

## **Analysis of the GP Patient Survey 2025 and 2026 Results for Gresleydale Healthcare Centre**

**Review date:** 17/07/2026

The analysis of the 2025 and 2026 GP Patient Survey results provides valuable insight into the strengths of Gresleydale Healthcare Centre and the areas where further improvement is required. The 2025 survey highlighted several areas where the practice performed well, including overall patient experience, helpfulness of the reception and administrative team, and the quality of care provided during appointments. Patients reported positive experiences in relation to healthcare professionals listening well, treating them with care and concern, and involving them in decisions about their care. These strengths demonstrate the commitment of the clinical and administrative teams to delivering compassionate, patient-centred care. The results also demonstrate sustained progress in overall access, quality of care and communication, reflecting the practice's ongoing work to enhance patient experience. Moving forward, it remains important to continue engaging with patients from diverse backgrounds and demographics to ensure feedback is comprehensive, representative and used effectively to support service improvement.

### **Areas for Improvement: Communication and Information**

Although the overall feedback is positive, communication and information sharing remain key areas for improvement. In 2024, 26% of respondents were satisfied with telephone access and found it easy to contact the practice. This improved to 42% in 2025 and was maintained, with a slight improvement to 43% in 2026. Further improvements are expected as the digital technologies implemented at Gresleydale Healthcare Centre become embedded and are reflected in future survey results.

**Main areas for improvement:** The key priorities are to improve telephone access, increase patient awareness and confidence in digital access routes, provide clearer communication about how appointments and requests are managed, reduce perceived waiting times for appointments, and strengthen continuity of care for patients who would benefit from seeing or speaking to a preferred clinician.

### **Analysis of the GP Patient Survey 2026 Results for Gresleydale Healthcare Centre**

The 2026 GP Patient Survey results show that Gresleydale Healthcare Centre has maintained or slightly improved performance in key access measures, with telephone access increasing to 43%. This suggests that the practice has sustained the improvement seen between 2024 and 2025, although further progress is still required to meet wider patient expectations and improve ease of contact.

The main improvement is the continued upward trend in patients finding it easier to contact the practice by telephone, moving from 26% in 2024 to 42% in 2025 and 43% in 2026. This indicates that access work has helped stabilise performance, but the improvement remains modest and should continue to be monitored closely.

The practice has also maintained its focus on improving digital access routes, digital technologies designed to support patient requests and reduce pressure on telephone lines. The full impact of these digital improvements may not yet be reflected in the 2026 survey results and should be reviewed again in the next survey cycle. The latest telephone data shows a positive trend, with the practice reducing missed or dropped calls to 16%, which is in line with national targets.

Overall, the 2026 results suggest that Gresleydale Healthcare Centre is maintaining progress in access and communication, with early signs of continued improvement. The key priority is to build on this progress by continuing to promote digital routes, improving patient awareness of how to access services, and monitoring whether recent changes lead to further measurable improvement in future survey results.

### **What We Did Well in the 2026 Survey**

The 2026 GP Patient Survey shows that Gresleydale Healthcare Centre maintained improvement in key access areas. Telephone access increased to 43%, compared with 42% in 2025 and 26% in 2024. Although further improvement is still required, this demonstrates a sustained positive trend and shows that recent access changes are beginning to stabilise patient experience.

The practice has also made progress in reducing missed or dropped calls, with the latest telephone data showing missed or dropped calls reduced to 16%, which is in line with national targets. This is an important operational improvement and supports the practice's aim to make it easier for patients to contact the surgery.

Digital access also remains a strength. The practice has continued to promote online routes, including the NHS App and digital systems that support patient requests. This is consistent with the national 2026 GP Patient Survey trend, which shows increasing use of online access and the NHS App across GP practices.

Overall, the 2026 results indicate that the practice has maintained progress in access, communication and digital engagement. The data shows that improvement work is moving in the right direction, particularly in relation to telephone access, call handling and supporting patients to use digital access routes.

### Improvement work:

1. **Improve telephone access:** Although performance has improved from 26% in 2024 to 42% in 2025 and 43% in 2026, telephone access remains a key area for further improvement. The practice should continue to monitor call volumes, waiting times, abandoned calls and patient feedback to assess whether recent changes are improving access.
2. **Promote digital access routes:** Continue to raise patient awareness of 'requesting a routine appointment' via our website and improve appointment bookings via the NHS App for national vaccination programmes. Patients should be given clear guidance on how to use these services and reassured that support is available for those who cannot access digital routes.
3. **Improve communication about the patient journey:** Provide clearer information about what happens after a patient contacts the practice, how requests are signposted, expected response times, and how patients will be contacted. This will help manage expectations and reduce uncertainty.
4. **Reduce perceived waiting times:** Review appointment demand and capacity, including peak periods and urgent versus routine demand. Consider whether care navigation, signposting and use of wider clinical roles can help patients access the right support more quickly.
5. **Strengthen continuity of care:** Where clinically appropriate, improve access to a preferred or named clinician for patients with complex needs, long-term conditions, safeguarding concerns or ongoing clinical issues. This may improve patient confidence and consistency of care.
6. **Monitor the impact of recent digital improvements:** As new digital systems may not yet be fully reflected in the 2026 survey results, the practice should continue to review feedback through internal access data, Friends and Family Test responses, complaints themes and Patient Participation Group comments.

