

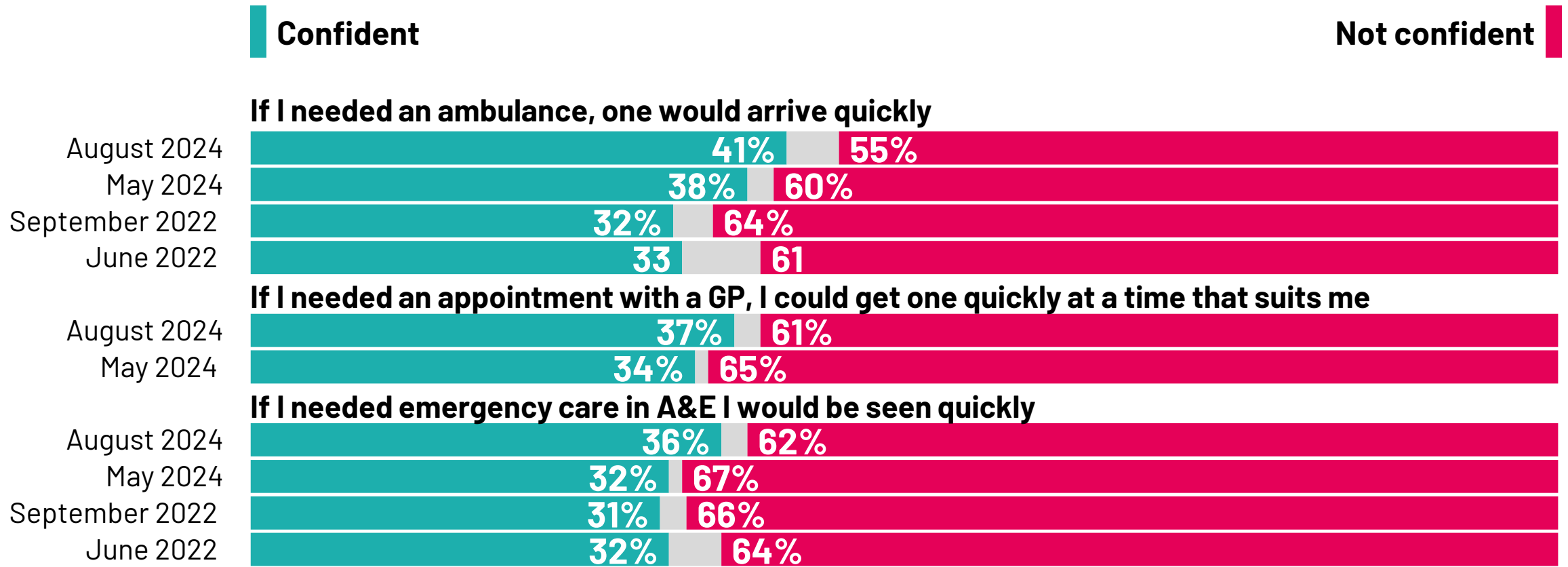
Ipsos NHS polling

August 2024



At least half are not confident that they would be seen quickly in A&E, that they could book a GP appointment at a time that suits them, nor that an ambulance would arrive quickly if they needed one

