

Summary Results of 2021 Survey

Results from the 2021 survey ⓘ

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Riverside Med.Practice
Roushill, Shrewsbury, SY1 1PQ

Practice
overview

Patient
experience

Compare
practice ▶

Where patient experience **is best** ⓘ

✔ **84%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
Local (CCG) average: 74% | National average: 74%

✔ **95%** of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
Local (CCG) average: 89% | National average: 88%

✔ **94%** of respondents say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
Local (CCG) average: 89% | National average: 89%

Where patient experience **could improve** ⓘ

! **25%** of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 46% | National average: 45%

! **65%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment
Local (CCG) average: 69% | National average: 69%

! **67%** of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: 69% | National average: 68%

Comparisons to the local (CCG) or national average may not be statistically significant.

 **300**
Surveys sent out

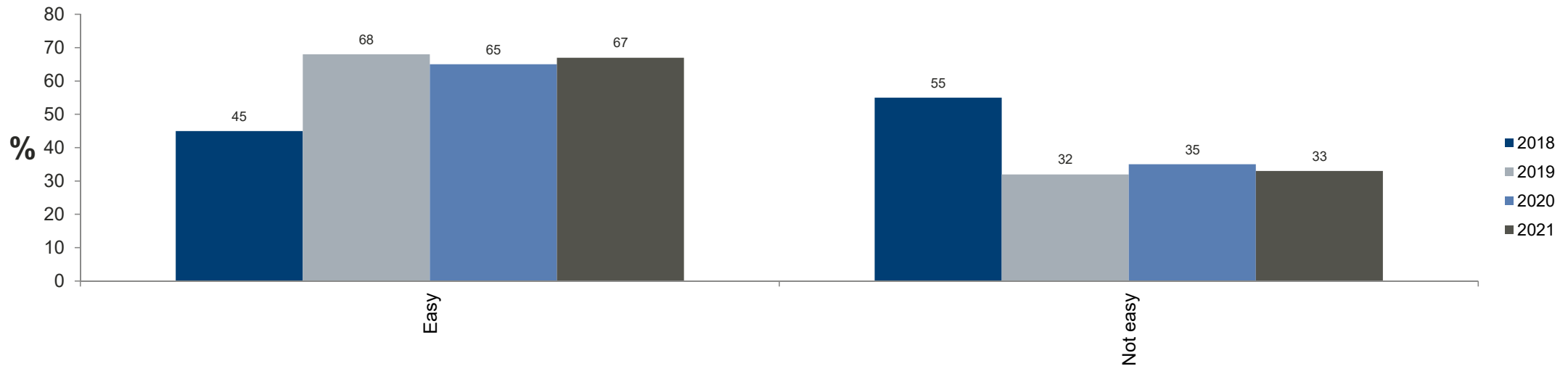
 **130**
Surveys sent back

 **43%**
Completion rate

Showing summary results - Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Results showing for RIVERSIDE MED.PRACTICE
 Filters: No filter applied

Showing weighted data



Base: All patients excluding haven't tried

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Unweighted Base: 2018 (111), 2019 (115), 2020 (109), 2021 (121)

Weighted Base: 2018 (132), 2019 (131), 2020 (127), 2021 (144)

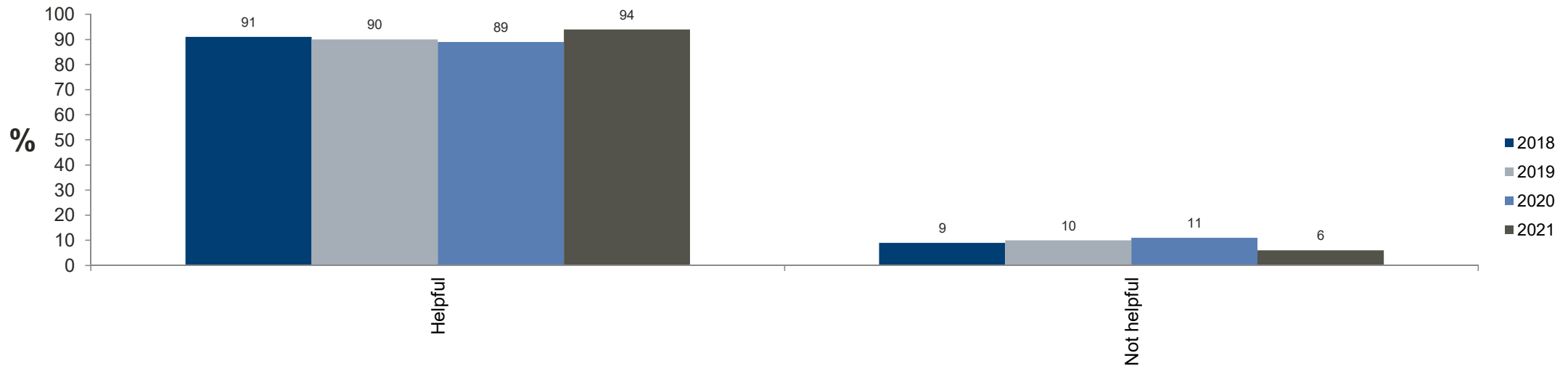
Excluding those who said "Haven't tried" (weighted): 2018 (6), 2019 (10), 2020 (3), 2021 (13)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q2. How helpful do you find the receptionists at your GP practice?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients excluding don't know

