ Another way – Go to Q12
11.	What happened when you phoned your GP Practice on that occasion?	☐ My call was answered straight away – Go to Q12 ☐ My call was held in a queue, and I waited until someone answered – Go to Q12 ☐ My call was held in a queue, and I asked for a call-back through an automated system – Go to Q12 ☐ My call was held in a queue, but I didn't wait for anybody to answer – Go to Q15 ☐ My call wasn't answered at all - Go to Q15
12.	Once you had contacted your GP practice, did you know what the next step in dealing with your request would be? <i>(e.g. the next step could have been someone contacting you/ being asked for more information /having an appointment booked)</i>	☐ Yes – Go to Q13 ☐ No - Go to Q15 ☐ I was told to contact my practice again another day, as they couldn't help that day - Go to Q15 ☐ I couldn't contact my practice - Go to Q15
13.	How soon after you contacted your GP practice did you know what the next step would be?	☐ There and then ☐ Later on, the same day ☐ The next day ☐ After two or more days ☐ I can't remember
14.	How did your GP Practice deal with your request? <i>(Please put an X in all the boxes that apply)</i> I (or the person I was contacting the practice for) was:	☐ Booked an appointment – go to Q16 ☐ Information about how to manage the health issue - Go to Q16 ☐ Prescribed medication - Go to Q16 ☐ Told to go to a pharmacy - Go to Q16 ☐ Told to contact NHS 111 or a different NHS service – Go to Q16 ☐ Told to get urgent care - Go to Q16 ☐ Given help or information in another way - Go to Q16 ☐ I don't know or I can't remember - Go to Q16
15.	What did you do when you couldn't contact your GP Practice or didn't know what the next step would be? <i>(Please put an X in all boxes that apply)</i>	☐ I tried to contact them again ☐ I tried to treat myself/the person I was contacting the practice for ☐ I asked a friend or family member for advice ☐ I went to a pharmacy ☐ I phoned NHS 111 ☐ I used NHS 111 online ☐ I looked online for information

		☐ I went to A&E ☐ I went to an urgent treatment centre ☐ I tried a different NHS service ☐ I tried to get information/advice somewhere else ☐ I didn't do anything
16.	Overall, how would you describe your experience of contacting your GP Practice on this occasion?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor
	Your Last appointment <i>The next few questions are about the last time you had an appointment for yourself</i>	
17.	When was your last GP Practice appointment? <i>(Include appointments with different healthcare professionals, at different locations, whether online, by text, over the phone or in person)</i>	☐ In the last 3 months – Go to Q18 ☐ Between 3 and 6 months ago - Go to Q18 ☐ Between 6 and 12 months ago - Go to Q18 ☐ More than 12 months ago - Go to Q18 ☐ I haven't had an appointment since being registered with my current GP Practice – Go to Q32
18.	Did you do any of the following before trying to get an appointment with your GP practice? <i>(Please put an X in all the boxes that apply)</i>	☐ I tried to treat myself ☐ I asked a friend or family member for advice ☐ I went to a pharmacy ☐ I phoned 111 ☐ I used NHS 111 online ☐ I looked online for information ☐ I tried a different NHS service ☐ I tried to get information or advice from somewhere else ☐ I didn't do anything before trying to get an appointment with my GP practice
19.	Were you offered the following choices? <i>(Please put an X in all the boxes that apply)</i>	☐ A choice of time or day ☐ A choice of location (to see a healthcare professional in person) ☐ I was not offered those choices ☐ I didn't need a choice ☐ I can't remember
20.	How long after you first contacted your GP Practice did the appointment take place?	☐ On the same day ☐ On the next day ☐ A few days later ☐ Between a week and two weeks later ☐ More than two weeks later ☐ I can't remember
21.	How do you feel about how long you waited for your appointment?	☐ It was about right ☐ It took too long ☐ I don't know
22.	How did the appointment take place? <i>(Please choose one option only)</i>	☐ Over the phone ☐ Face-to-face at my GP practice ☐ Face-to-face at a different general practice location ☐ Face-to-face at my home ☐ Over a video call ☐ By text message ☐ By online message
23.	Who did you have the appointment with?	☐ A GP ☐ A nurse ☐ A pharmacist working in my GP practice ☐ A mental health professional

