



Londonwide LMCs
The professional voice of London general practice

2020 GP Patient Survey results

Over 95% of patients who responded to the latest NHS England survey said they had confidence and trust in the last healthcare professional they saw. Over 80% of patients rated their overall experience of their GP practice as good. More evidence of the excellent job our GPs and practice teams are doing to deliver quality care to Londoners.

The headline findings are:

A total of 81.8% of patients who responded rated their overall experience of their GP practice as good, with more than two in five (43.6%) rating their experience as 'very good'.

5% rated their overall experience of making an appointment as good, with over a quarter saying it was 'very good' (27.6%).

One in five patients (21.7%) said they tried to contact an NHS service in the past 12 months when they wanted to see a GP but their GP practice was closed. Of these, 67.3% rated their overall experience of these services as good, with 30.1% saying it was 'very good'.

Further results covering access, online GP services, appointments, last appointment, patient health and when a GP practice is closed are available on the NHS England GP patient survey results page.