Helpful = Very helpful + Fairly helpful. Not helpful = Not very helpful + Not at all helpful

Unweighted Base: 2018 (114), 2019 (116), 2020 (112), 2021 (122)

Weighted Base: 2018 (134), 2019 (133), 2020 (133), 2021 (144)

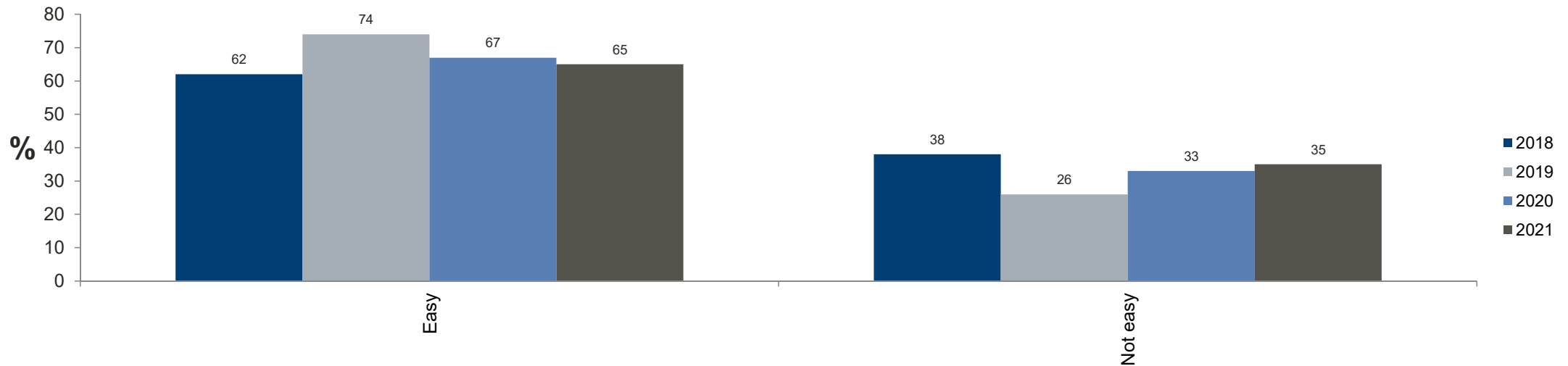
Excluding those who said "Don't know" (weighted): 2018 (4), 2019 (7), 2020 (1), 2021 (13)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q4. How easy is it to use your GP practice's website to look for information or access services?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients excluding haven't tried

Easy = Very easy + Fairly easy. Not easy = Not very easy + Not at all easy

Unweighted Base: 2018 (32), 2019 (25), 2020 (31), 2021 (53)

Weighted Base: 2018 (39), 2019 (28), 2020 (40), 2021 (69)

Excluding those who said "Haven't tried" (weighted): 2018 (97), 2019 (113), 2020 (95), 2021 (85)

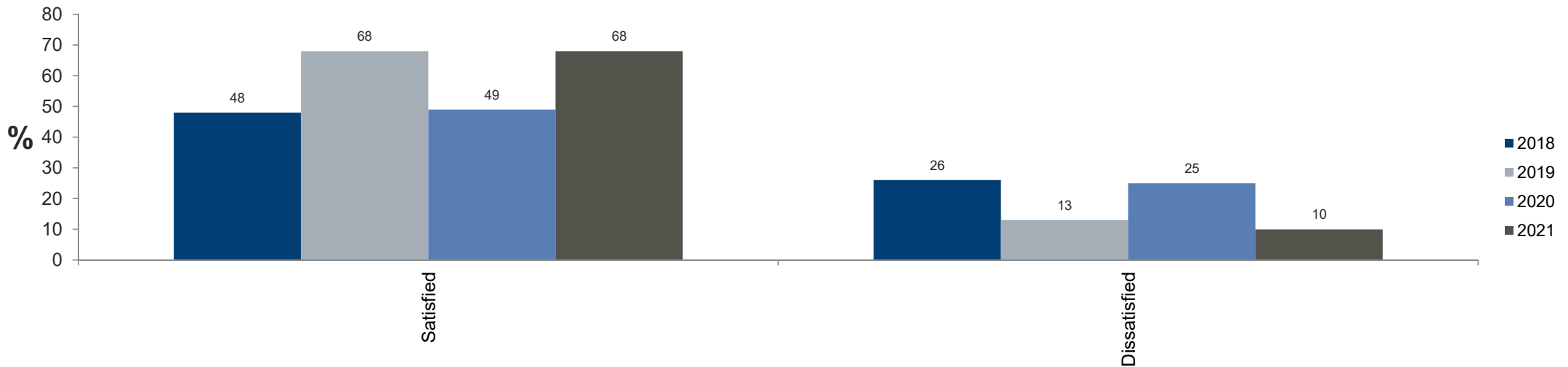
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q6. How satisfied are you with the general practice appointment times that are available to you?

