



NHS Wales GP Experience  
Patient Survey Results 2025/26

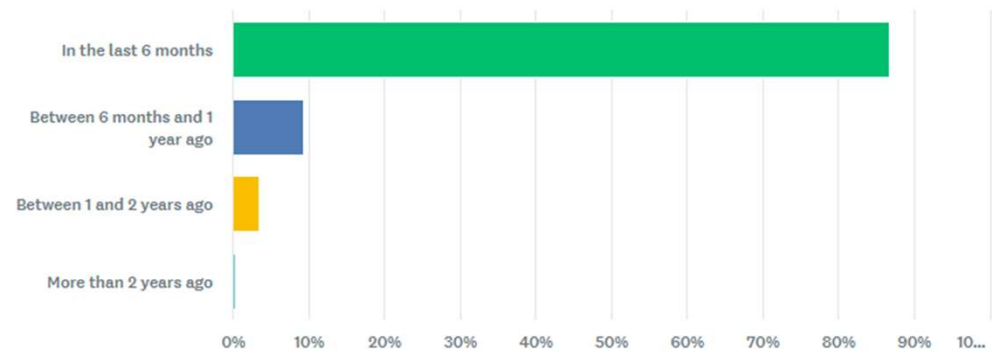
Q1: How recent was the experience you are thinking of?

Q1

Customize Export

How recent was the experience you are thinking of?

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> In the last 6 months	86.75%	203
<span style="color: blue;">●</span> Between 6 months and 1 year ago	9.40%	22
<span style="color: yellow;">●</span> Between 1 and 2 years ago	3.42%	8
<span style="color: lightblue;">●</span> More than 2 years ago	0.43%	1
<b>Total</b>		<b>234</b>

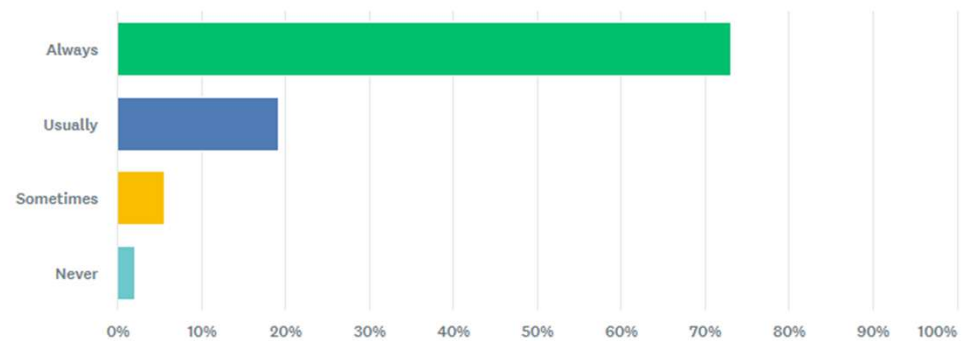
Q2: Thinking about your overall first impressions of the care you received: Did you feel that you were listened to?

Q2

Customize Export

Thinking about your overall first impressions of the care you received: Did you feel that you were listened to?

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
Always	73.08%	171	...
Usually	19.23%	45	...
Sometimes	5.56%	13	...
Never	2.14%	5	...
<b>Total</b>		<b>234</b>	

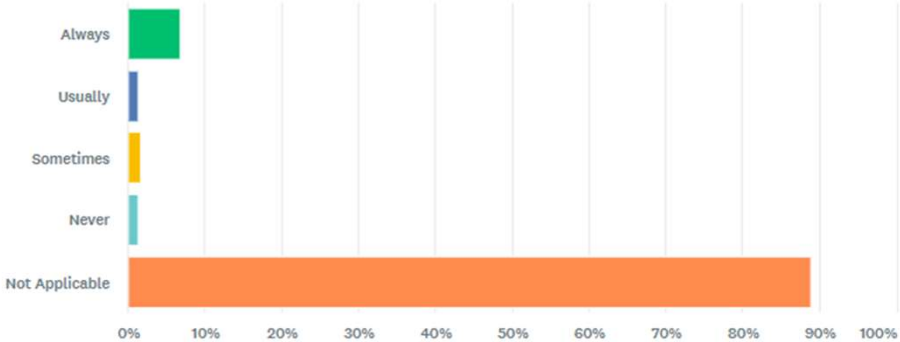
Q3: Were you able to speak in Welsh to staff if you needed to?

