

About the survey

The survey aimed to understand how primary care services are **delivered** and how patients **experience** them.

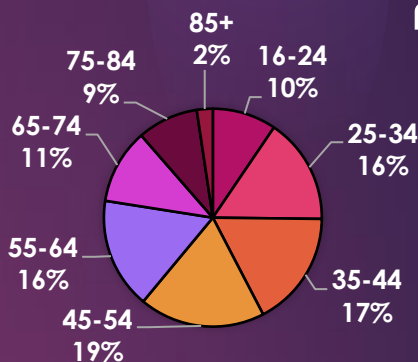
1045 responses received for **Bury PCN.**

293,000 took part online

720,000 responses received in total¹

Who are the patients?

Patients from a variety of age groups completed the survey.



59% Patients have a long-term physical or mental health condition(s), disability or illness.

Booking an appointment



52% Patients were satisfied with the appointment times offered by General Practice.

33% Received an appointment on the same day that they booked an appointment.

56% Thought that their overall experience of booking an appointment was good.

Access to Care



54% Patients found it easy to get through to someone at the GP Practice over the phone.^{2,4}

58% Found it easy to use their GP Practice's website to look for information or access services.^{2,4}

Care Received

61% Patients have agreed a plan with a healthcare professional from their GP Practice to manage their condition(s).^{2,4}

93% Found their plan helpful in managing their condition(s).^{2,4}



Overall Patient Experience



89% Patients believe their needs were met at their last general practice appointment.^{2,4}



70% Described their overall experience at their GP Practice as good.^{2,4}

¹Approximate figures only

²Exclusions apply, please see the 'Presentation of Statistics' document for more detail - <https://www.gp-patient.co.uk/surveysandreports>

³These figures take into account those who did not accept an appointment

⁴This is a multiple-choice question, so the answers will add up to more than 100%