Results showing for RIVERSIDE MED.PRACTICE

Filters: No filter applied

Showing weighted data



Base: All patients excluding not sure

Satisfied = Very satisfied + Fairly satisfied. Dissatisfied = Fairly dissatisfied + Very dissatisfied

Unweighted Base: 2018 (99), 2019 (108), 2020 (104), 2021 (110)

Weighted Base: 2018 (117), 2019 (122), 2020 (127), 2021 (135)

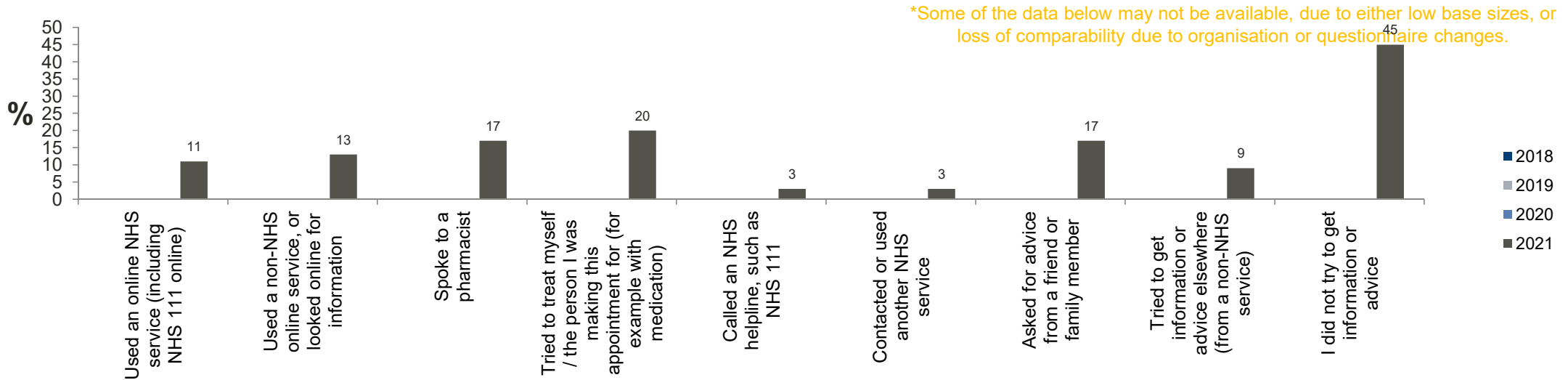
Excluding those who said "I'm not sure when I can get an appointment" (weighted): 2018 (3), 2019 (2), 2020 (0), 2021 (15)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q10. Before you tried to get this appointment, did you do any of the following?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

Unweighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (109)

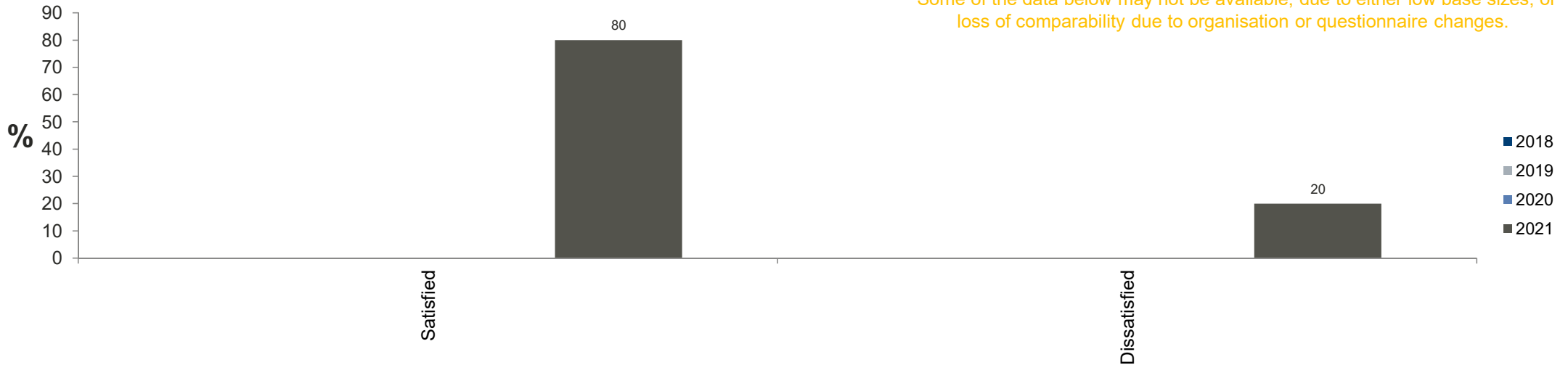
Weighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (133)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q15. Were you satisfied with the appointment (or appointments) you were offered?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered and not offered an appointment