Q3

Customize Export

Were you able to speak in Welsh to staff if you needed to?

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓
Always	6.84%	16
Usually	1.28%	3
Sometimes	1.71%	4
Never	1.28%	3
Not Applicable	88.89%	208
<b>Total</b>		<b>234</b>

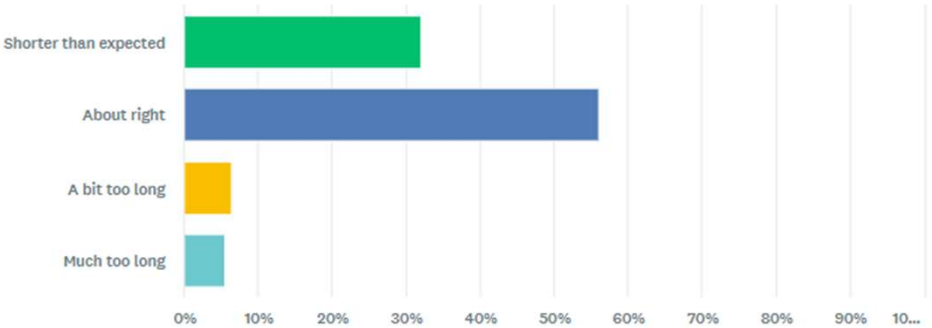
Q4: From the time you realised you needed to use this service, was the time you waited:

Q4

Customize Export

From the time you realised you needed to use this service, was the time you waited:

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓
Shorter than expected	32.05%	75
About right	55.98%	131
A bit too long	6.41%	15
Much too long	5.56%	13
<b>Total</b>		<b>234</b>

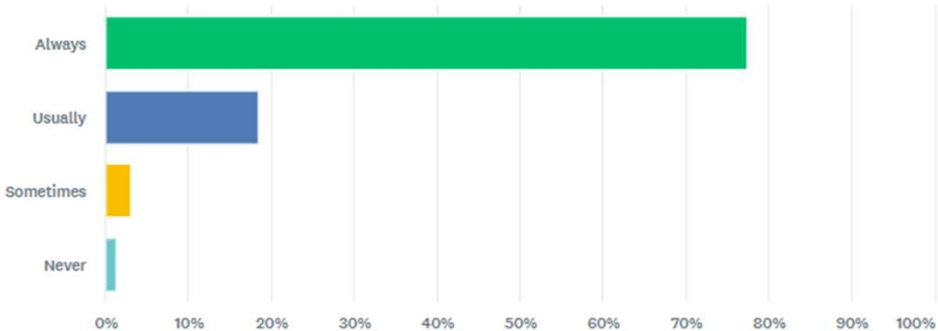
Q5: Thinking about the place where you received your care: Did you feel well cared for?

Q5

Customize Export

Thinking about the place where you received your care:  
Did you feel well cared for?

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
Always	77.35%	181	...
Usually	18.38%	43	...
Sometimes	2.99%	7	...
Never	1.28%	3	...
<b>Total</b>		<b>234</b>	

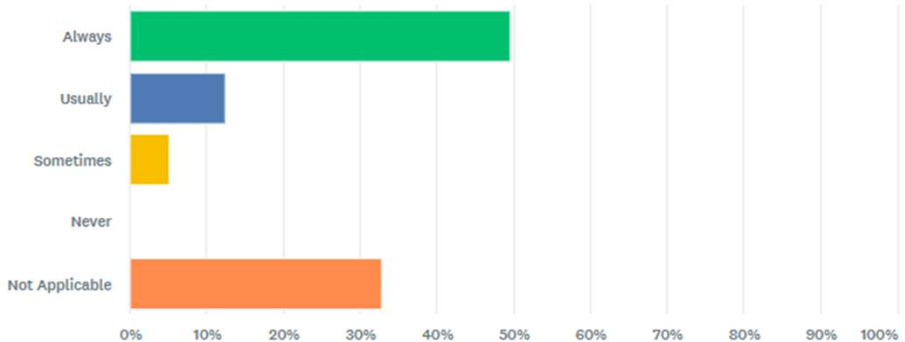
Q6: If you asked for assistance, did you get it when you needed it?

