



THE GP PATIENT SURVEY

Your doctor
Your experience
YOUR SAY



We would like to thank all of you who took the time to complete the *GP Patient Survey: your doctor, your experience, your say* questionnaire.

Your practice chose to take part in the 2007 *GP Patient Survey: your doctor, your experience, your say*, to allow you, the patient, to give your views on the ease of access to services at your practice.

- Around 5 million people – all of them NHS patients – were sent a questionnaire asking how easy it is to:
 - consult a GP within two working days
 - book ahead for non-urgent appointments
 - contact the practice by phone
 - make an appointment with a particular GP
- The questionnaire also asked for your views on the opening hours at your practice.
- If your doctor referred you to hospital, your doctor might have asked you to complete a postcard questionnaire about choice of referral.

- This is the biggest survey of its kind and the first time we have asked so many patients directly about their experiences of accessing services across the country.
- You will be able to see how your own practice fared and make local and national comparisons.
- Your experiences will help to shape how your services will be designed in future.
- The survey reports for England show:
 - 86% of patients were satisfied with telephone access
 - 86% of patients said they could get an appointment fairly quickly
 - 75% of patients said they could make an advanced booking
 - 88% of patients said they could see their GP of choice
 - 84% of patients were satisfied with their practice opening hours
 - 94% discussed a choice of hospital
- See over the page for information on how to view the results in more detail.



For further information on the GP Patient Survey 2007, please visit:

www.nhs.uk

www.dh.gov.uk/gppatientsurvey2007