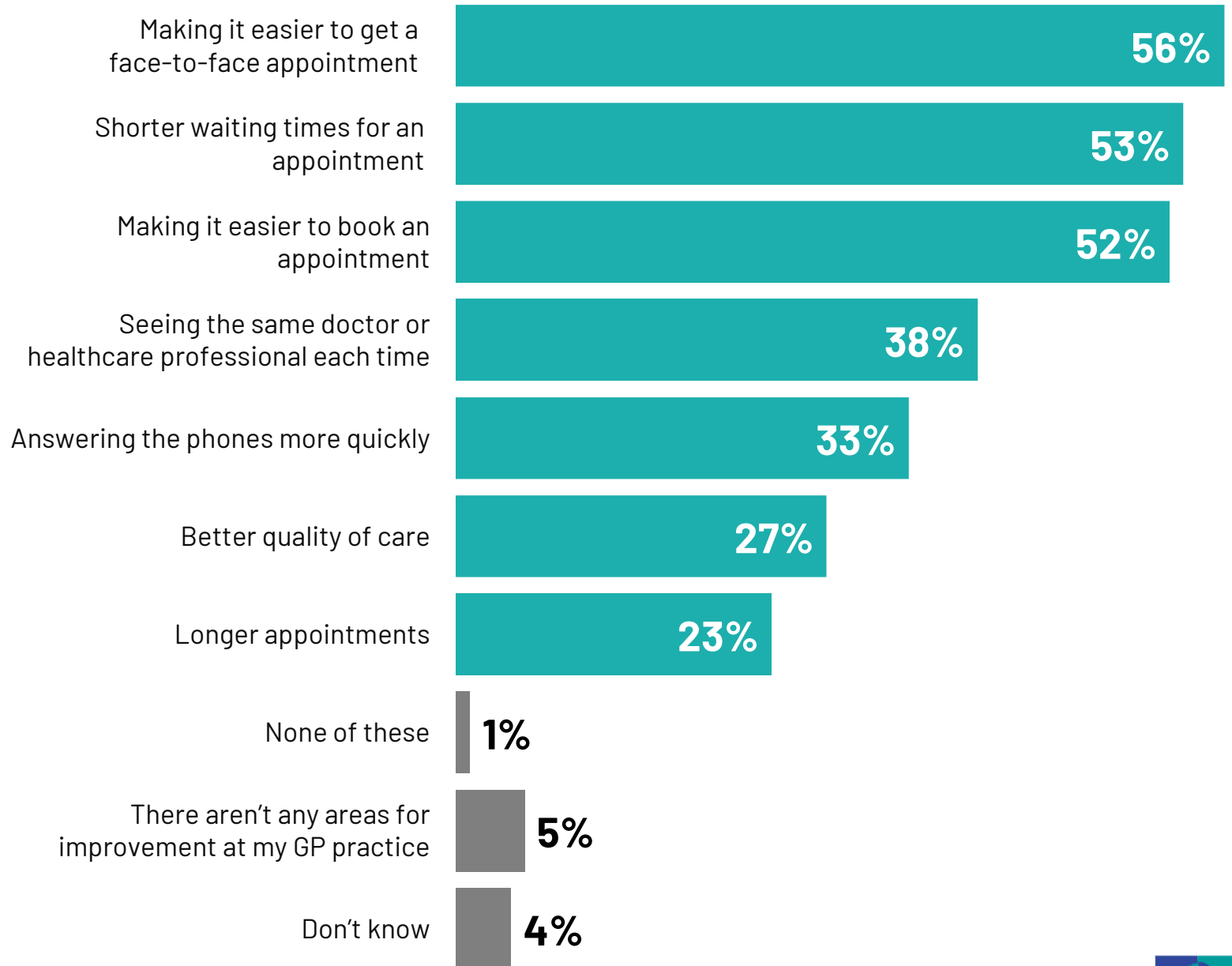
How confident, if at all, would you say you are that....?



Base: 1,094 Online British adults aged 16-75, 23-26 August 2024

Over half say that making it easier to get a face-to-face appointment is the area that they would like to see improve at their GP practice