Q6

Customize Export

If you asked for assistance, did you get it when you needed it?

Answered: 234 Skipped: 0



Answer Choices	Percentage	Responses
Always	49.57%	116
Usually	12.39%	29
Sometimes	5.13%	12
Never	0%	0
Not Applicable	32.91%	77
<b>Total</b>		<b>234</b>

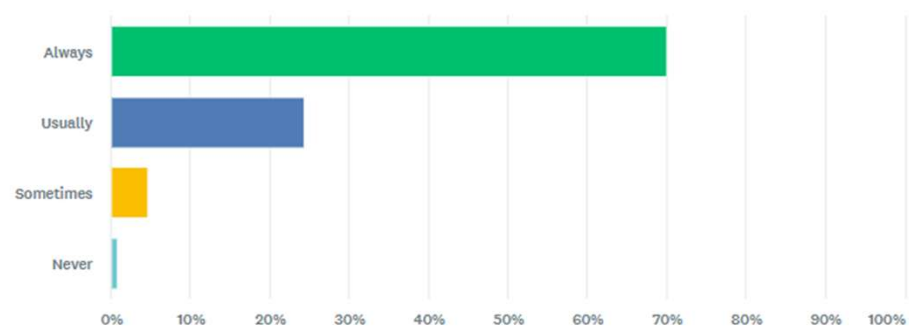
Q7: Thinking about your understanding and involvement in care: Did you feel you understood what was happening in your care?

Q7

Customize Export

Thinking about your understanding and involvement in care:  
Did you feel you understood what was happening in your care?

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
Always	70.09%	164	...
Usually	24.36%	57	...
Sometimes	4.70%	11	...
Never	0.85%	2	...
<b>Total</b>		<b>234</b>	

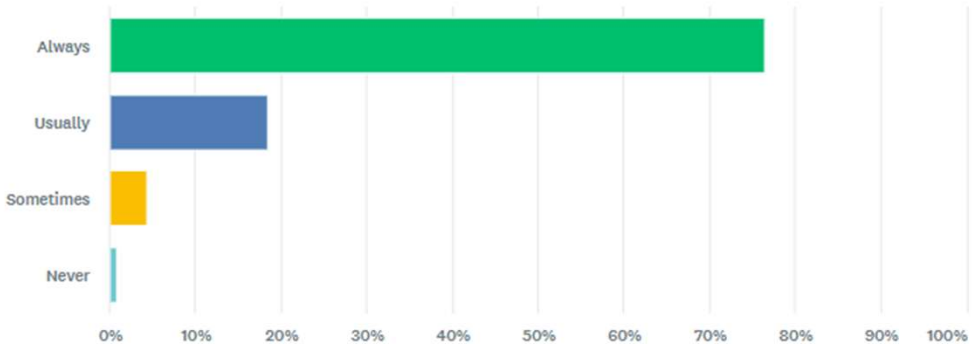
Q8: Were things explained to you in a way that you could understand?

Q8

Customize Export

Were things explained to you in a way that you could understand?

