



GP Patient Survey Report — BUDBROOKE MEDICAL CENTRE

ARDEN PCN · COVENTRY AND WARWICKSHIRE INTEGRATED CARE SYSTEM ·
MIDLANDS COMMISSIONING REGION

ODS M84069 · GP Patient Survey 2026 · 101 of 316 surveys returned (32.0%
response rate)

Headline measures

The four flagship GP Patient Survey measures for this practice, against the England average.

Headline measure	Practice	England	vs England	National rank
Overall experience	100.0%	76.7%	+23.3 pp	#7 of 5,892 · 100th pct
Phone access	98.4%	56.8%	+41.6 pp	#28 of 5,895 · 100th pct
Appointment wait about right	97.8%	69.2%	+28.6 pp	#19 of 5,864 · 100th pct
Needs met	98.2%	90.2%	+8.0 pp	#263 of 5,865 · 96th pct

Full benchmark — all measures

Positive score (%) for every GPPS measure vs this practice's PCN, ICS, similar-size practices and England.

Measure	Practice	PCN	ICS	Similar size	England	vs Eng.
Overall						
Overall experience	100.0%	94.4%	80.7%	79.6%	76.7%	+23.3 pp
Access						
Phone access	98.4%	89.5%	64.4%	65.9%	56.8%	+41.6 pp
Website access	95.4%	76.0%	60.4%	58.3%	56.9%	+38.5 pp
NHS App access	91.6%	80.9%	59.8%	58.5%	54.7%	+36.9 pp
Reception helpfulness	100.0%	95.8%	88.0%	86.4%	84.8%	+15.2 pp
Appointments						
Appointment wait about right	97.8%	89.2%	77.7%	72.0%	69.2%	+28.6 pp
Choice of appointment time/day	88.8%	81.0%	58.8%	61.1%	56.9%	+31.9 pp
Contact						
Knew next step after contact	97.0%	94.4%	86.2%	85.3%	84.2%	+12.8 pp
Overall experience contacting practice	99.1%	91.8%	77.1%	76.3%	72.6%	+26.5 pp
Consultation quality						
Care and concern	98.2%	97.4%	86.8%	86.8%	86.0%	+12.2 pp
Clinician listened	97.7%	97.5%	87.9%	87.8%	87.0%	+10.7 pp
Confidence and trust	98.2%	98.9%	93.5%	93.0%	92.6%	+5.6 pp
Involved in decisions	100.0%	98.4%	92.2%	92.0%	91.5%	+8.5 pp
Needs met	98.2%	97.4%	91.2%	90.9%	90.2%	+8.0 pp
Mental health needs recognised	84.2%	85.8%	76.8%	76.7%	74.9%	+9.3 pp
Continuity						

Measure	Practice	PCN	ICS	Similar size	England	vs Eng.
Has preferred healthcare professional	26.4%	34.7%	32.2%	35.2%	31.2%	-4.8 pp
Sees preferred healthcare professional	73.6%	62.4%	42.2%	46.4%	41.7%	+31.9 pp
Managing health						
Confidence managing own health	94.9%	87.1%	79.4%	78.9%	78.5%	+16.4 pp

All-round profile by theme

Average positive score within each theme — a quick shape of overall performance.

Category	Practice	England	Gap
Overall	100.0%	76.7%	+23.3 pp
Access	96.3%	63.3%	+33.0 pp
Appointments	93.3%	63.0%	+30.3 pp
Contact	98.0%	78.4%	+19.6 pp
Consultation quality	96.1%	87.0%	+9.1 pp
Continuity	50.0%	36.5%	+13.5 pp
Managing health	94.9%	78.5%	+16.4 pp

Strengths & priority gaps

Top strengths vs England	Biggest gaps vs England
Phone access — 98.4% (+41.6 pp vs England)	Has preferred healthcare professional — 26.4% (-4.8 pp vs England)
Website access — 95.4% (+38.5 pp vs England)	—
NHS App access — 91.6% (+36.9 pp vs England)	—
Choice of appointment time/day — 88.8% (+31.9 pp vs England)	—
Sees preferred healthcare professional — 73.6% (+31.9 pp vs England)	—

Year-on-year movement (vs 2025)

Biggest improvements and declines since the previous survey.

Measure	Movement
Sees preferred healthcare professional	+17.2 pp
Website access	+6.1 pp
NHS App access	+4.8 pp
Involved in decisions	+2.5 pp
Overall experience	+2.4 pp
Mental health needs recognised	-7.8 pp
Choice of appointment time/day	-6.5 pp
Knew next step after contact	-1.4 pp
Has preferred healthcare professional	-0.9 pp
Appointment wait about right	-0.5 pp

Source: NHS England / Ipsos — GP Patient Survey (weighted practice-level results). PCN, ICS and England figures are base-weighted aggregates of member practices. Prepared by Haresign Consulting Services — indicative analysis for practice improvement.