Satisfied = Yes, and I accepted an appointment. Dissatisfied = No, but I still took an appointment + No, and I did not take an appointment

Unweighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (103)

Weighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (127)

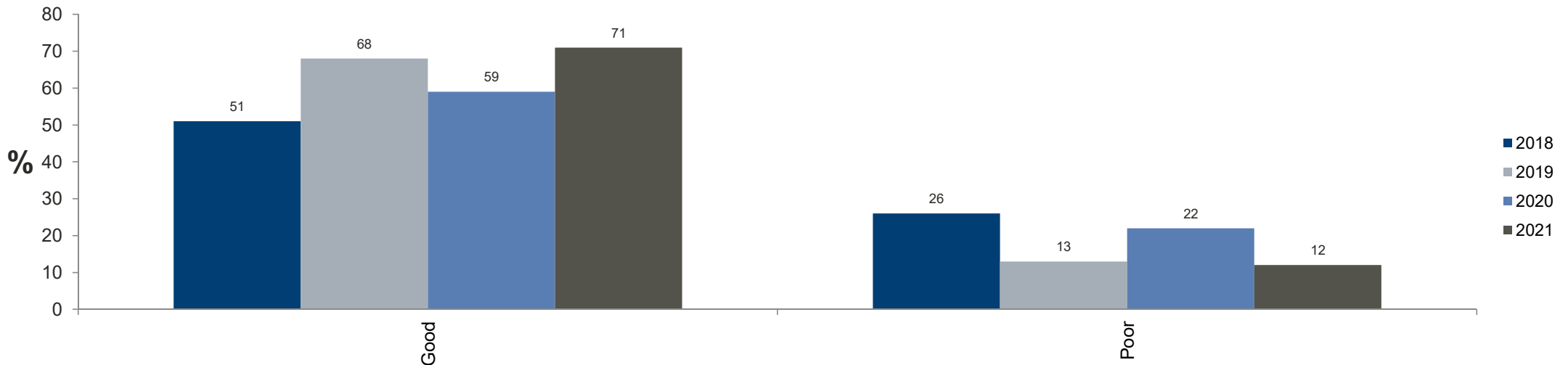
Excluding those who said "I was not offered an appointment" (weighted): 2021 (12)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q20. Overall, how would you describe your experience of making an appointment?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients excluding those who have not tried to make an appointment since being registered

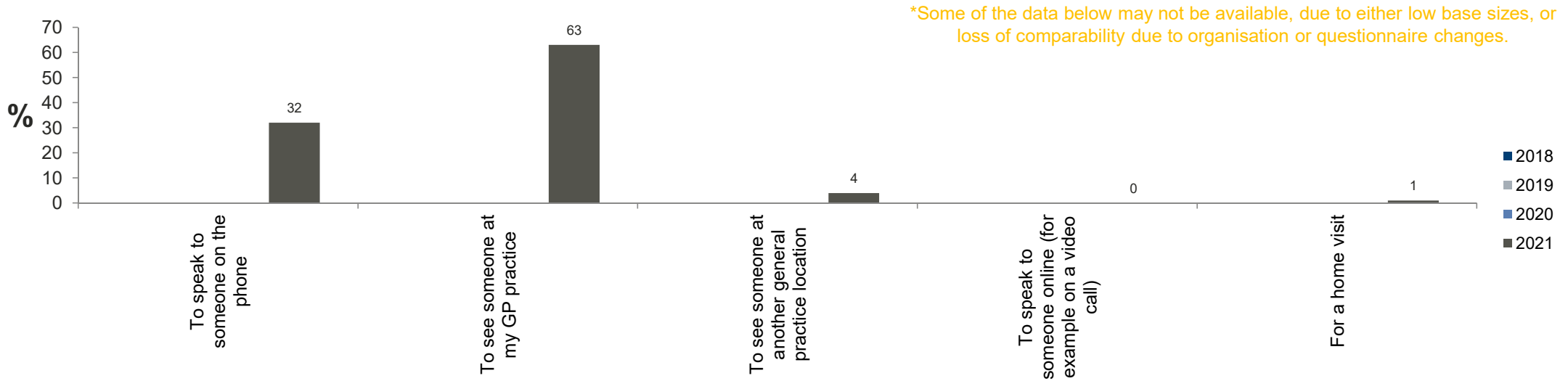
Good = Very good + Fairly good. Poor = Fairly poor + Very poor
Unweighted Base: 2018 (106), 2019 (110), 2020 (109), 2021 (113)
Weighted Base: 2018 (124), 2019 (129), 2020 (129), 2021 (139)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q22. What type of appointment was your last general practice appointment?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



*Some of the data below may not be available, due to either low base sizes, or loss of comparability due to organisation or questionnaire changes.

