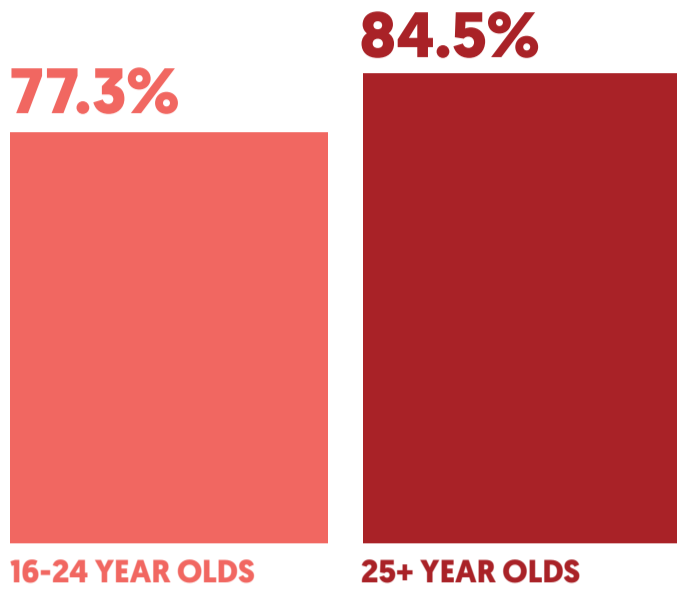


Overall experience of GP practice

Young patients were positive about their overall experience of their GP practice, but less so than older age groups.

Good (%)



Mental health needs

Young patients were more likely to say they had a mental health need at their last appointment than older patients.

Had mental health needs at their last appointment (%)



However, young patients were less likely to feel that the healthcare professional they last saw recognised and/or understood any mental health needs they may have had, compared with older patients.

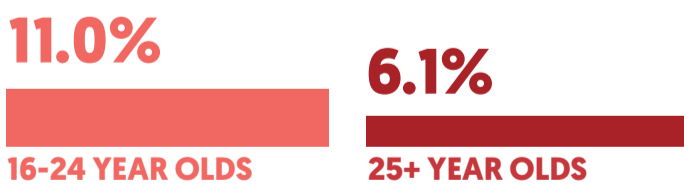
Yes, their mental health needs were recognised and understood (%)²



Health and support with long-term conditions

Young patients were almost twice as likely to feel isolated from others, compared with older patients.

Feel isolated from others (%)



Young patients with a long-term health condition were:

More likely to say they do not feel confident to manage any issues arising from this condition, compared with older patients.

Not confident to manage their condition (%)³



³ Excluding 'don't know' ⁴ Excluding 'don't know/can't say'

Making an appointment

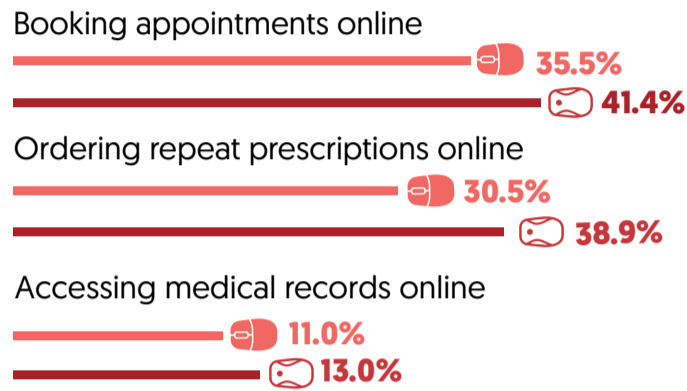
Young patients were less likely to have a good overall experience of making an appointment, compared with older patients.

Good (%)



Young patients were less likely to be aware of online services offered by their GP practice, compared with older patients.

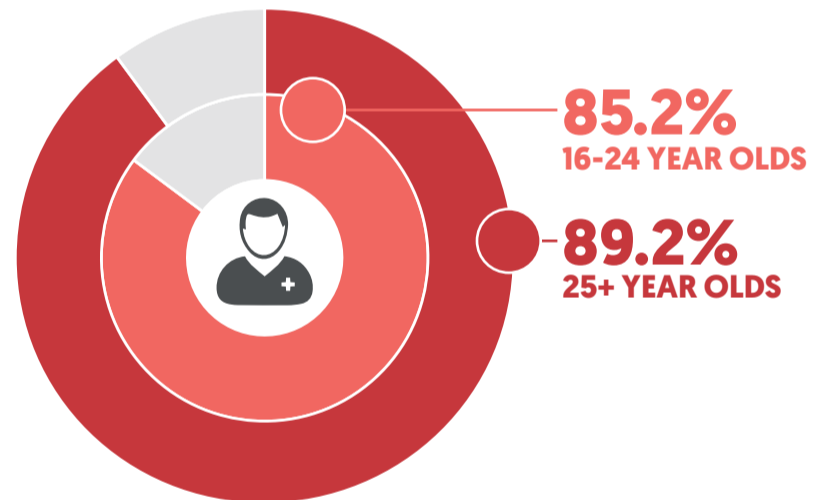
Awareness of online services (%)



Communication with healthcare professionals

Young patients were less likely to feel that the healthcare professional they last saw was good at listening to them, compared with older patients.

Good (%)¹



¹ Excluding 'doesn't apply'

² Excluding 'I did not have any mental health needs' and 'did not apply to my last appointment'

Young patients with a long-term health condition were:

More likely to say they need support from local services or organisations to help them manage their condition(s), than older patients.

Need support (%)



More likely to feel they don't have enough support from local services, than older patients.

Feel they don't have enough support from local services (%)⁴