Answered: 234 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
Always	76.50%	179	...
Usually	18.38%	43	...
Sometimes	4.27%	10	...
Never	0.85%	2	...
<b>Total</b>		<b>234</b>	

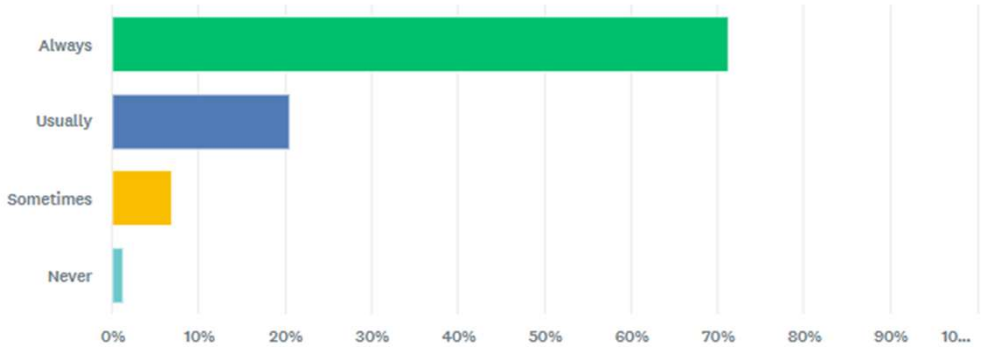
Q9: Were you involved as much as you wanted to be in decisions about your care?

Q9

Customize Export

Were you involved as much as you wanted to be in decisions about your care?

Answered: 233 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
Always	71.24%	166	...
Usually	20.60%	48	...
Sometimes	6.87%	16	...
Never	1.29%	3	...
<b>Total</b>		<b>233</b>	

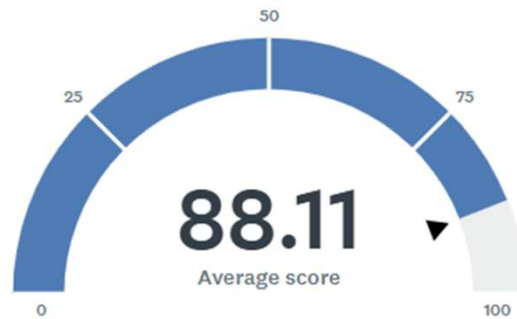
Q10: Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

Q10

Customize Export ▼

Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

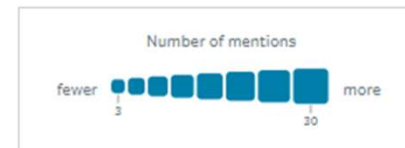
Answered: 231 Skipped: 3



Basic statistics <span>ⓘ</span>				
Minimum	Maximum	Median	Mean	Standard Deviation
0.00	100.00	99.00	88.11	18.89

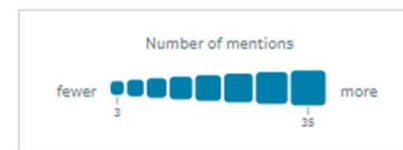
Q11: Thinking of your responses:

Was there anything particularly good about your experience that you would like to tell us about?



Q12: Was there anything that we could change to improve your experience?

Telephone instance though however see doctors  
None phone make always take blood test good  
N call Nothing need doctors told Ask GP  
available GP **appointment** ask think  
booked feel time Nothing entered thing  
excellent go<sup>s</sup> problems make appointment  
Waiting times occasions different

