

PPG Annual Survey - Comparison Data 2023/24, 2024/25 & 2025/26



Responses Received	2023/24		2024/25		2025/26	
	486	text	819	text	306	email only

Q1	Age Category	2023/24	%	2024/25	%	2025/26	%
	Under 16	0	0.0%	0	0.0%	0	0.0%
	17-24	16	3.3%	20	2.4%	11	3.6%
	25-34	41	8.4%	34	4.2%	21	6.9%
	35-44	83	17.1%	85	10.4%	39	12.7%
	45-54	73	15.0%	114	13.9%	48	15.7%
	55-64	135	27.8%	214	26.1%	78	25.5%
	65-74	95	19.5%	224	27.4%	103	33.7%
	Over 75	41	8.4%	123	15.0%	6	2.0%
	No response	2	0.4%	5	0.6%	0	0.0%
	TOTAL	486	100.0%	819	100.0%	306	100.0%

Q3	How often attend practice	2023/24	%	2024/25	%	2025/26	%
	Regularly, >4 visits per year	145	29.8%	241	29.43%	107	34.97%
	Occasionally, 2-3 visits per year	167	34.4%	336	41.03%	114	37.25%
	Rarely, less than 2 visits per year	99	20.4%	126	15.38%	51	16.67%
	Very Rarely, less than 1 visit per year	69	14.2%	95	11.60%	30	9.80%
	Other	6	1.2%	21	2.56%	4	1.31%
	TOTAL	486	100.0%	819	100.00%	306	100.00%

Q5	Overall satisfaction - Quality of Service	2023/24	%	2024/25	%	2025/26	%	% improvement
	Excellent	162	33.33%	264	32.23%	132	43.14%	10.90%
	Very Satisfied	163	33.54%	292	35.65%	102	33.33%	
	Good	93	19.14%	151	18.44%	42	13.73%	
	Fair	37	7.61%	72	8.79%	15	4.90%	
	Poor	23	4.73%	23	2.81%	9	2.94%	
	Other	7	1.44%	14	1.71%	6	1.96%	
	Nil response	1	0.21%	3	0.37%	0	0.00%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q7	Ease of booking IN ADVANCE	2023/24	%	2024/25	%	2025/26	%	% improvement
	Very Satisfied	158	32.51%	271	33.09%	128	41.83%	8.74%
	Somewhat satisfied	125	25.72%	202	24.66%	60	19.61%	
	Neither satisfied nor dissatisfied	90	18.52%	166	20.27%	56	18.30%	
	Somewhat dissatisfied	56	11.52%	69	8.42%	17	5.56%	
	Very dissatisfied	30	6.17%	46	5.62%	16	5.23%	
	Other	20	4.12%	44	5.37%	28	9.15%	
	Nil response	7	1.44%	21	2.56%	1	0.33%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q9	How do you normal book appts	2023/24	%	2024/25	%	2025/26	%	% improvement
	In person	43	8.85%	75	9.16%	19	6.21%	
	By phone	415	85.39%	700	85.47%	269	87.91%	
	Using online booking	17	3.50%	24	2.93%	13	4.25%	1.32%
	No response.	8	1.65%	12	1.47%	2	0.65%	
	Nil response	3	0.62%	8	0.98%	3	0.98%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q2	Gender	2023/24	%	2024/25	%	2025/26	%
	Male	220	45.27%	359	43.83%	116	37.91%
	Female	262	53.91%	453	55.31%	187	61.11%
	Prefer not to say	1	0.21%	1	0.12%	2	0.65%
	Other	0	0.00%	2	0.24%	1	0.33%
	Nil response	3	0.62%	4	0.49%	0	0.00%
	TOTAL	486	100.00%	819	100.00%	306	100.00%

Q4	NHS App registration	2023/24		2024/25	%	2025/26	%
	Yes	Not asked		579	70.70%	275	89.87%
	No			191	23.32%	25	8.17%
	Unsure of what this is			49	5.98%	6	1.96%
	TOTAL			819	100.00%	306	100.00%

