

# LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

## 2025 survey results

# Introduction, background and guidance

# Introduction

- The GP Patient Survey (GPPS) is an England-wide survey, providing data about patients' experiences of their GP practices.
- This slide pack presents some of the key results from the **2025 GP Patient Survey** for **LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM**.
- In **LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM**, **83,553** questionnaires were sent out, and **22,201** were returned completed. This represents a response rate of **27%**.
- Where available, this pack includes trend data from 2024 onwards.
- These results are official statistics. Official statistics are statistics produced on behalf of the UK government. Producers of official statistics follow the professional standards in the Code of Practice for Statistics, to provide official statistics that serve the public good.

## GP PATIENT SURVEY

The screenshot shows the 'GP PATIENT SURVEY' form from Ipsos and NHS. It includes instructions to answer questions by putting an 'X' in one box, a link to the online survey, and an access code field. The form is divided into two columns of questions. Questions 01-04 are on the left, and questions 05-07 are on the right. Each question has a set of checkboxes for responses. A 'Please turn over' instruction is at the bottom right.

**Ipsos** **NHS**

**GP PATIENT SURVEY**

Please answer the questions below by putting an X in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

If you would prefer to fill in the survey online, please go to [www.gp-patient.co.uk/survey](http://www.gp-patient.co.uk/survey)

Access code:

**Your GP practice services**

**01** 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

**02** 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

**03** 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

**04** 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

**05** Which of the following online GP services have you used in the last 12 months?

By 'online' we mean on a website or smartphone app.  
Please put an X in all the boxes that apply.

☐ Booking appointments  
☐ Filling in an online form to give information about a health issue (for example, to ask for an appointment or advice)  
☐ Ordering repeat prescriptions  
☐ Accessing medical records  
☐ Registering with a practice  
☐ Finding out test results  
☐ Making an administrative request (for example, asking for a fit note or updating contact details)  
☐ None of these

**06** 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 other health professional at your practice.

☐ Yes  
☐ No → Go to 08

**07** 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

Page 1 Please turn over

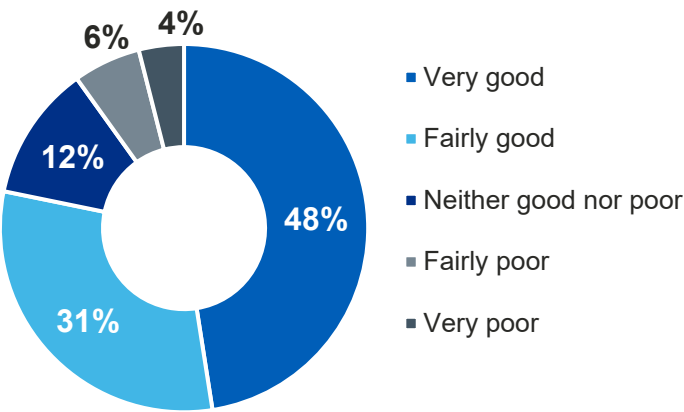
# Overall experience of GP practice

# Overall experience of GP practice

LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

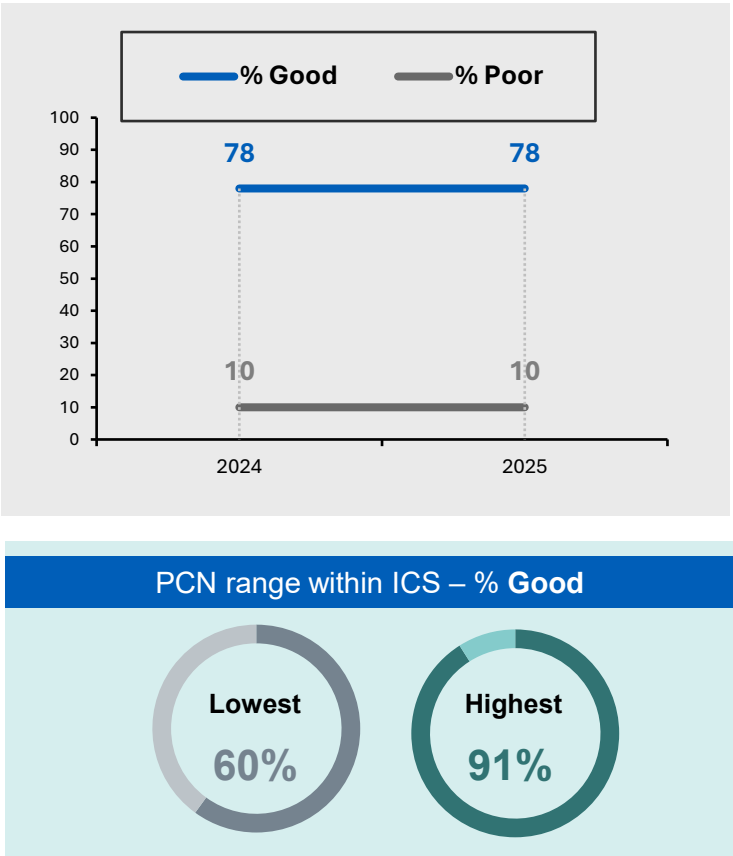
## Q32. Overall, how would you describe your experience of your GP practice?

### ICS result



Base: Asked of all patients. National 2025 (699,562); ICS 2024 (21,139); ICS 2025 (22,109); PCN bases range from 169 to 1,184

### ICS result over time



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
78%	10%	75%	12%

**i** %Good = %Very good + %Fairly good  
%Poor = %Very poor + %Fairly poor





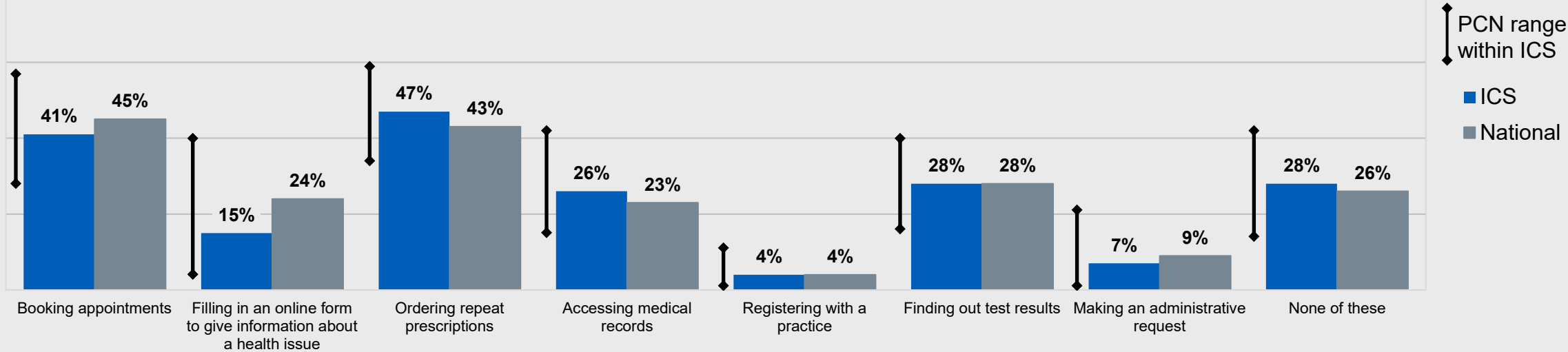
# Use of online GP services

# Use of online GP services in the last 12 months

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## Q5. Which of the following online GP services have you used in the last 12 months?

All have increased since 2024. Booking appointments up three per cent. Ordering prescriptions up two per cent. Five per cent reduction in number saying they haven't used any online service.