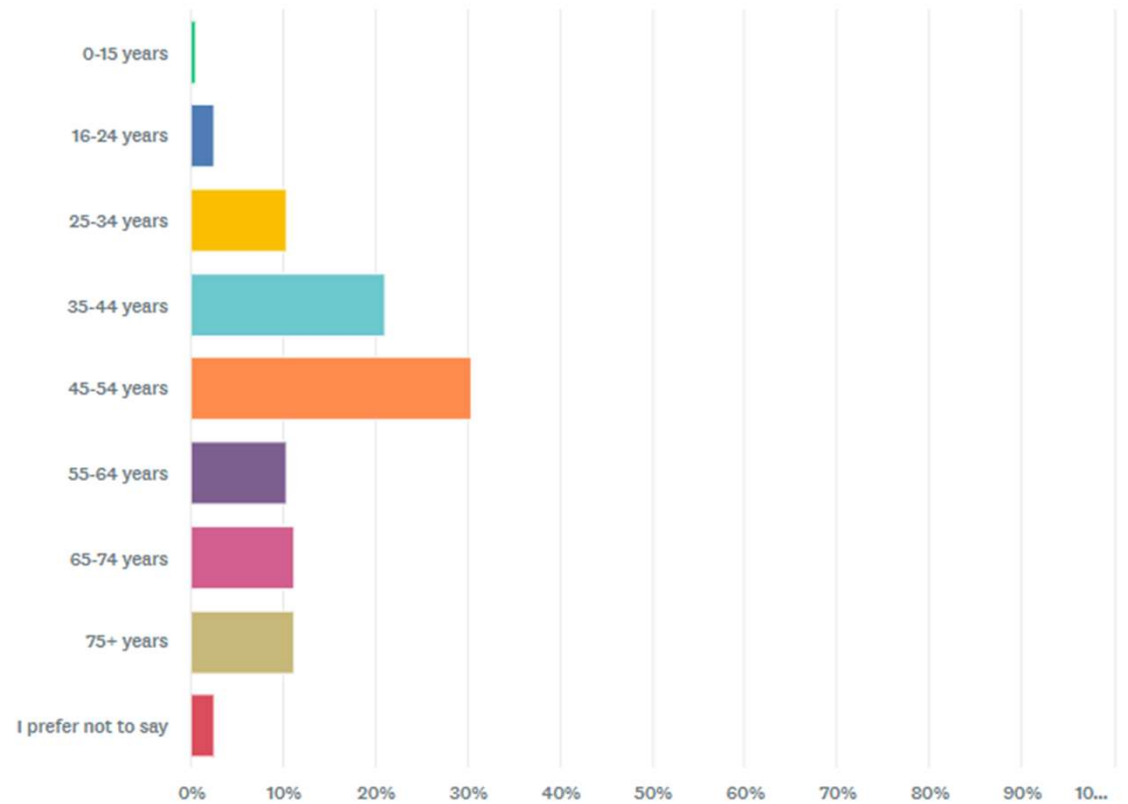


## Q13: Equality Monitoring

- We are committed to ensuring that everyone receives fair and equal respect. Whatever your age, disability, ethnicity, faith, gender reassignment or sexual identity, you can expect to be treated with dignity. We can only achieve this with your help by providing the information below. Data will be used for monitoring purposes only and held in strictest confidence. Your identity will not be disclosed to anyone.

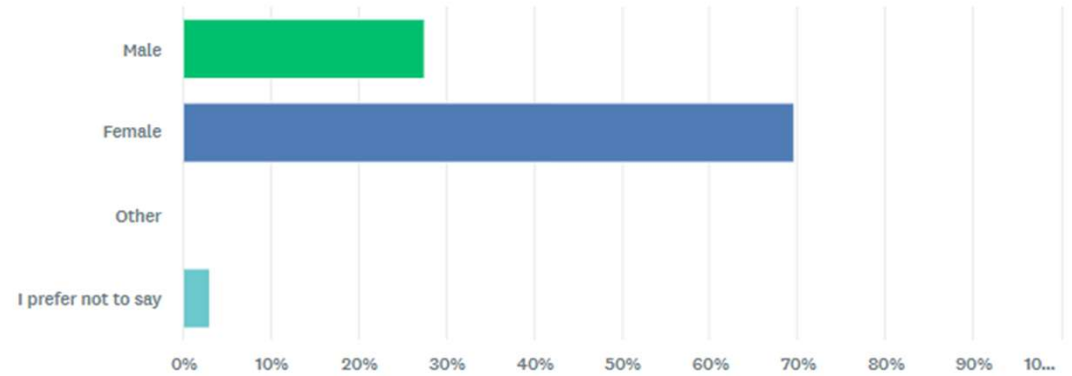
# Q14: What is your age?