Q6	Ease of booking ON THE DAY APPT	2023/24	%	2024/25	%	2025/26	%	% improvement
	Very Satisfied	165	33.95%	315	38.46%	154	50.33%	11.87%
	Somewhat satisfied	135	27.78%	222	27.11%	80	26.14%	
	Neither satisfied nor dissatisfied	72	14.81%	122	14.90%	37	12.09%	
	Somewhat dissatisfied	50	10.29%	83	10.13%	12	3.92%	
	Very dissatisfied	48	9.88%	41	5.01%	12	3.92%	
	Other	12	2.47%	27	3.30%	10	3.27%	
	Nil response	4	0.82%	9	1.10%	1	0.33%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q8	Ease of CANCELLING appt	2023/24	%	2024/25	%	2025/26	%	% improvement
	Very Satisfied	232	47.74%	383	46.76%	163	53.27%	6.50%
	Somewhat satisfied	85	17.49%	132	16.12%	33	10.78%	
	Neither satisfied nor dissatisfied	103	21.19%	171	20.88%	55	17.97%	
	Somewhat dissatisfied	2	0.41%	2	0.24%	2	0.65%	
	Very dissatisfied	4	0.82%	6	0.73%	1	0.33%	
	Other	40	8.23%	83	10.13%	50	16.34%	
	Nil response	20	4.12%	42	5.13%	2	0.65%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q10	Preferred means of requesting script	2023/24	%	2024/25	%	2025/26	%	% improvement
	Electronic EPS/App	171	35.19%	309	37.73%	165	53.92%	16.19%
	Via chemist	118	24.28%	240	29.30%	68	22.22%	
	Via email	37	7.61%	56	6.84%			
	In person	56	11.52%	67	8.18%	22	7.19%	
	Other, with prior agreement	42	8.64%	43	5.25%	24	7.84%	
	Nil response	62	12.76%	104	12.70%	27	8.82%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q11	Level of satisfaction is using electronic means of ordering repeat prescription	2023/24	%	2024/25	%	2025/26	%	% improvement
	Very Satisfied	173	35.60%	320	39.07%	163	53.27%	14.20%
	Satisfied	85	17.49%	149	18.19%	54	17.65%	
	Somewhat satisfied	5	1.03%	7	0.85%	8	2.61%	
	Somewhat dissatisfied	8	1.65%	29	3.54%	3	0.98%	
	Very dissatisfied	9	1.85%	11	1.34%	1	0.33%	
	Other	37	7.61%	53	6.47%	26	8.50%	
	Nil response	169	34.77%	250	30.53%	51	16.67%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q13	Satisfaction of our telephone system	2023/24		2024/25	%	2025/26	%	% improvement
	Very Satisfied	Not asked		233	28.45%	145	47.39%	18.94%
	Satisfied			211	25.76%	93	30.39%	4.63%
	Good			82	10.01%	34	11.11%	
	Dissatisfied			24	2.93%	13	4.25%	
	Very dissatisfied			5	0.61%	6	1.96%	
	Unaware of this			223	27.23%	9	2.94%	
	Other			20	2.44%	4	1.31%	
	Nil response			21	2.56%	2	0.65%	
	TOTAL			819	100.00%	306	100.00%	

Q12	Satisfaction with ONLINE-consultation facility	2023/24	%	2024/25	%	2025/26	%	% improvement
	Satisfied	161	33.13%	250	30.53%	106	34.64%	4.12%
	Dissatisfied	5	1.03%	10	1.22%	4	1.31%	
	Unaware this was available	247	50.82%	432	52.75%	153	50.00%	
	Other	26	5.35%	52	6.35%	30	9.80%	
	Nil response	47	9.67%	75	9.16%	13	4.25%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

Q14	Star Rating	2023/24	%	2024/25	%	2025/26	%	% improvement
	Level 5	223	45.88%	372	45.42%	170	55.56%	10.13%
	Level 4	142	29.22%	260	31.75%	96	31.37%	
	Level 3	64	13.17%	108	13.19%	25	8.17%	
	Level 2	25	5.14%	30	3.66%	7	2.29%	
	Level 1	18	3.70%	15	1.83%	6	1.96%	
	Nil Response	14	2.88%	34	4.15%	2	0.65%	
	TOTAL	486	100.00%	819	100.00%	306	100.00%	

2023/24	4.12
2024/25	4.20
2025/26	4.37