Base: Asked of all patients. National (696,351); ICS (21,988); PCN bases range from 171 to 1,176

**i** Comparisons are indicative only: differences may not be statistically significant

# Contacting GP practice

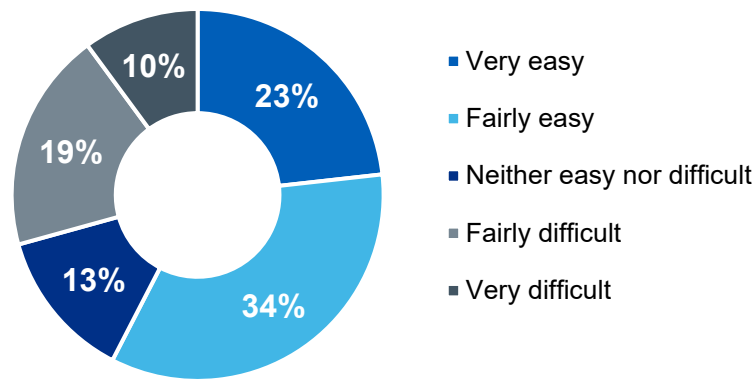


# Ease of contacting GP practice on the phone

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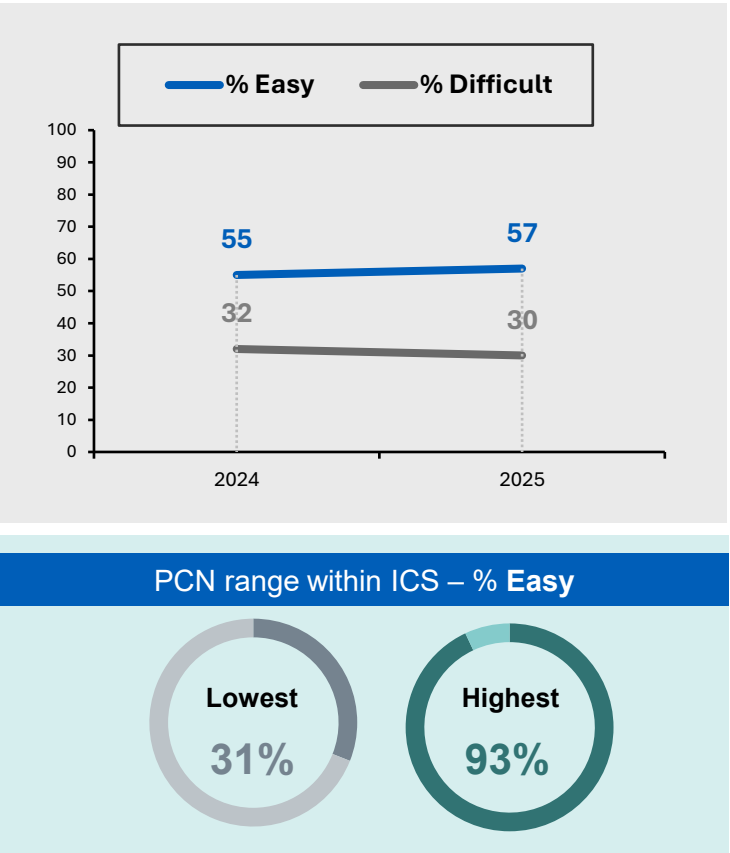
## Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?

### ICS result



Base: Asked of all patients. Patients who selected 'I haven't tried' have been excluded. National 2025 (664,460); ICS 2024 (20,276); ICS 2025 (21,181); PCN bases range from 152 to 1,141

### ICS result over time



### Comparison of results

ICS		National	
Easy	Difficult	Easy	Difficult
57%	30%	53%	35%

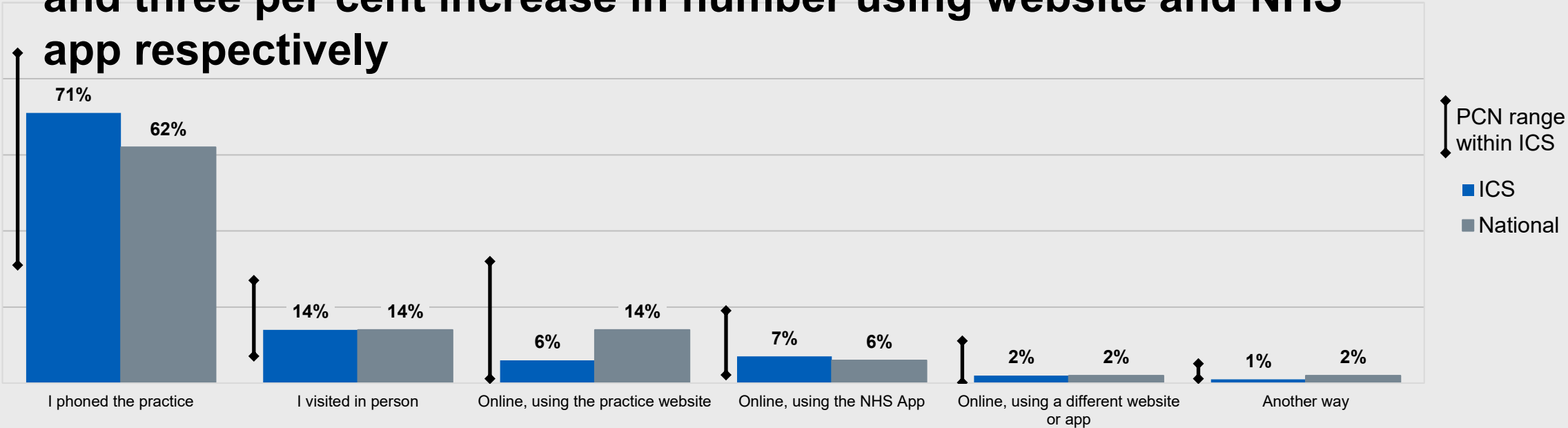
**i** %Easy = %Very easy + %Fairly easy  
%Difficult = %Very difficult + %Fairly difficult

# Method of contacting GP practice

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## Q10. Still thinking about the last time you contacted your GP practice, how did you try to contact them?

Five per cent reduction in number who phoned the practice. Two and three per cent increase in number using website and NHS app respectively



Base: Asked of patients who have tried to contact their GP practice since being registered. National (683,277); ICS (21,662); PCN bases range from 167 to 1,151

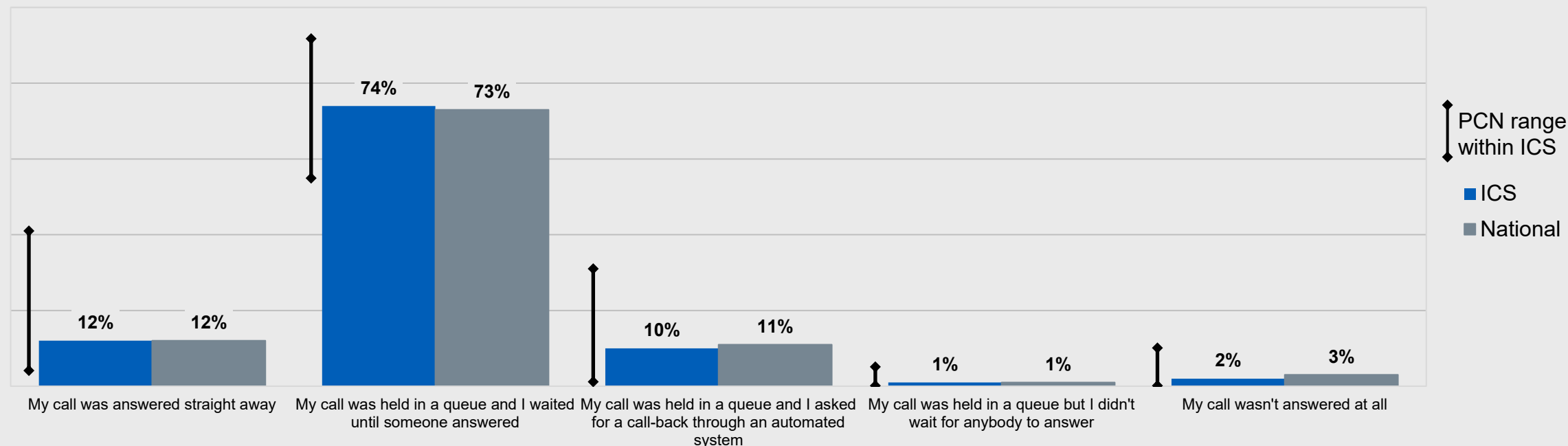
**i** Comparisons are indicative only: differences may not be statistically significant

# Outcome of phoning GP practice

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GP PATIENT SURVEY

## Q11. What happened when you phoned your GP practice on that occasion?



Base: Asked of patients who last tried to contact their practice by phone. National (448,136); ICS (15,861); PCN bases range from 56 to 895

**i** Comparisons are indicative only: differences may not be statistically significant

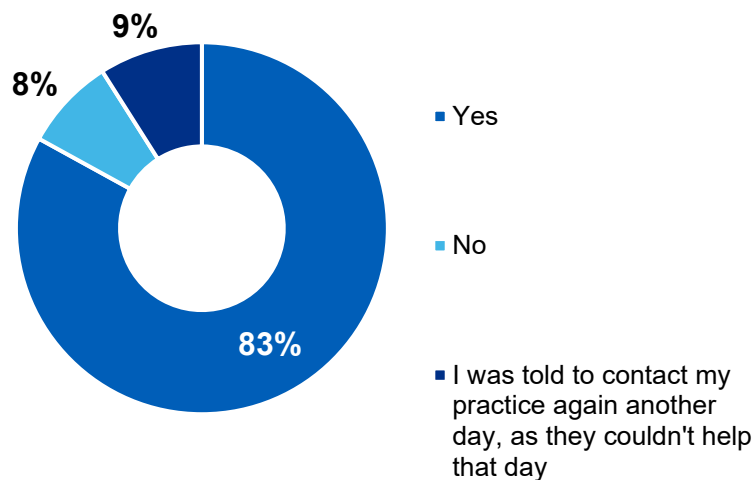
# Next step in dealing with request after contacting GP practice