Answered: 233 Skipped: 1



# Q15: What is your gender?

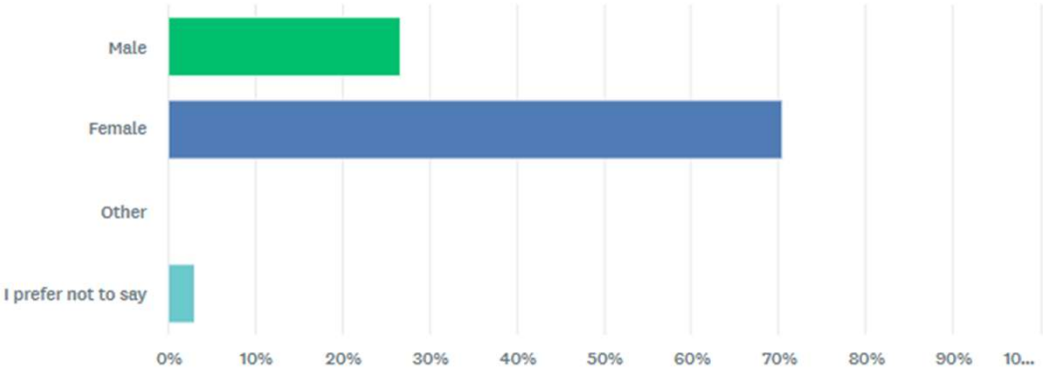
Answered: 233 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
● Male	27.47%	64	...
● Female	69.53%	162	...
● Other	0%	0	...
● I prefer not to say	3.00%	7	...
<b>Total</b>		<b>233</b>	

Q16: At birth,  
were you  
described as:

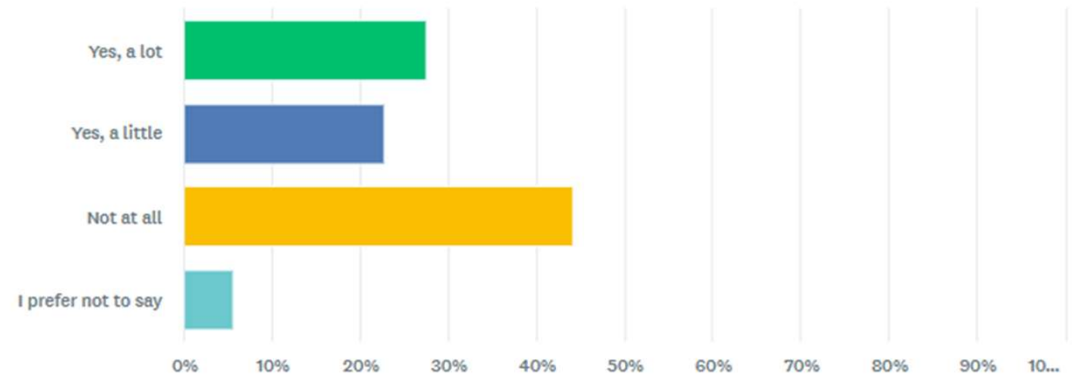
Answered: 233 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
● Male	26.61%	62	...
● Female	70.39%	164	...
● Other	0%	0	...
● I prefer not to say	3.00%	7	...
<b>Total</b>		<b>233</b>	

Q17: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

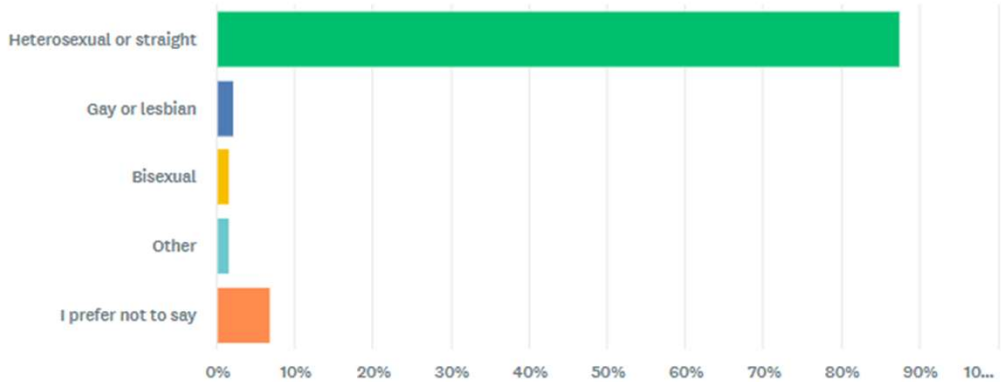
Answered: 233 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes, a lot	27.47%	64	...
● Yes, a little	22.75%	53	...
● Not at all	44.21%	103	...
● I prefer not to say	5.58%	13	...
<b>Total</b>		<b>233</b>	

Q18: Which of the following options best describes how you think of yourself?

