

# Stalham Staithe Surgery Feedback

September 2020 to August 2021

From September 2020 to August 2021, we received 14 reviews for Stalham Staithe Surgery. Most of these were collected at an engagement event at the surgery on 23<sup>rd</sup> August 2021.

The reviews have an average star rating of 4.2 out of five. Figure 1 below shows the average star rating for additional performance indicators, all indicators were rated highly. Patients were most satisfied with the cleanliness of the surgery with an average rating of 4.8 out of five and least satisfied with staff attitudes with an average rating of 4.4.

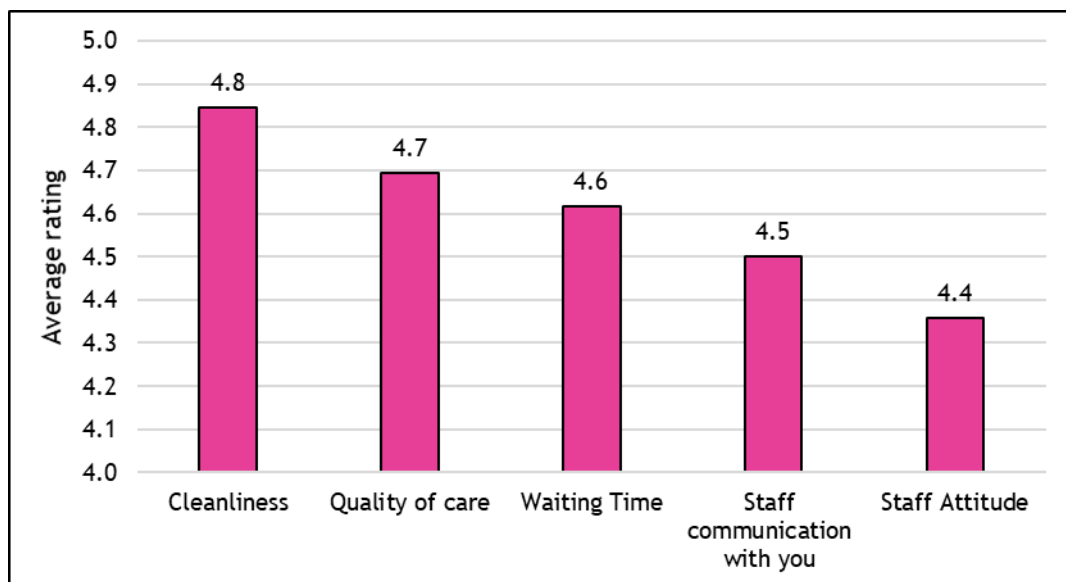


Figure 1. Average star rating (out of five) for performance indicators.

Overall, most patients who shared feedback were happy with the service they had received from Stalham Staithe Surgery. The reviews are displayed in the table below and can be found on our website here:

[www.healthwatchnorfolk.co.uk/services/stalham-staithe-surgery-norwich-nr12-9bu](http://www.healthwatchnorfolk.co.uk/services/stalham-staithe-surgery-norwich-nr12-9bu). Please note that spelling or grammar errors are because reviews have been left unedited to ensure originality.

ID	Title	Review	Rating	Date
124625	Rapid Cancer Diagnosis	Hubby consulted Dr. Dhessi in June 2018 suspecting he had diabetes, after blood tests Dr. Dhessi realised there was another problem and asked for further tests, and phoned personally within a few days to say results show possible Pancreatic Cancer, devastating news delivered sensitively, further tests revealed it is Pancreatic Cancer and hospital treatment followed quickly, throughout the past two and a half years The Doctors and Staff at the surgery have always responded swiftly to our queries and Doctor Dhessi and Doctor White have been very supportive and gone beyond our expectations. This is a first class surgery.	5	20/11/2020
144872	Good Service	Quick and responsive new patient registration. Dr Dhesi phoned same day when I requested referrals for my conditions, and he got straight on with those referrals. Shame hospitals can't give me the appointments I need.	5	21/06/2021
149182	Attentive & Pleasant	Overall everyone at the surgery is attentive and pleasant. Occasionally the tone can be a little short, but as a general rule I am very happy with the surgery.	5	23/08/2021
149184	Can't fault it	I can't fault it. They've always got more than enough time for you. If you need to see a doctor they will fit you in. All the doctors are good.	5	23/08/2021
149178	Doing Their Best Under Tricky Circumstances	The surgery is very good. They saw me straight away when I had an issue. They're really doing their best under tricky circumstances.	5	23/08/2021
149180	It's Brilliant!	It's brilliant! So much so that we asked if we could stay with them when we moved away. The reception staff are always professional. All of the doctors I've seen are good. I used the online system and a doctor called me within an hour of me sending them a message. I really like the new online messaging system, it works really well.	5	23/08/2021

149183	Make me feel relaxed and at ease	I think the surgery is very good and all the staff are very professional. Everyone makes me feel relaxed and at ease there.	5	23/08/2021
149187	They're Really Great	They should carry on doing what they're doing now. They're really great. No complaints from me.	5	23/08/2021
149186	Very Content	I'm very content, it's a very good surgery. There are lots of new doctors but they are all very good and lovely. My only concern is that all the new houses being built may mean too many new patients which could lead to standards slipping.	5	23/08/2021
149185	Efficient	The surgery is very efficient. The doctor was good in his diagnosis.	4	23/08/2021
149181	Everything is fine	Everything is fine, it suits me well. The system of waiting for the doctor to call can be hard as I can't answer the phone while I'm at work.	4	23/08/2021
149179	Nurses Are Great	The surgery is pretty good. When I need them they respond very quickly. The nurses are great and they have a good sense of humour.	4	23/08/2021
125017	Extremely rude Dr	I had a call back from a Dr regarding an eye issue. He was incredibly rude , he refused to see me and said I had to follow a new process even though I am blind and cannot get an appointment in stalham and can't get further afield. I explained all this but he still refused to see me. He was so rude and abrupt and made me feel like an absolute idiot for asking for an appointment	1	11/01/2021
144722	Poor treatment	Been with you for twelve years or more and suffered headaches since being with you, I was refused to N&N on 21/5/2021 and got the same response from a doctor at the N& N and that was here's a tablet go away and see you in another thirty years. What a waist of time from both?? Local GPS where once respected but I feel not anymore	1	24/05/2021