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GP PATIENT SURVEY

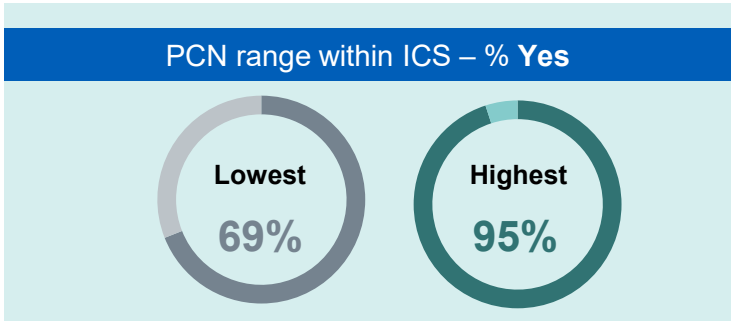
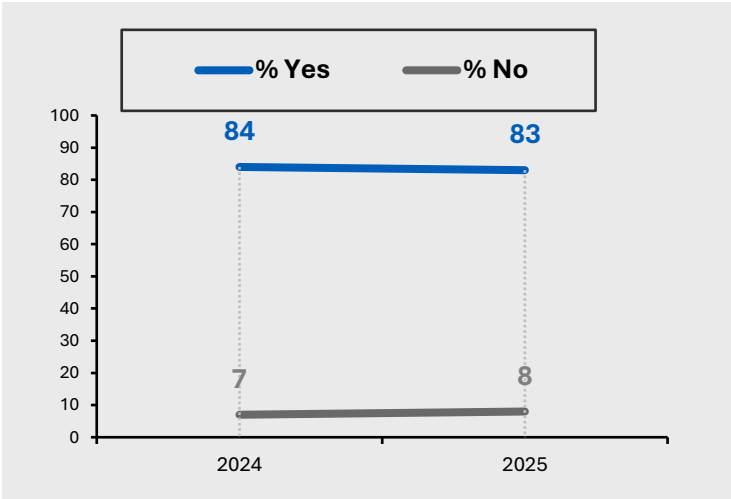
## Q12. Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?

### ICS result



Base: Asked of patients who have tried to contact their GP practice since being registered, except those whose call was not answered. Patients who selected 'I couldn't contact my practice' have been excluded. National 2025 (654,818); ICS 2024 (19,680); ICS 2025 (20,921); PCN bases range from 161 to 1,121

### ICS result over time



### Comparison of results

ICS		National	
Yes	No	Yes	No
83%	8%	83%	8%

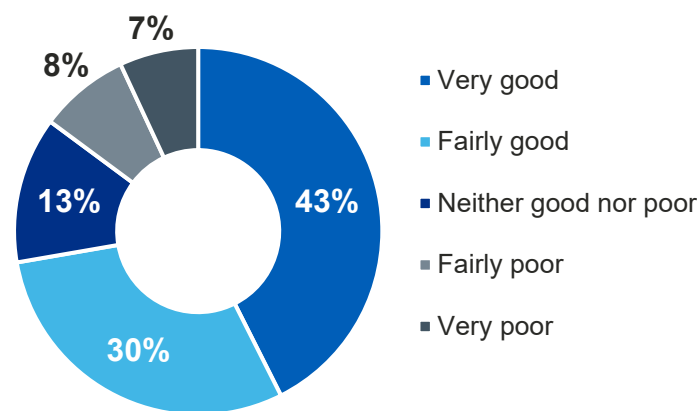


# Overall experience of contacting GP practice

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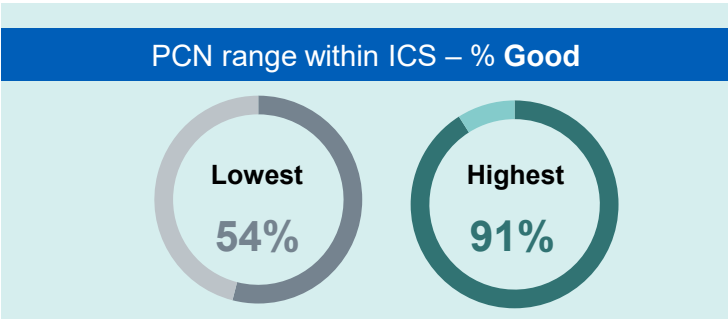
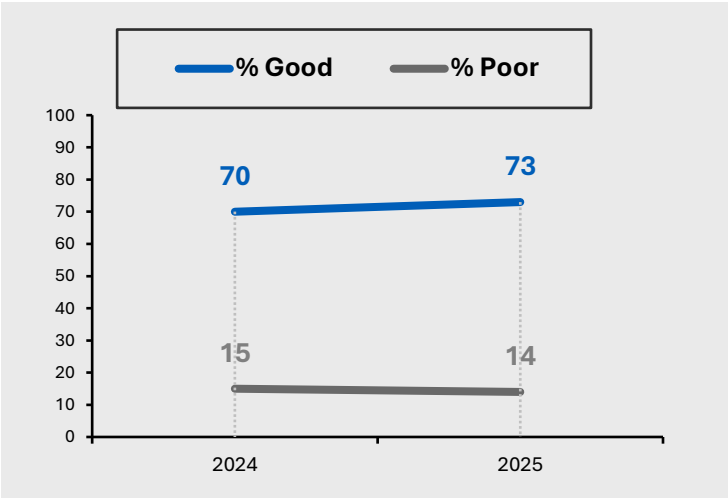
## Q16. Overall, how would you describe your experience of contacting your GP practice on this occasion?

### ICS result



Base: Asked of patients who have tried to contact their GP practice since being registered. National 2025 (686,100); ICS 2024 (20,758); ICS 2025 (21,719); PCN bases range from 167 to 1,151

### ICS result over time



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
73%	14%	70%	17%

**i** %Good = %Very good + %Fairly good  
%Poor= %Very poor + %Fairly poor





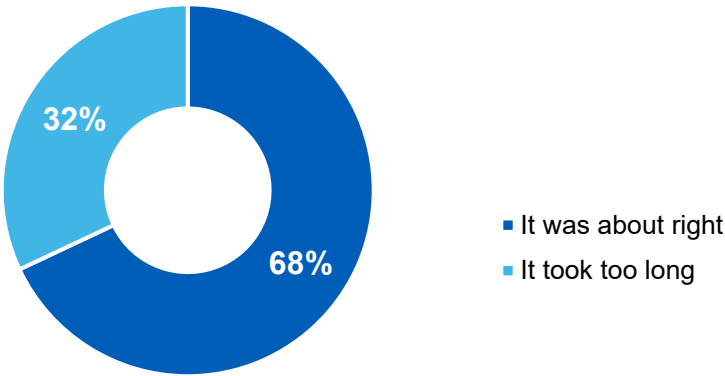
# Last appointment

# How patients felt about appointment wait time

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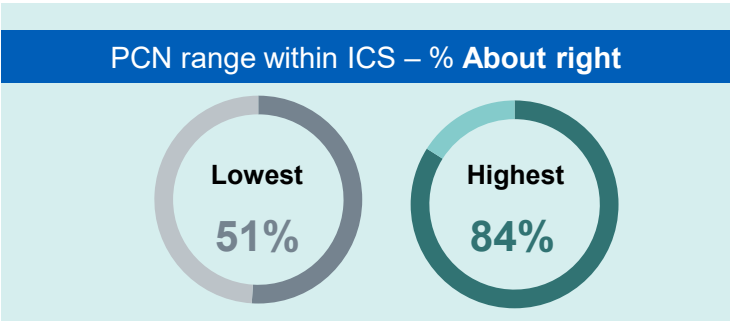
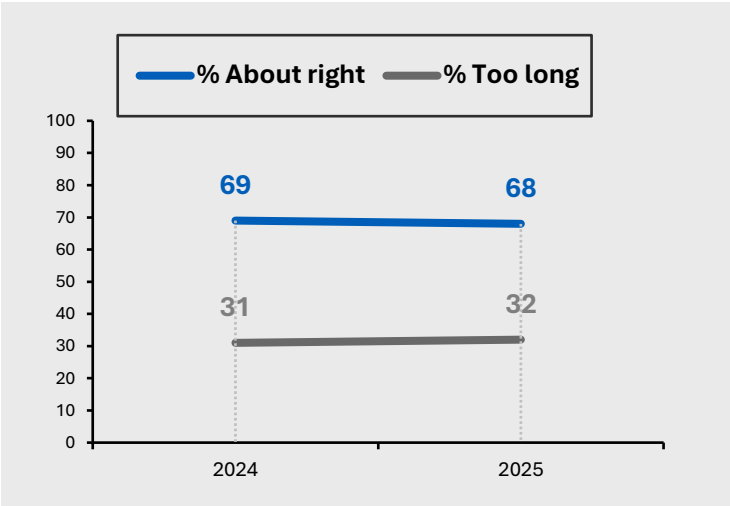
## Q21. How do you feel about how long you waited for your appointment?

### ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know' have been excluded. National 2025 (620,168); ICS 2024 (18,796); ICS 2025 (19,890); PCN bases range from 153 to 1,035

### ICS result over time



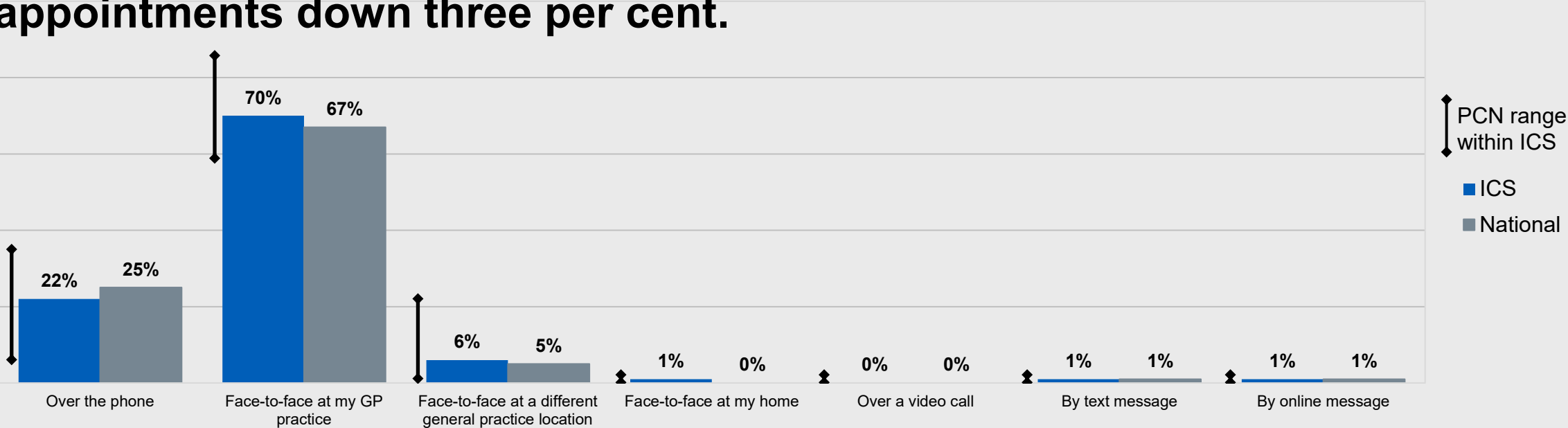
### Comparison of results

ICS		National	
About right	Too long	About right	Too long
68%	32%	67%	33%



Q22. How did the appointment take place?

Two per cent more appointments face-to-face than last year. Phone appointments down three per cent.



Base: Asked of patients who had an appointment since being registered with current GP practice. National (677,815); ICS (21,527); PCN bases range from 163 to 1,141

**i** Comparisons are indicative only: differences may not be statistically significant

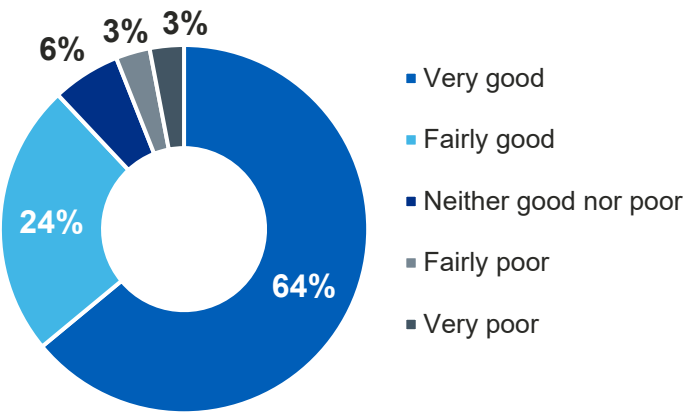
# Perceptions of care at patients' last appointment

# Listened to by healthcare professional

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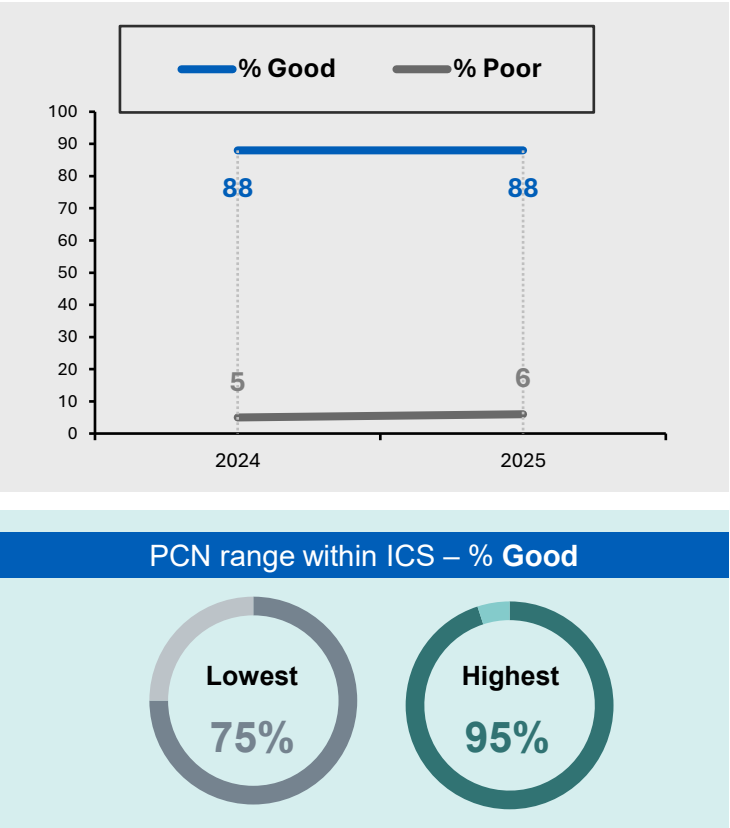
Q24. During your last appointment, how good was the healthcare professional at listening to you?

### ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (671,414); ICS 2024 (20,275); ICS 2025 (21,379); PCN bases range from 164 to 1,129

### ICS result over time



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
88%	6%	87%	6%



%Good = %Very good + %Fairly good  
%Poor = %Very poor + %Fairly poor





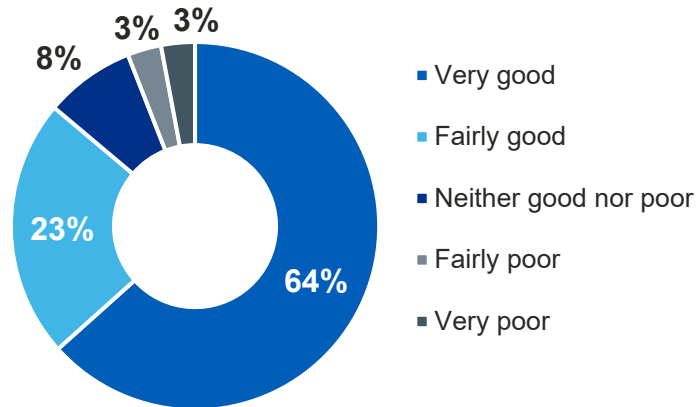
# Treated with care and concern by healthcare professional

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GP PATIENT SURVEY

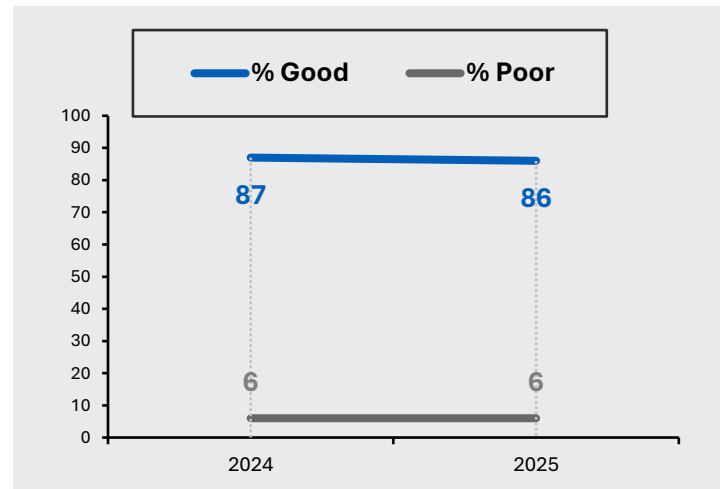
Q25. During your last appointment, how good was the healthcare professional at treating you with care and concern?