### Website Use and NHS App Access

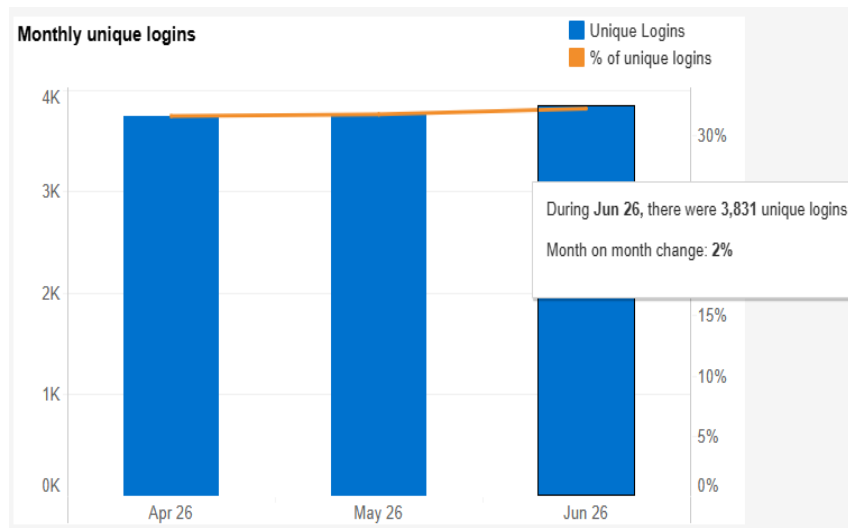
The 2026 survey shows a decline in patients reporting that they used the practice website compared with the 2025 data. This should be viewed in the context of changing patient behaviour and the increasing use of national digital access routes. At Gresleydale Healthcare Centre, a high proportion of patients are now using the NHS App to access services, request repeat prescriptions, view health information, manage appointments where available, and communicate with NHS services. As a result, some activity that may previously have been carried out through the practice website is now being completed directly through the NHS App. Latest data shows 3,831 patient logins per month, based on ICB data for June 2026.

The reduction in website use should therefore not be interpreted as a deterioration in digital access overall. Instead, it indicates that patients are increasingly choosing the NHS App as their preferred digital route. This is positive, as the NHS App provides a nationally supported, secure and familiar

platform for patients. It also supports the practice's wider access improvement work by helping to reduce avoidable telephone demand and directing patients to appropriate self-service options.

| Measure                             | Gresleydale Healthcare Centre NHS App Patient Data | Commentary                                                                                            |
|-------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Patients actively using the NHS App | Patient unique logins – 3,831 in June 2026         | Shows patient engagement with the NHS App and helps explain reduced reliance on the practice website. |

In summary, the decline in website use compared with 2025 is likely to reflect a positive shift in how patients choose to access digital services, rather than a reduction in overall digital engagement. The practice should continue to promote both the website and NHS App, ensuring patients understand which route is most appropriate for different types of requests. Local NHS App usage data should be monitored alongside future GP Patient Survey results to demonstrate the impact of digital access improvements.



NHS App – unique logins for April, May and June 2026

## Action Plan

| Priority Area                           | Action Required                                                                                                                                                 | Lead Responsibility            | Timescale                        | Evidence/Monitoring                                                                       | Expected Outcome                                                                                                        |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Telephone access                        | Continue monitoring call volumes, waiting times, abandoned calls and patient feedback. Review peak pressure periods and monitor digital technologies.           | Practice Manager / Access Lead | Quarterly review                 | Telephone reports, call waiting data, complaints themes, Friends and Family Test feedback | Improved patient experience of contacting the practice by telephone and continued improvement in future survey results. |
| Digital access                          | Promote the practice website and NHS App. Provide clear patient guidance and support for patients who are digitally excluded or require reasonable adjustments. | Practice Management/PPG        | Ongoing, with review in 6 months | Website updates, patient communications, NHS App usage data, PPG feedback                 | Increased patient awareness and confidence in using digital access routes.                                              |
| Communication about the patient journey | Improve information for patients about how requests are signposted, expected response times, and what happens after contacting the practice.                    | Practice Management/PPG        | Within 3 months                  | Updated website information, reception scripts, patient newsletter content, PPG feedback  | Patients have clearer expectations and better understanding of how their request will be managed.                       |

|                                   |                                                                                                                                                                              |                                  |                                                |                                                                                                       |                                                                                                             |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Appointment waiting times         | Review demand and capacity, including urgent and routine appointment availability. Use care navigation and signposting to direct patients to the most appropriate service.   | Practice Manager / Clinical Lead | Quarterly review                               | Appointment data, demand and capacity reviews, patient feedback, complaints themes                    | Reduced perceived waiting times and improved access to the right care at the right time.                    |
| Continuity of care                | Identify patients who may benefit from continuity with a preferred or named clinician, including patients with complex needs, long-term conditions or safeguarding concerns. | Clinical Lead / Care Coordinator | Within 6 months                                | Clinical review meetings, care planning records, patient feedback                                     | Improved patient confidence, consistency of care and experience for patients with ongoing or complex needs. |
| Monitoring impact of improvements | Review the impact of recent digital and access improvements using internal data and patient feedback before the next survey cycle.                                           | Practice Management /PPG         | Quarterly and prior to next survey publication | Access data, Friends and Family Test feedback, complaints analysis, PPG comments, survey trend review | Clear evidence of progress and targeted improvement actions linked to patient feedback.                     |

Full report: The results of the survey are published by Ipsos on behalf of NHS England on the [GP Patient Survey website](#).

Next review date: 19/07/2027 Rose Cotton

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