

SHORE MEDICAL – GP Patient Survey 2026 (NHS)

Your GP practice services

50% find it easy to get through to this GP practice by phone

ICS result: 63% | National result: 57%

67% find it easy to contact this GP practice using their website

ICS result: 65% | National result: 58%

41% find it easy to contact this GP practice using the NHS App

ICS result: 55% | National result: 54%

77% find the reception and administrative team at this GP practice helpful

ICS result: 88% | National result: 85%

40% usually get to see or speak to their preferred healthcare professional when they would like to

ICS result: 53% | National result: 42%

Your last contact

86% knew what the next step would be after contacting their GP practice

ICS result: 88% | National result: 84%

86% knew what the next step would be within two days of contacting their GP practice

ICS result: 92% | National result: 93%

66% describe their experience of contacting their GP practice as good

ICS result: 77% | National result: 73%

Your last appointment

50% were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 59% | National result: 57%

19% were offered a choice of location when they last tried to make a general practice appointment

ICS result: 17% | National result: 16%

74% felt they waited about the right amount of time for their last general practice appointment

ICS result: 67% | National result: 69%

85% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 89% | National result: 87%

85% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 88% | National result: 86%

75% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

ICS result: 77% | National result: 75%

91% felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

ICS result: 93% | National result: 92%

95% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 94% | National result: 93%

93% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 93% | National result: 92%

91% felt their needs were met during their last general practice appointment

ICS result: 92% | National result: 90%

Your health

65% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 73% | National result: 70%

Overall experience

70% describe their overall experience of this GP practice as good

ICS result: 80% | National result: 77%