



Experience: GP services

NICE indicator

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www.nice.org.uk/indicators/ind288

Indicator

Patient experience of primary care: GP services.

Indicator type

Network / system level indicator. The indicator would be appropriate to understand and report on the performance of networks or systems of providers.

This document does not represent formal NICE guidance. For a full list of NICE indicators, see our [menu of indicators](#).

To find out how to use indicators and how we develop them, see our [NICE indicator process guide](#).

Rationale

Patients' experience of the care and service they receive from healthcare services is

recognised internationally as a key measure of healthcare quality. This overarching indicator focuses on measuring patients' experience of GP services. The questions used to assess quality of care are consistent with NICE's guideline on patient experience in adult NHS services and NICE's quality standard on patient experience.

Source guidance

Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. NICE guideline CG138 (2012, updated 2021).

Specification

Numerator: Weighted number of people reporting a 'fairly good' or 'very good' experience of their GP practice.

Denominator: Weighted number of people who answered the question below.

Calculation: Weighted percentage of people reporting an overall good experience ('very good' or 'fairly good') of their GP practice based on the following question from the GP Patient Survey (GPPS).

Overall, how would you describe your experience of your GP practice?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor.

Exclusions: Respondents aged 16 and 17 are not reported to maintain consistency with previous years.

Data source: GPPS.

Expected population size:

The [NHS-IPSOS/IPSOS MORI 2023 GPPS: national results and trends](#), weighted base for question 32, and [Office for National Statistics 2024 analysis of population estimates tool for the UK](#) show that 1.30% (750,056 divided by 57,690,323) of people aged 16 and over registered with a GP practice in England responded to the question about overall experience of their GP practice: 130 people per average practice of 10,000 patients served by a network. There is no minimum number of patients required for network level indicators. However, consideration should be given to whether the majority of results would require suppression because of small numbers.

The number of respondents to the survey has been consistently more than 600,000 nationally.

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