Base: All patients who had an appointment since being registered with current GP practice

Unweighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (115)

Weighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (142)

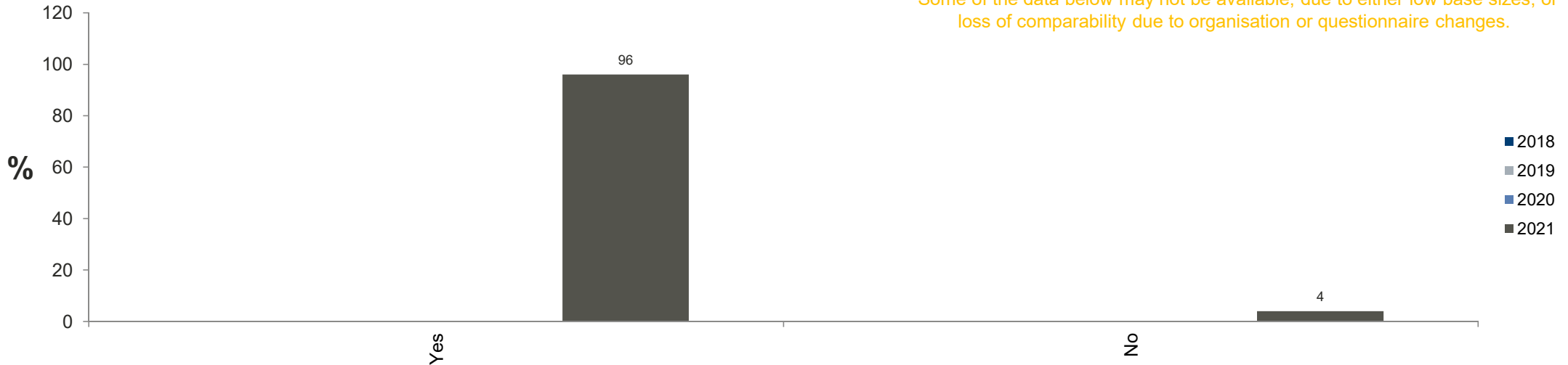
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing full results - Q23. Last time you had a general practice appointment, were you given a time for the appointment?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data

*Some of the data below may not be available, due to either low base sizes, or loss of comparability due to organisation or questionnaire changes.



Base: All patients who had an appointment since being registered with current GP practice, excluding can't remember / don't know

Unweighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (110)

Weighted Base: 2018 (0), 2019 (0), 2020 (0), 2021 (131)

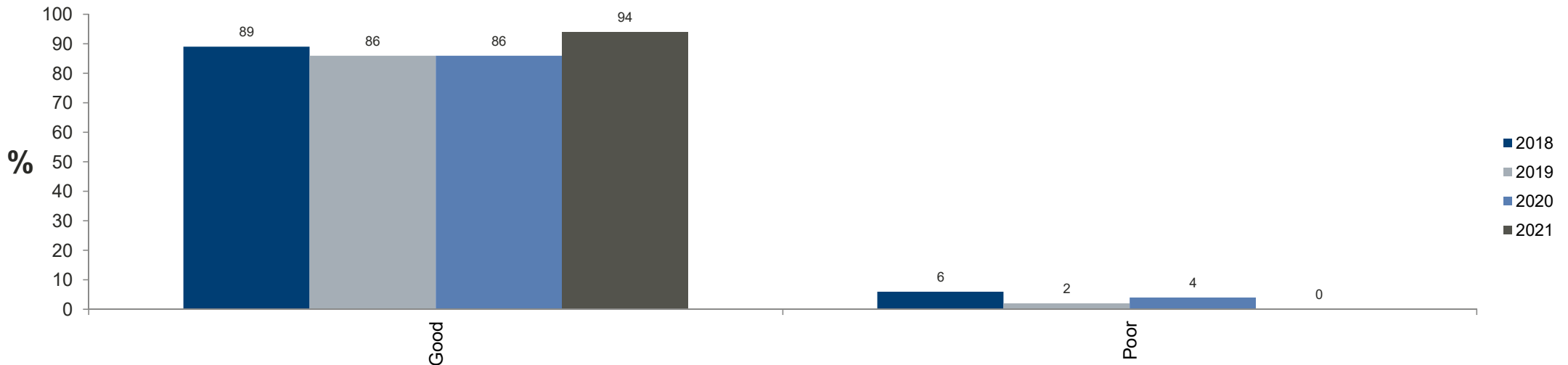
Excluding those who said "Can't remember / don't know" (weighted): 2021 (8)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q25a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment since being registered with current GP practice, excluding doesn't apply

Good = Very good + Good. Poor = Poor + Very poor

Unweighted Base: 2018 (104), 2019 (114), 2020 (107), 2021 (119)

Weighted Base: 2018 (123), 2019 (134), 2020 (122), 2021 (146)