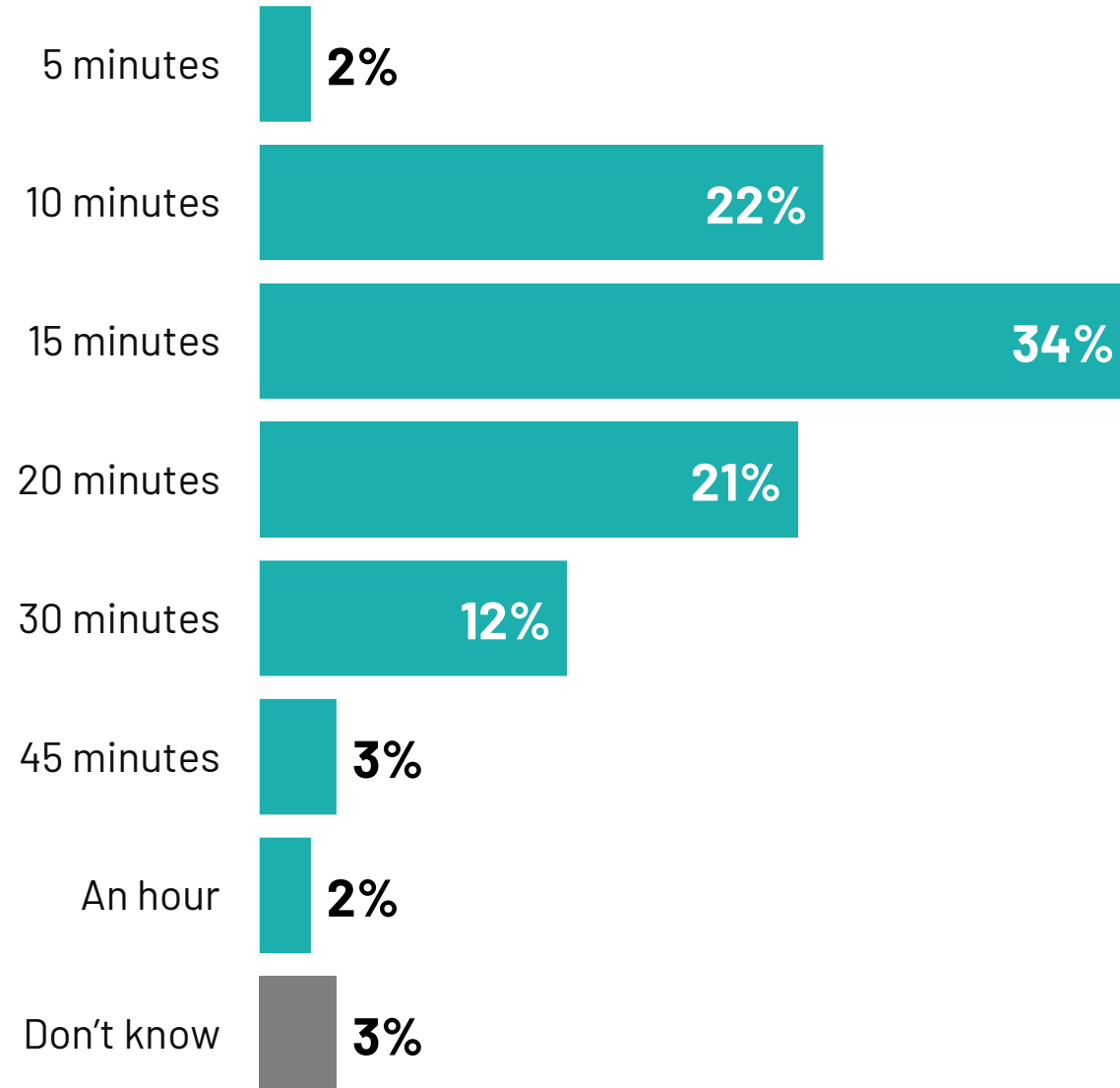
In your opinion, which of the following areas need to improve at your GP practice, if any?



Base: 1,094 Online British adults aged 16-75, 23-26 August 2024

A third think that a standard appointment at their GP practice should be 15 minutes