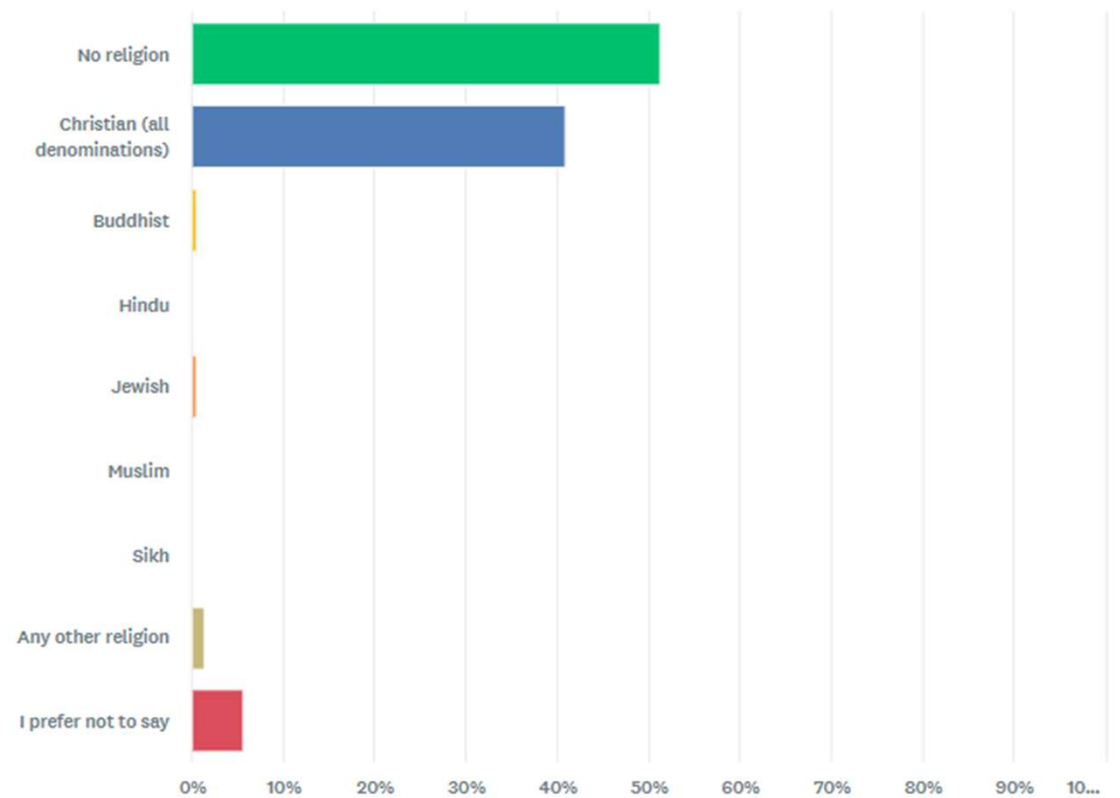
Answered: 233 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Heterosexual or straight	87.55%	204
<span style="color: blue;">●</span> Gay or lesbian	2.15%	5
<span style="color: yellow;">●</span> Bisexual	1.72%	4
<span style="color: cyan;">●</span> Other	1.72%	4
<span style="color: orange;">●</span> I prefer not to say	6.87%	16
<b>Total</b>		<b>233</b>

Q19: What is your religion? (Please choose one option that best describes your religion)

Answered: 232 Skipped: 2



Q20: What is your ethnic group? (Please choose one option that best describes your ethnic group or background)

Answered: 217 Skipped: 17