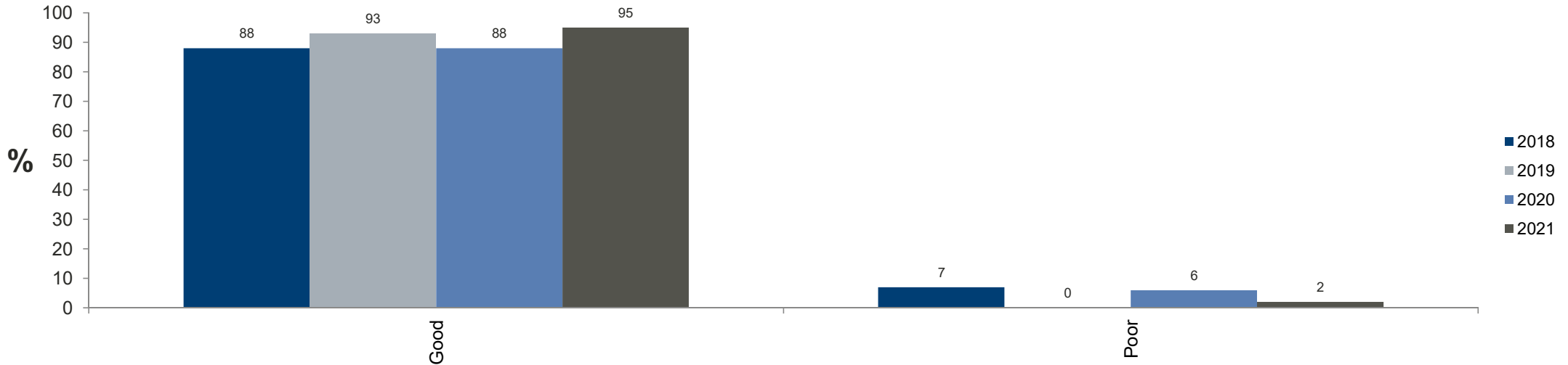
Excluding those who said "Doesn't apply" (weighted): 2018 (7), 2019 (0), 2020 (0), 2021 (0)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q25b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

Results showing for RIVERSIDE MED.PRACTICE
 Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment since being registered with current GP practice, excluding doesn't apply

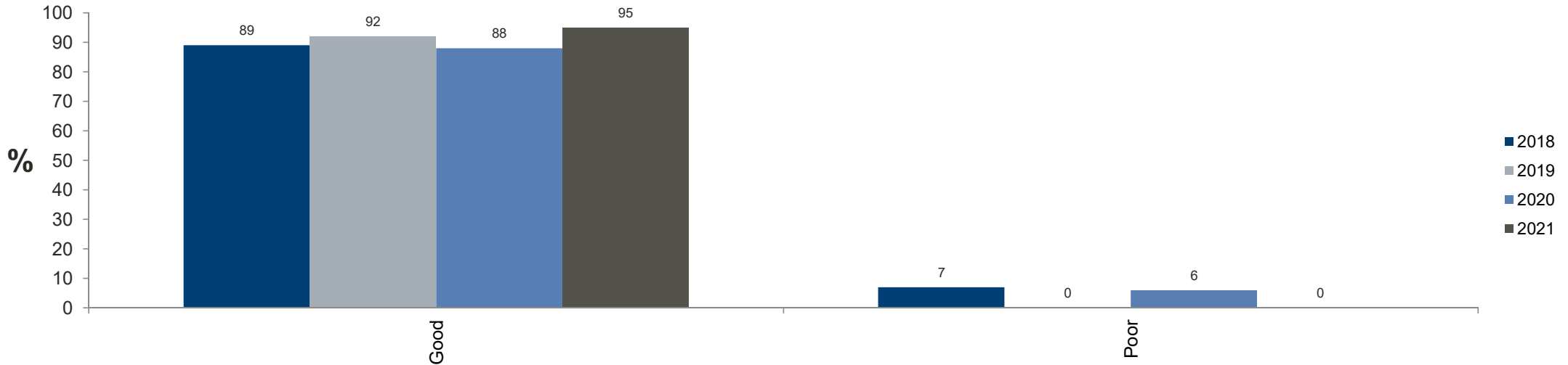
Good = Very good + Good. Poor = Poor + Very poor
 Unweighted Base: 2018 (105), 2019 (114), 2020 (106), 2021 (114)
 Weighted Base: 2018 (125), 2019 (134), 2020 (123), 2021 (142)

Excluding those who said "Doesn't apply" (weighted): 2018 (4), 2019 (0), 2020 (1), 2021 (0)
 Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q25c. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?