## ICS result

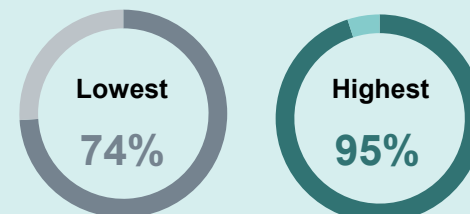


Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (670,865); ICS 2024 (20,255); ICS 2025 (21,400); PCN bases range from 163 to 1,131

## ICS result over time



### PCN range within ICS – % Good



## Comparison of results

ICS		National	
Good	Poor	Good	Poor
86%	6%	86%	6%



%Good = %Very good + %Fairly Good  
%Poor = %Very poor + %Fairly poor

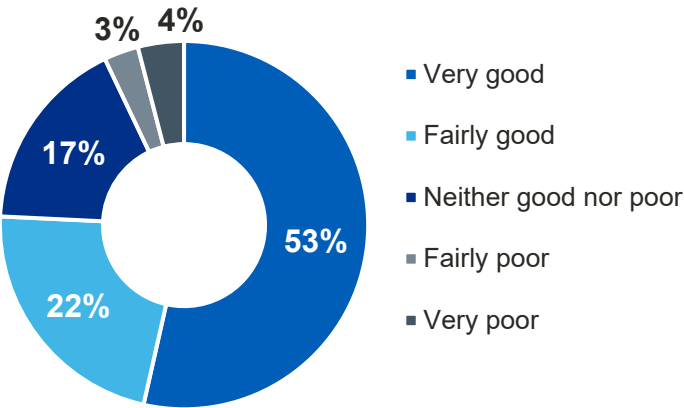
# Mental wellbeing considered by healthcare professional

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GP PATIENT SURVEY

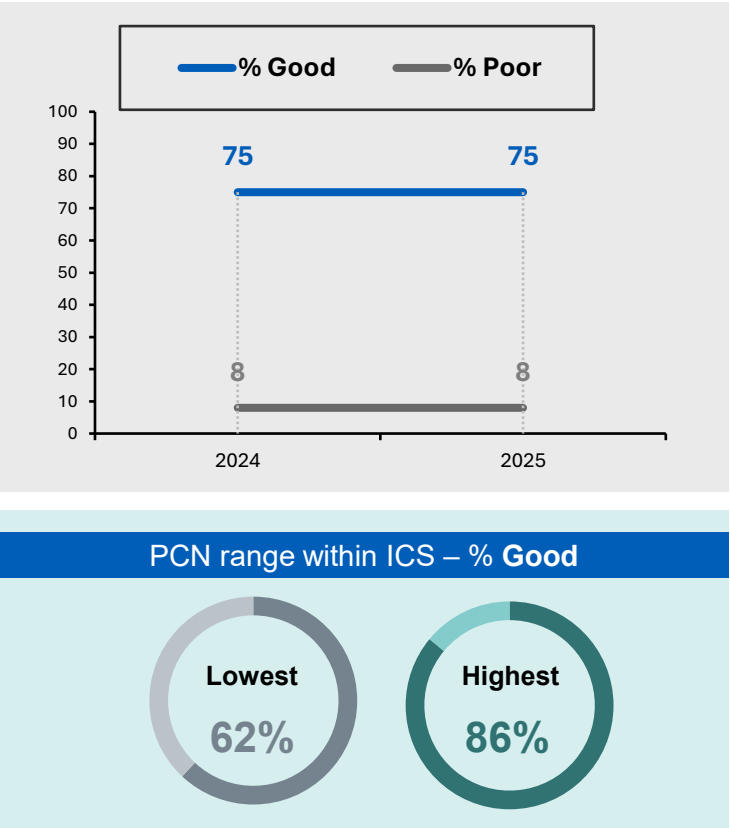
Q26. During your last appointment, how good was the healthcare professional at considering your mental wellbeing?

## ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (514,139); ICS 2024 (15,269); ICS 2025 (16,112); PCN bases range from 117 to 869

## ICS result over time



## Comparison of results

ICS		National	
Good	Poor	Good	Poor
75%	8%	74%	9%



%Good = %Very good + % Fairly good  
%Poor = %Very poor + %Fairly poor



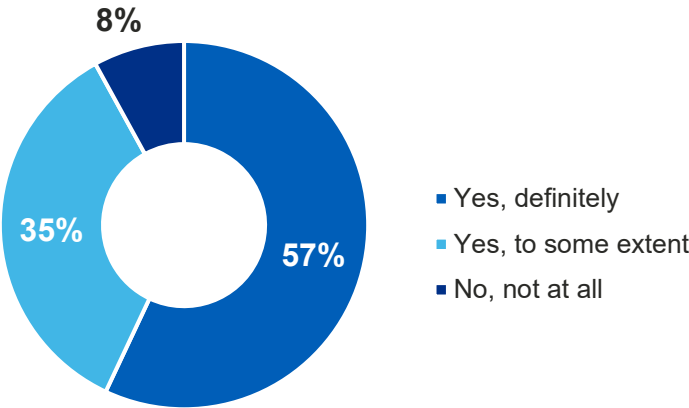
# Felt healthcare professional had information they needed

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GP PATIENT SURVEY

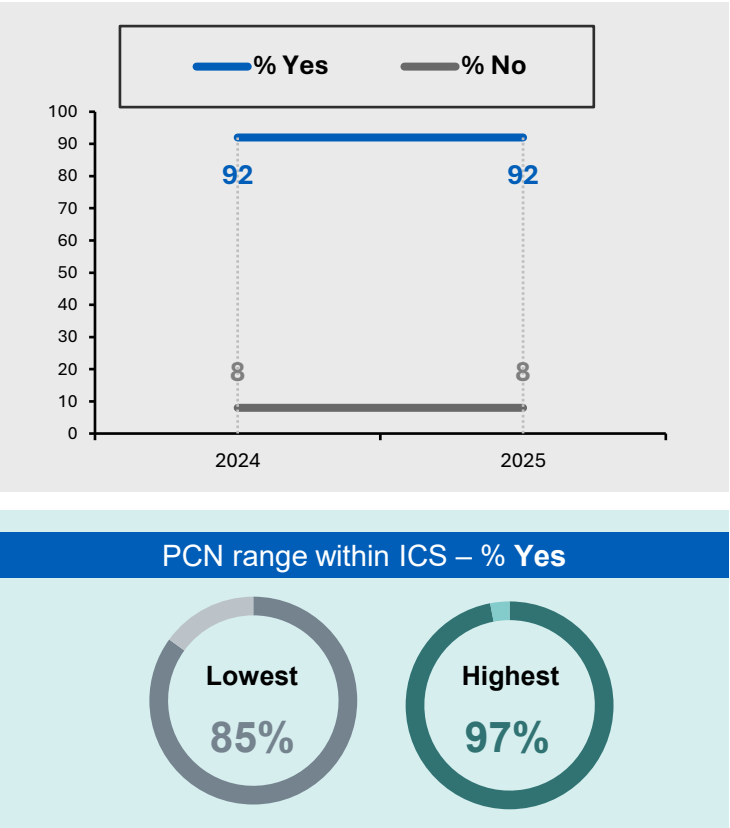
## Q27. Did you feel that the healthcare professional had all the information they needed about you?

### ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (650,445); ICS 2024 (19,585); ICS 2025 (20,764); PCN bases range from 158 to 1,093

### ICS result over time



### Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	92%	8%



%Yes = %Yes, definitely + %Yes, to some extent

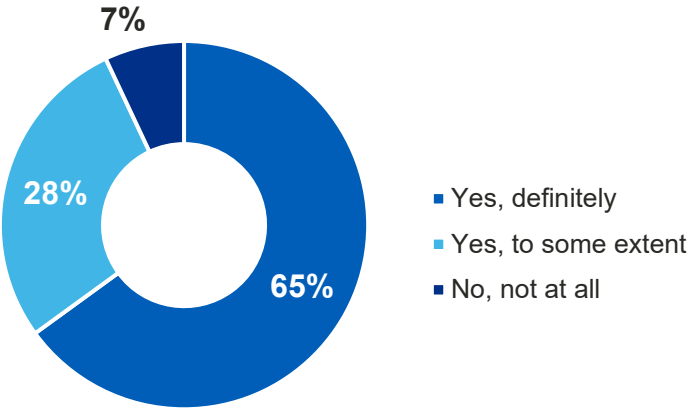


# Confidence and trust in healthcare professional

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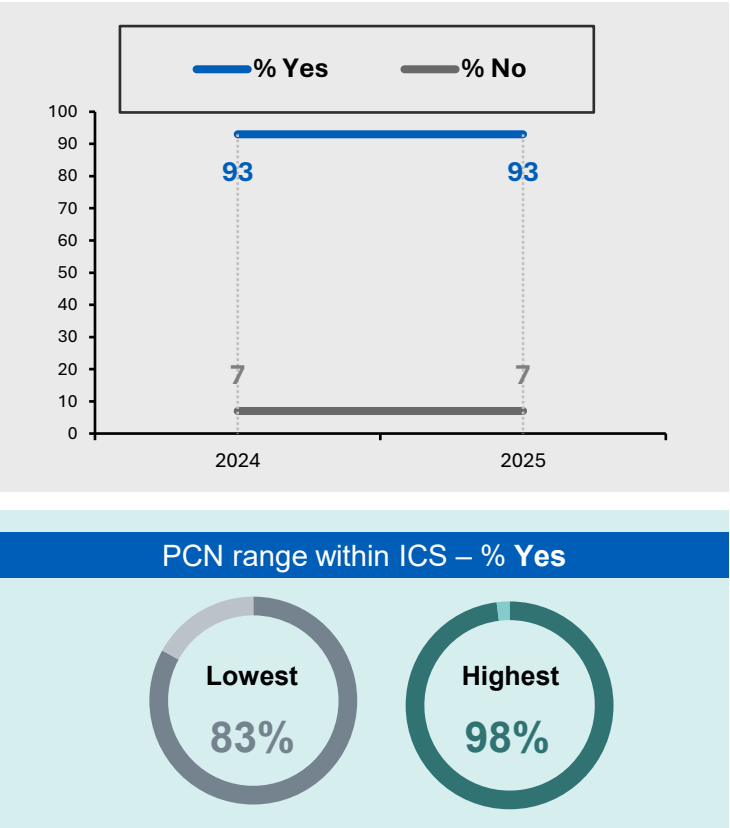
## Q28. Did you have confidence and trust in the healthcare professional you saw or spoke to?

### ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (665,885); ICS 2024 (20,134); ICS 2025 (21,226); PCN bases range from 165 to 1,117

### ICS result over time



### Comparison of results

ICS		National	
Yes	No	Yes	No
93%	7%	93%	7%



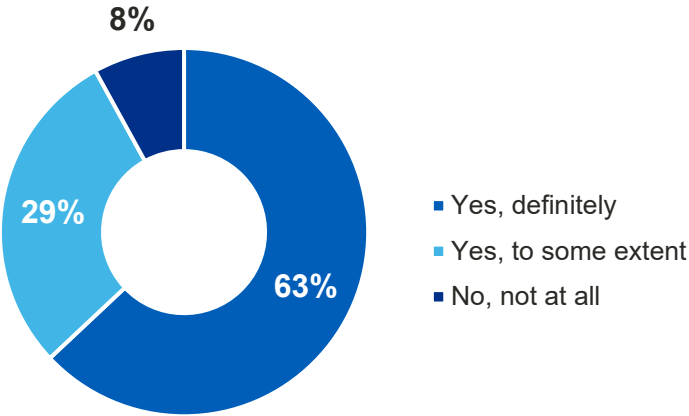
%Yes = %Yes, definitely + %Yes, to some extent

# Involved in decisions about care and treatment

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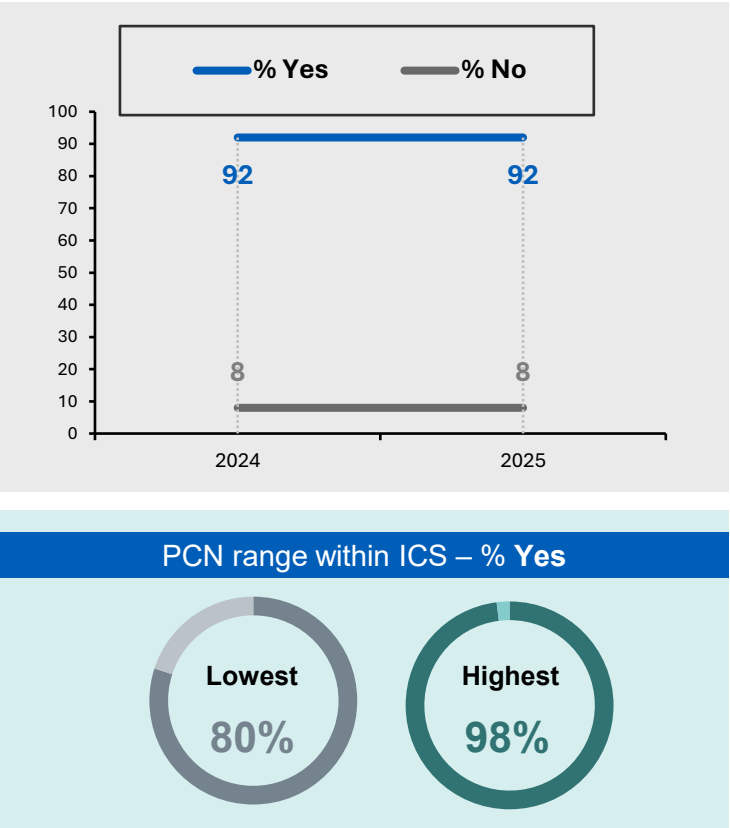
## Q29. At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

### ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (635,043); ICS 2024 (19,223); ICS 2025 (20,331); PCN bases range from 153 to 1,071

### ICS result over time



### Comparison of results

ICS		National	
Yes	No	Yes	No
92%	8%	91%	9%

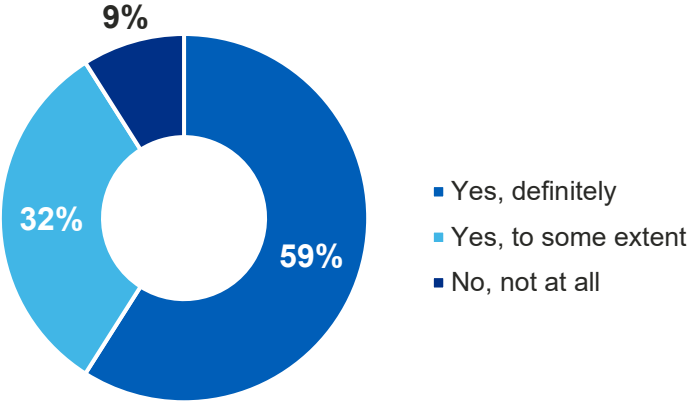


%Yes = %Yes, definitely + %Yes, to some extent



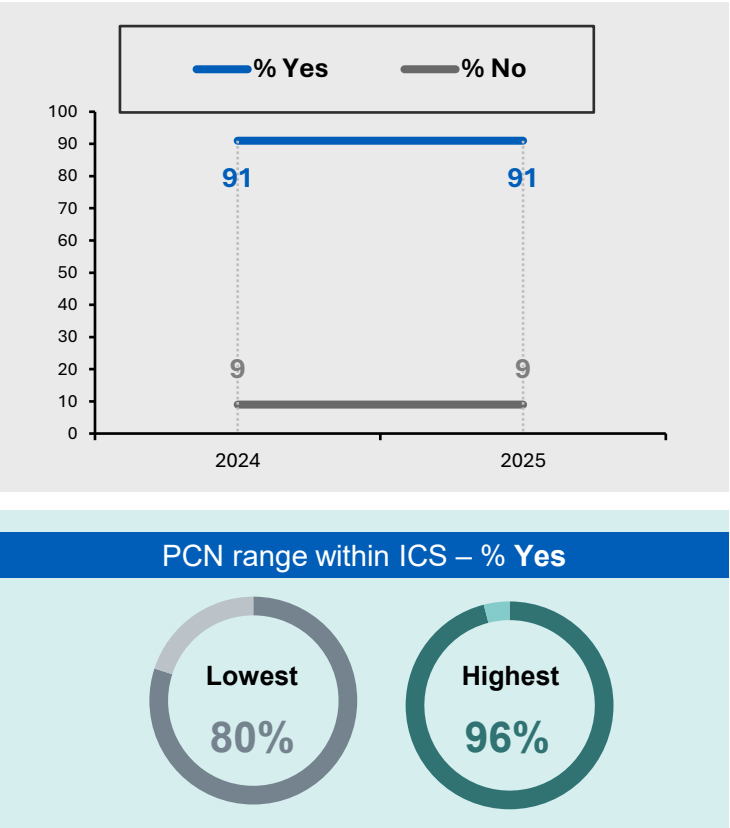
## Q31. Thinking about the reason for your last appointment, were your needs met?