		☐ Another healthcare professional ☐ I don't know
24.	During your last appointment, how good was the healthcare professional at listening to you?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor ☐ I don't know or it didn't apply
25.	During your last appointment, how good was the healthcare professional at treating you with care and concern?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor ☐ I don't know or it didn't apply
26.	During your last appointment, how good was the healthcare professional at considering your mental wellbeing?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor ☐ I don't know or it didn't apply
27.	Did you feel that the healthcare professional had all the information they needed about you?	☐ Yes, definitely ☐ Yes, to some extent ☐ No, not at all ☐ I don't know or it didn't apply
28.	Did you have confidence and trust in the healthcare professional you saw or spoke to?	☐ Yes, definitely ☐ Yes, to some extent ☐ No, not at all ☐ I don't know or it didn't apply
29.	At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?	☐ Yes, definitely ☐ Yes, to some extent ☐ No, not at all ☐ I can't remember or it didn't apply
30.	What was the outcome of the appointment on this occasion? <i>Please put an X in all the boxes that apply</i>	☐ I was given a prescription ☐ I was referred for specialist care ☐ I was given a future appointment at my GP Practice ☐ I was given information or advice about how to manage my condition at home ☐ I was asked for more information ☐ I was advised to contact my practice again if the health issue got worse or didn't improve ☐ Something else ☐ No further action was needed ☐ I can't remember
31.	Thinking about the reason for your last appointment, were your needs met?	☐ Yes, definitely ☐ Yes, to some extent ☐ No, not at all ☐ I don't know
	Overall Experience	
32.	Overall, how would you describe your experience of your GP practice?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor

	When your GP Practice is Closed <i>Please think about the last time you contacted or used an NHS service (for yourself or someone else) because your GP practice was closed.</i>	
33.	In the last 12 months, have you contacted or used an NHS service when you wanted care or advice from a healthcare professional at your GP Practice but it was closed? <i>Please put an X in all the boxes that apply</i>	☐ Yes, for myself ☐ Yes, for someone else ☐ No Go to 37
34.	Which of the following services did you contact or use on that occasion? <i>Please put an X in all the boxes that apply.</i>	☒ I phoned NHS 111 ☐ I used NHS 111 online ☐ I used a different NHS website (including NHS.uk) ☐ I used my GP practice website to look for information about other services or ways to manage the condition ☐ I went to A&E ☐ I went to an urgent treatment centre ☐ I went to a pharmacy ☐ I used a different NHS service ☐ I can't remember
35.	How do you feel about how long you waited to get care or advice on that occasion?	☐ It was about right ☐ It took too long ☐ I don't know or it doesn't apply
36.	Overall, how would you describe your experience of NHS services on this occasion when your GP Practice was closed?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor
	Your Health	
37.	Have you experienced any of the following in the last 12 months? <i>Please put an X in all the boxes that apply</i>	☐ Problems with your physical mobility (for example, difficulty getting around your home) ☐ Two or more falls that have needed medical attention ☐ Feeling isolated from others ☐ None of these
38.	Do you have any physical or mental health conditions or illnesses lasting, or expected to last, 12 months or more?	☐ Yes ☐ No ☐ I don't know ☐ I would prefer not to say Go to 40
39.	Which of the following long-term conditions or illnesses do you have? <i>Please put an X in all the boxes that apply</i>	☐ Arthritis or problem with back or joints ☐ Autism or autism spectrum condition ☐ Blindness or partial sight ☐ Cancer in the last five years ☐ Deafness or hearing loss ☐ Dementia or Alzheimer's disease ☐ Diabetes ☐ Heart or cardiovascular condition ☐ High blood pressure ☐ Kidney or liver disease ☐ Learning disability ☐ Lung or breathing condition ☐ Mental health condition ☐ Neurological condition ☐ Stroke or TIA (Transient Ischemic Attack) ☐ Another long-term condition or illness ☐ I don't have any long term conditions

