

Our response to the 2026 GP Patient Survey

We thank all patients who took the time to complete the 2026 GP Patient Survey. We value patient feedback and use it to help us identify areas where we can improve.

We recognise that **response bias is a challenge for all surveys**, particularly when the response rate is low. At Rowhedge, the response rate was approximately **10%, among the lowest in the country**, representing just **96 responses from a patient population of more than 16,000**. People with particularly positive or negative experiences may be more motivated to participate, meaning the results may not fully reflect the views of our wider patient population.

NHS England and Ipsos advise that the survey uses a random sample and **non-response weighting** to adjust for differences in response patterns across demographic and socioeconomic groups. While these methods help reduce known sources of bias, no survey can eliminate non-response bias completely.

We therefore consider the survey results alongside other sources of patient feedback, including the Friends and Family Test, complaints, compliments and direct feedback, to help us understand our patients' experiences and identify areas for improvement.

We remain committed to listening to our patients and continually improving the care and service we provide at Rowhedge Surgery.