Results showing for RIVERSIDE MED.PRACTICE
 Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment since being registered with current GP practice, excluding doesn't apply

Good = Very good + Good. Poor = Poor + Very poor

Unweighted Base: 2018 (106), 2019 (114), 2020 (104), 2021 (115)

Weighted Base: 2018 (125), 2019 (134), 2020 (120), 2021 (143)

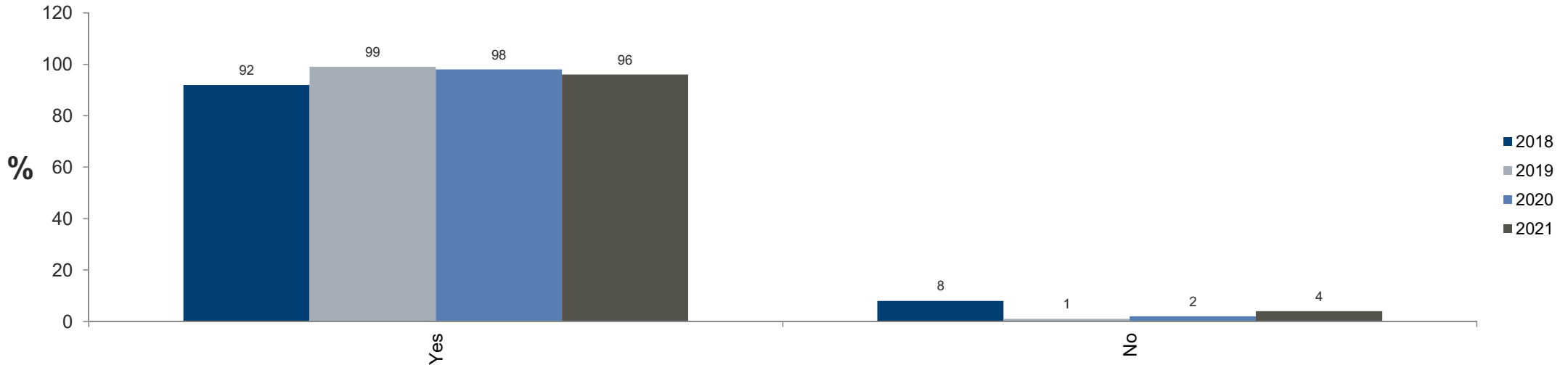
Excluding those who said "Doesn't apply" (weighted): 2018 (4), 2019 (0), 2020 (0), 2021 (1)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q27. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment since being registered with current GP practice, excluding don't know / doesn't apply

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: 2018 (99), 2019 (103), 2020 (88), 2021 (105)

Weighted Base: 2018 (117), 2019 (117), 2020 (101), 2021 (129)

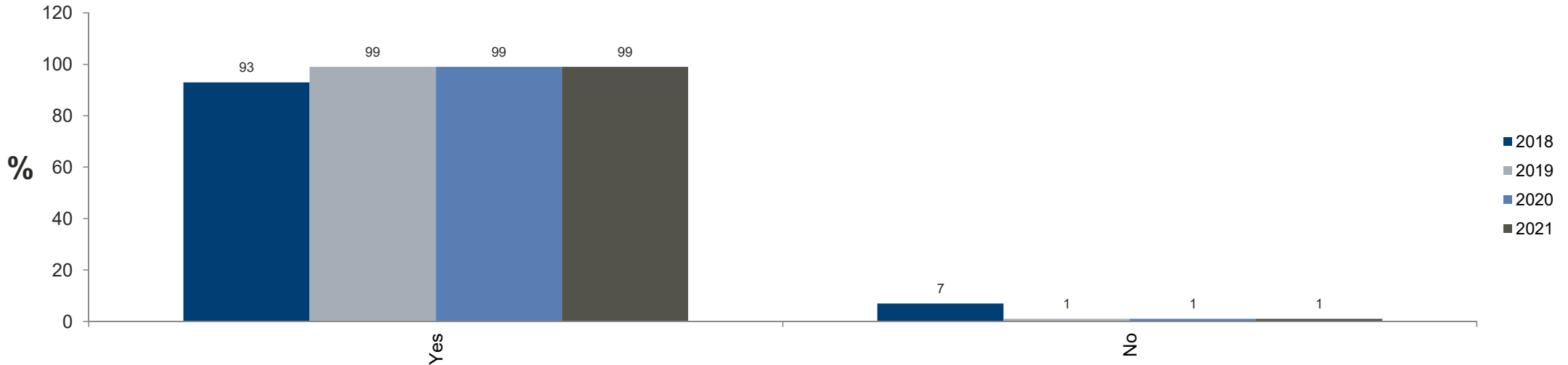
Excluding those who said "Don't know" or "doesn't apply" (weighted): 2018 (12), 2019 (17), 2020 (24), 2021 (16)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q28. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment since being registered with current GP practice, excluding don't know / can't say

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: 2018 (106), 2019 (111), 2020 (102), 2021 (116)

Weighted Base: 2018 (126), 2019 (129), 2020 (119), 2021 (142)