### ICS result



Base: Asked of patients who had an appointment since being registered with current GP practice. Patients who selected 'I don't know or it didn't apply' have been excluded. National 2025 (666,889); ICS 2024 (20,167); ICS 2025 (21,251); PCN bases range from 163 to 1,112

### ICS result over time



### Comparison of results

ICS		National	
Yes	No	Yes	No
91%	9%	90%	10%



%Yes = %Yes, definitely + %Yes, to some extent

# Services when GP practice is closed

*These questions are only asked of people who have recently contacted or used an NHS service when they wanted care or advice from a healthcare professional at their GP practice but it was closed. As such, the base size is often too small to make meaningful comparisons at PCN level. The PCN range within ICS has therefore not been included for these questions.*

*Please note that patients cannot always distinguish between these services and extended access appointments. Please view the results in this section with the configuration of your local services in mind.*

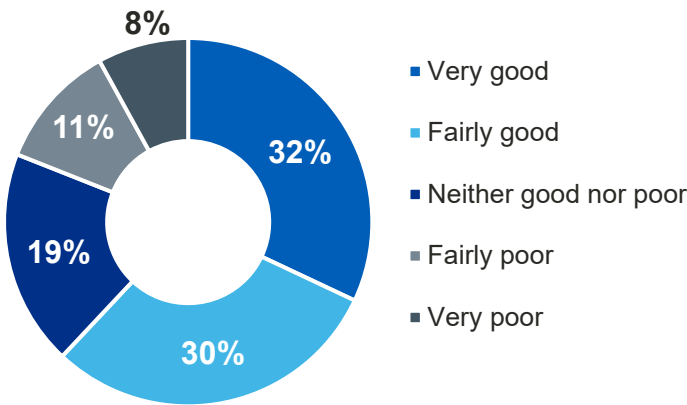
# Overall experience of services when GP practice is closed

LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

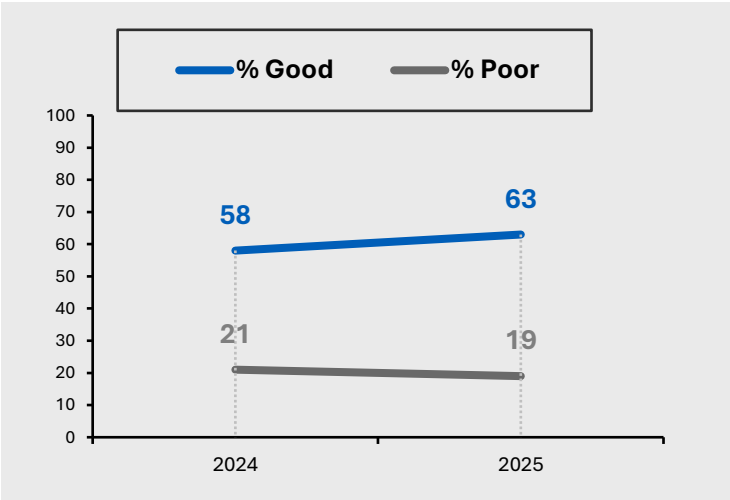
Q36. Overall, how would you describe your experience of NHS services on this occasion when your GP practice was closed?

## ICS result



Base: Asked of patients who contacted or used an NHS service, in the last 12 months, when they wanted care or advice from a healthcare professional at their GP practice but it was closed. National 2025 (193,580); ICS 2024 (5,342). ICS 2025 (5,584);

## ICS result over time



## Comparison of results

ICS		National	
Good	Poor	Good	Poor
63%	19%	57%	21%

**i** %Good = %Very good + %Fairly good  
%Poor= %Very poor + %Fairly poor



# Managing health conditions

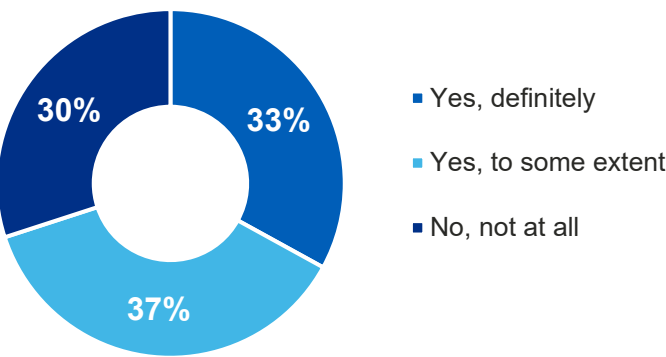
# Support with managing conditions or illnesses

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GP PATIENT SURVEY

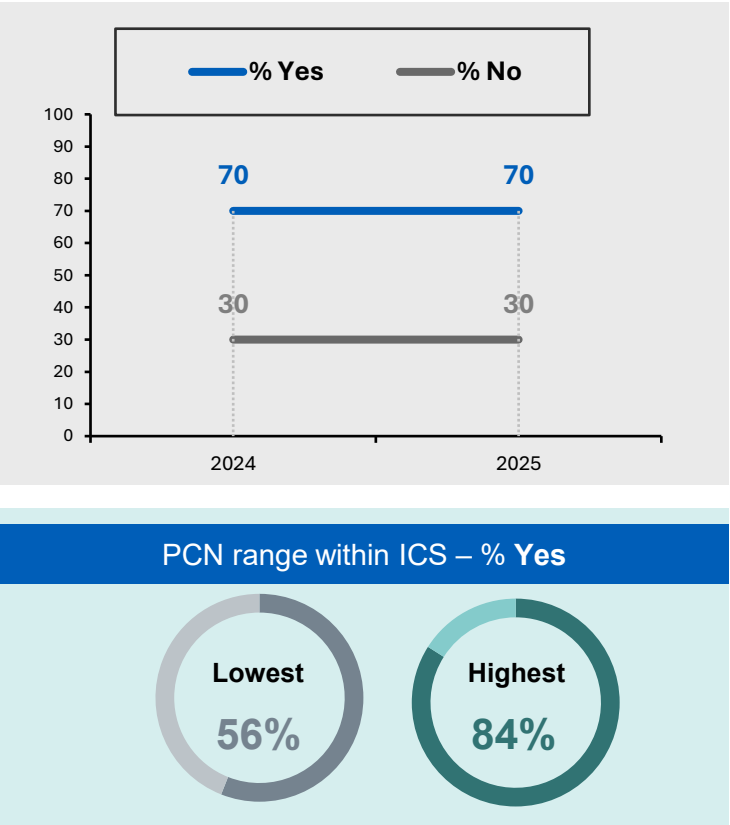
Q43. In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

## ICS result



Base: Asked of all patients with a long-term condition or illness. Patients who selected 'I haven't needed support' or 'I don't know' have been excluded. National 2025 (337,532); ICS 2024 (9,998); ICS 2025 (11,058); PCN bases range from 82 to 543