40.	Would you describe yourself as having 'long COVID'? That is, you are still experiencing symptoms more than 12 weeks after you first had COVID-19 that are not explained by something else. If you said you have a long-term condition at 39 or chose 'Yes' at 40, please go to 41. If you don't have a long-term condition, or you did not choose 'Yes' at 40, please go to 47	☐ Yes ☐ No ☐ I don't know ☐ I would prefer not to say
41.	Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?	☐ Yes, a lot ☐ Yes, a little ☐ No, not at all
42.	How confident are you that you can manage any issues caused by your conditions or illnesses?	☐ Very confident ☐ Fairly confident ☐ Not very confident ☐ Not at all confident ☐ I don't know
43.	In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? <i>Please think about all services and organisations, not just health services.</i>	☐ Yes, definitely ☐ Yes, to some extent ☐ No ☐ I haven't needed support ☐ I don't know
44.	Have you had a conversation with a healthcare professional from your GP practice to discuss what is important to you when managing your conditions or illnesses?	☐ Yes Go to 45 ☐ No Go to 47 ☐ I don't know Go to 47
A care plan is an agreement between you and healthcare professionals to help you manage your health day-to-day. It can include information about your medicine, an eating or exercise plan, or goals you want to achieve, such as returning to work.		
45.	Have you agreed a plan with a healthcare professional from your GP practice to manage your condition or illnesses?	☐ Yes ☐ No Go to 47 ☐ I don't know Go to 47
46.	How helpful have you found this plan in managing your conditions or illnesses?	☐ Very helpful ☐ Fairly helpful ☐ Not very helpful ☐ Not at all helpful ☐ I don't know
Pharmacy		
47.	Thinking about the last 12 months, which of the following services have you used a pharmacy for? <i>Include high street pharmacy chains, chemists, and pharmacies in supermarkets.</i> <i>Please put an X in all the boxes that apply.</i>	☐ To address an issue which my GP practice, NHS 111 or A&E referred me to a pharmacy for ☐ To pick up a prescription ☐ To buy medication (such as paracetamol or eye drops) ☐ To get advice (e.g. about prescription medicines, a health issue or other health services) ☐ To have my blood pressure checked ☐ To get a vaccine (e.g. flu or COVID) ☐ To get contraception without a GP prescription ☐ To monitor my medication or get other support from a long-term health condition ☐ None of these Go to 49
48.	How would you describe your experience of using these pharmacy services?	☐ Very good ☐ Fairly good ☐ Neither good nor poor ☐ Fairly poor ☐ Very poor

Dentistry		
49.	When did you last try to get an NHS dental appointment for yourself?	☐ In the last 3 months ☐ Between 3 and 6 months ago ☐ Between 6 months and a year ago ☐ Between 1 and 2 years ago ☐ More than 2 years ago ☐ I have never tried to get an NHS dental appointment Go to 53
50.	Last time you tried to get an NHS dental appointment, was it with a dental practice you had been to before for NHS dental care?	☐ Yes ☐ No ☐ I can't remember
51.	Were you able to get an NHS dental appointment <i>Please put an X in all the boxes that apply.</i>	☐ Yes ☐ No, no appointments were available ☐ No, the dentist was not taking new patients ☐ No, for another reason ☐ I can't remember
52.	Overall, how would you describe your experience of NHS dental services?	☐ Very good Go to 54 ☐ Fairly good Go to 54 ☐ Neither good nor poor Go to 54 ☐ Fairly poor Go to 54 ☐ Very poor Go to 54
53.	Why haven't you tried to get an NHS dental appointment in the last two years? <i>Please put an X to the main option only..</i>	☐ I haven't needed to visit a dentist ☐ I don't like going to the dentist ☐ I didn't think I could get an NHS dental appointment ☐ I'm on a waiting list for an NHS dentist ☐ NHS dental care is too expensive ☐ Another reason

Thank you for completing our survey