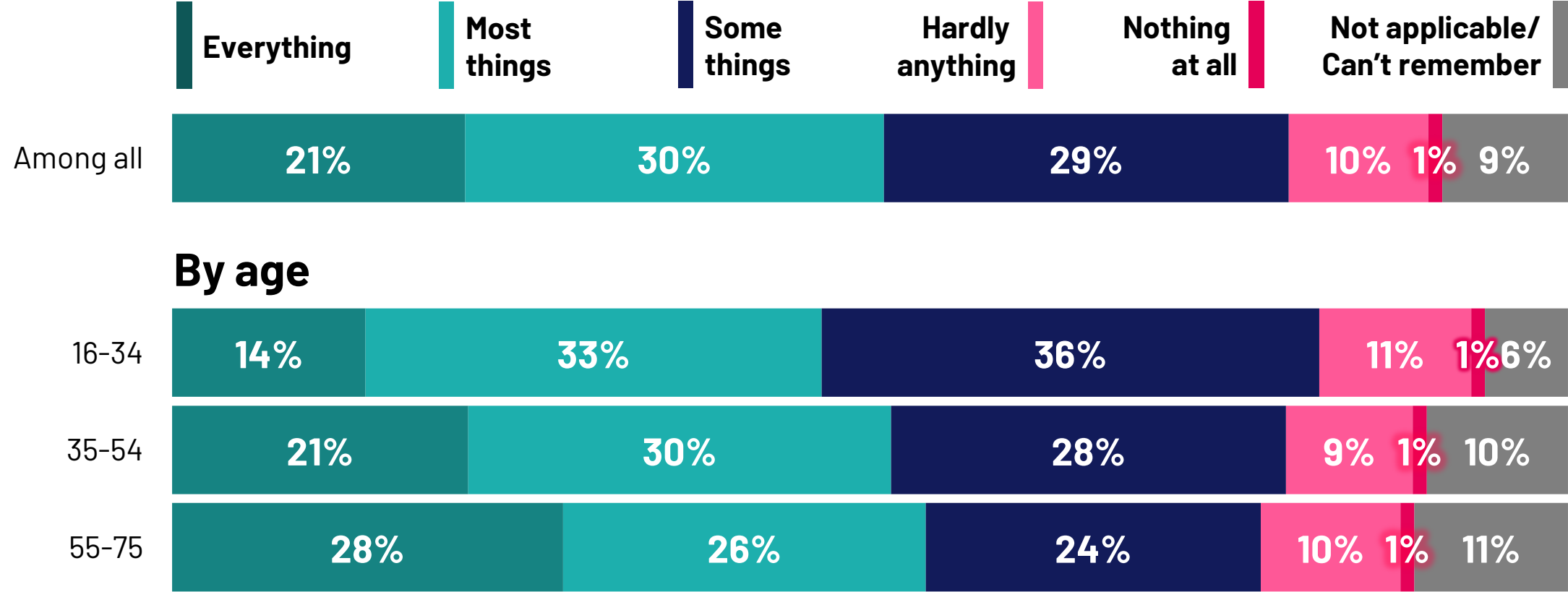
How long do you think a standard appointment should be when seeing or speaking to a healthcare professional at your GP practice?



Base: 1,094 Online British adults aged 16-75, 23-26 August 2024

Just over half of Britons said that on their last visit to their GP, they were able to speak about either everything or most things that they wanted to talk about

Please think about the last time you saw or spoke to a healthcare professional at your GP practice. How much of what you wanted to talk about were you able to cover, if anything?



Base: 1,094 Online British adults aged 16-75, including (372) 16-34s, (377) 35-54s and (345) 55-75, 23-26 August 2024

Two in five said they had to tell the receptionist about their issue, and three in ten had to have a telephone consultation with their GP to make an in-person appointment

Thinking about the last time you contacted your GP practice to make an in-person appointment, which, if any of the following, did you need to do?

Tell the receptionist your issue

43%

Have a telephone consultation with your GP

31%

Fill out a form about your condition online via the practice website

22%

See another member of practice staff that is not a GP

19%

Fill out a form about your condition online via the NHS App

16%

None of these

14%

Base: 1,094 Online British adults aged 16-75, 23-26 August 2024

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For more information

Kate Duxbury

Research Director
kate.duxbury@ipsos.com

Anna Quigley

Research Director
anna.quigley@ipsos.com

Jordana Moser

Research Director
jordana.moser@ipsos.com