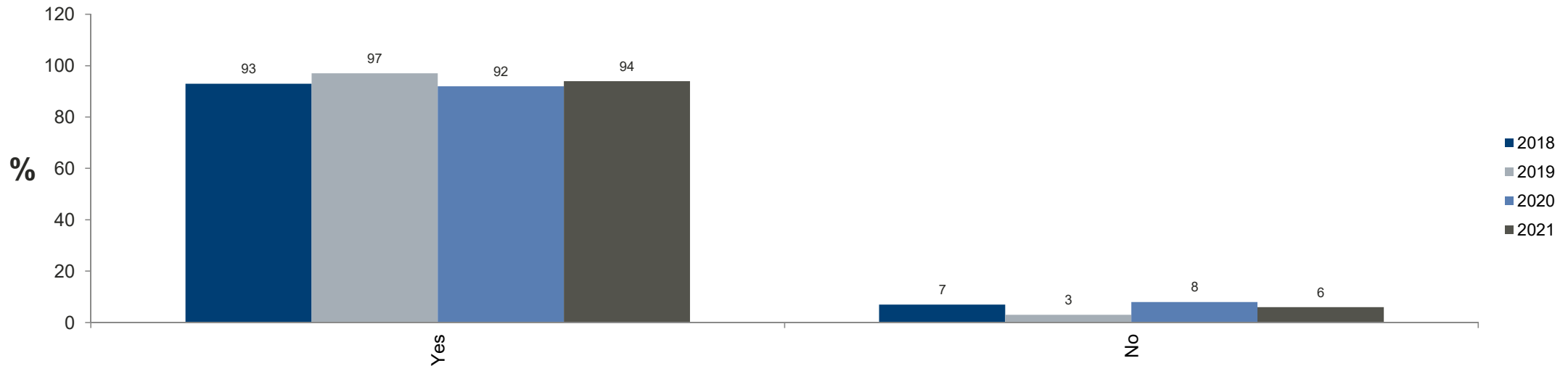
Excluding those who said "Don't know" or "can't say" (weighted): 2018 (4), 2019 (2), 2020 (2), 2021 (2)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q29. Thinking about the reason for your last general practice appointment, were your needs met?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients who had an appointment since being registered with current GP practice, excluding don't know / can't say

Yes = Yes, definitely + Yes, to some extent

Unweighted Base: 2018 (107), 2019 (111), 2020 (108), 2021 (116)

Weighted Base: 2018 (127), 2019 (130), 2020 (124), 2021 (143)

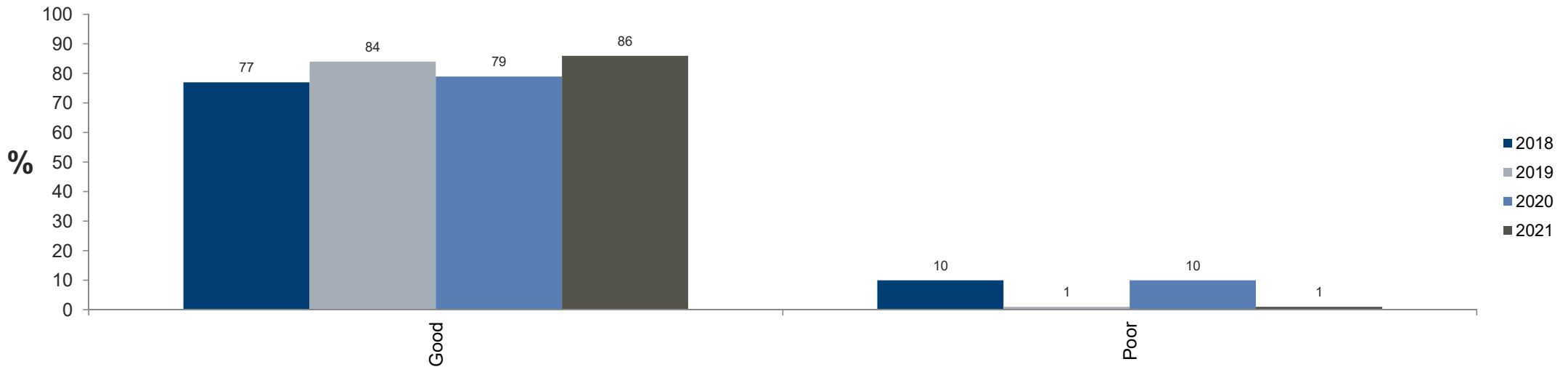
Excluding those who said "Don't know" or "can't say" (weighted): 2018 (2), 2019 (4), 2020 (0), 2021 (0)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q30. Overall, how would you describe your experience of your GP practice?

Results showing for RIVERSIDE MED.PRACTICE
Filters: No filter applied

Showing weighted data



Base: All patients

Good = Very good + Fairly good. Poor = Fairly poor + Very poor
Unweighted Base: 2018 (114), 2019 (121), 2020 (109), 2021 (127)
Weighted Base: 2018 (135), 2019 (140), 2020 (127), 2021 (158)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.