## ICS result over time



## Comparison of results

ICS		National	
Yes	No	Yes	No
70%	30%	69%	31%

**i** %Yes = %Yes, definitely + %Yes, to some extent





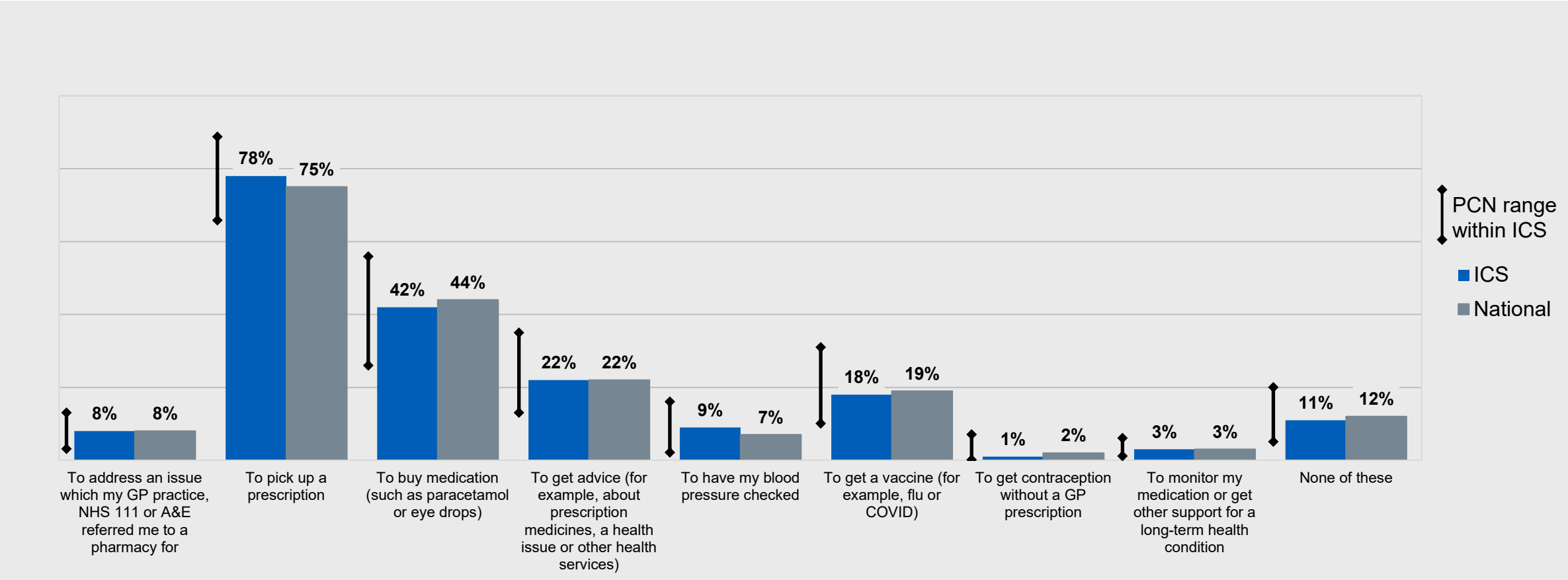
# Pharmacy services

# Pharmacy services used in the last 12 months

LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

GP PATIENT SURVEY

Q47. Thinking about the last 12 months, which of the following services have you used a pharmacy for?



Base: Asked of all patients. National (698,984); ICS (22,084); PCN bases range from 169 to 1,183

**i** Comparisons are indicative only: differences may not be statistically significant

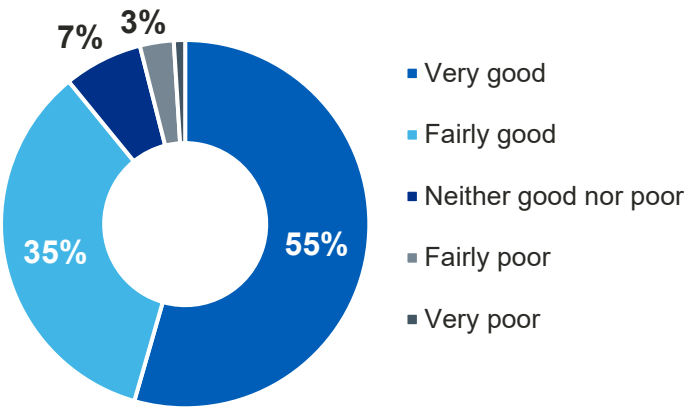


# Overall experience of pharmacy services

LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

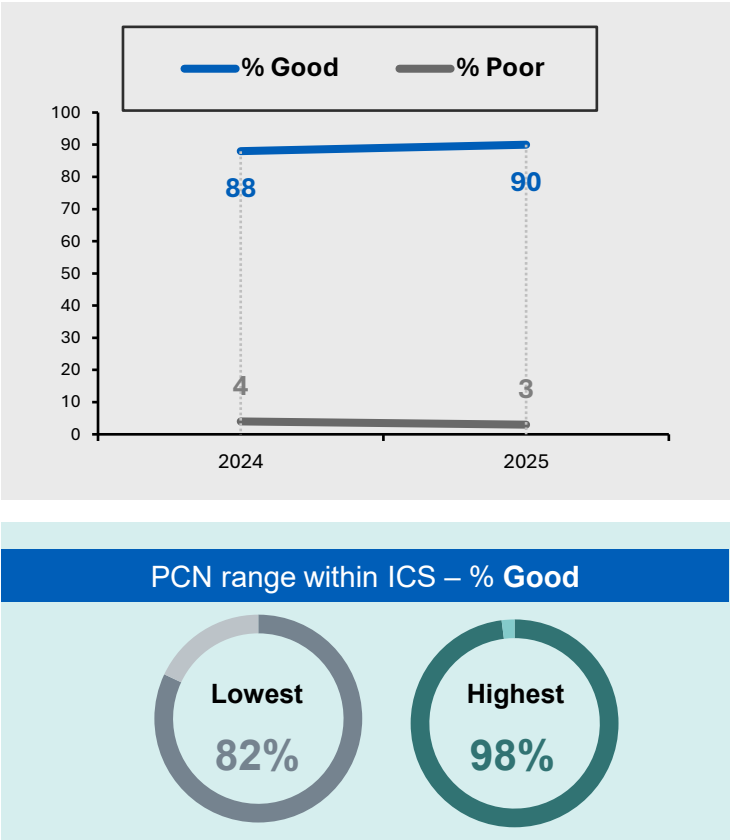
## Q48. How would you describe your experience of using these pharmacy services?

### ICS result



Base: Asked of patients who have used pharmacy services in the last 12 months. National 2025 (631,337); ICS 2024 (19,201); ICS 2025 (20,168); PCN bases range from 159 to 1,049

### ICS result over time



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
90%	3%	88%	4%

**i** %Good = %Very good + %Fairly good  
%Poor= %Very poor + %Fairly poor



# NHS dental services

*The PCN range within ICS has not been included for these questions, as we do not know the location of patients' dental practices, therefore the results about experience with NHS dentistry services are not attributable at PCN level.*

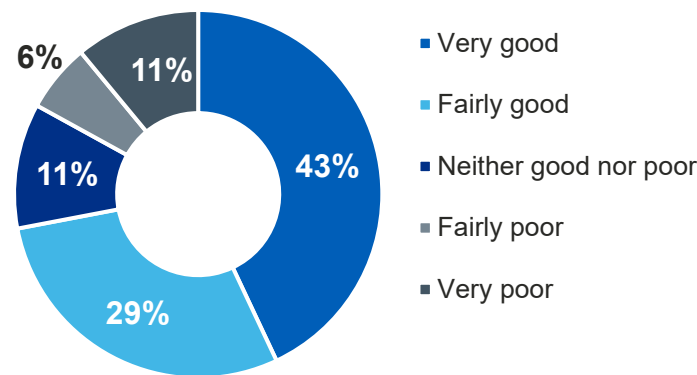
# Overall experience of NHS dental services

LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

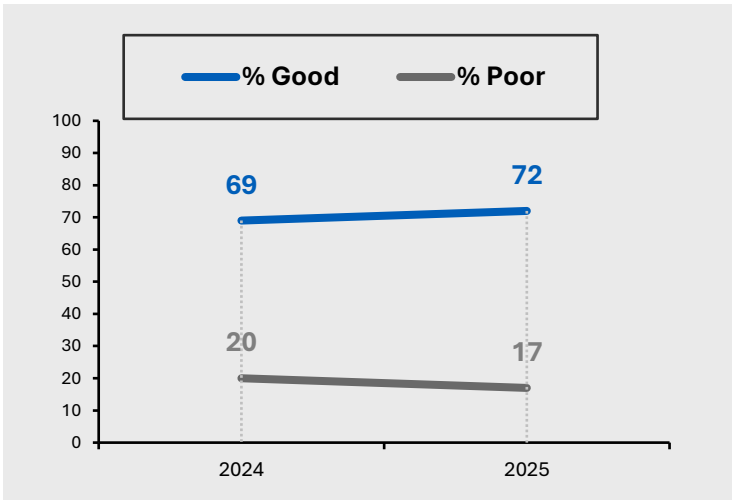
GP PATIENT SURVEY

## Q52. Overall, how would you describe your experience of NHS dental services?

### ICS result



### ICS result over time



### Comparison of results

ICS		National	
Good	Poor	Good	Poor
72%	17%	71%	18%

Base: Asked of patients who have tried to get an NHS dental appointment in the last 2 years. National 2025 (368,026); ICS 2024 (11,432). ICS 2025 (11,736);

**i** %Good = %Very good + %Fairly good  
%Poor= %Very poor + %Fairly poor

