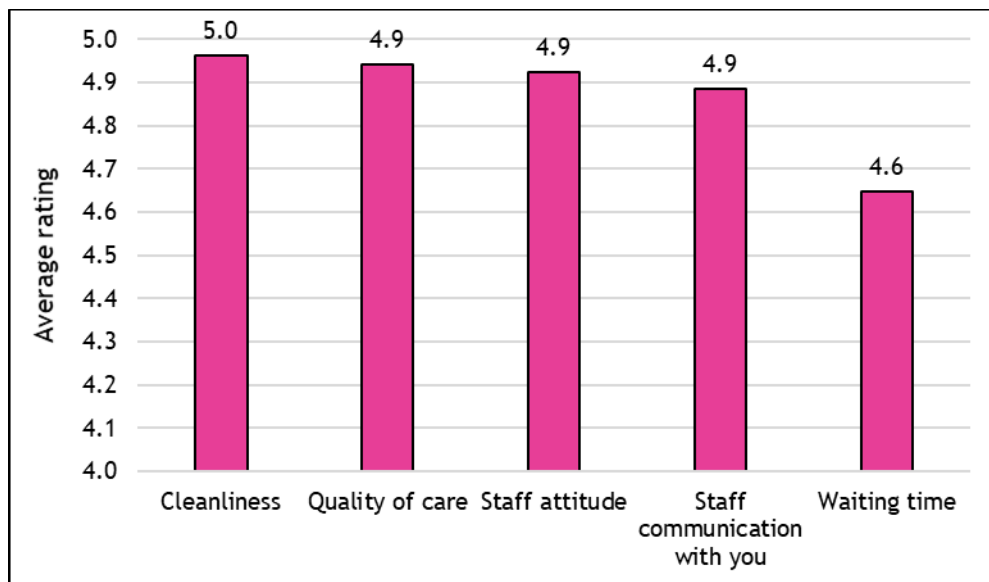


# Wymondham Medical Centre Feedback

October 2021

On 2<sup>nd</sup> October 2021 we visited Wymondham Medical Centre for the COVID-19 booster vaccination clinic to collect feedback about the clinic and experiences in general at the practice. At this event we collected 84 reviews of the practice. The reviews have an average star rating of **4.7** out of five.

Figure 1 below shows the average star rating for additional performance indicators, all additional indicators were rated highly by patients however waiting time was rated slightly lower than other indicators with an average of 4.6 stars out of five.



*Figure 1.* Average star rating (out of five) for performance indicators. Average ratings are rounded to one decimal place.

Overall, the experiences at the COVID-19 booster clinic were very positive. Patients reported that the experience was quick, smooth, and efficient. They also told us that staff were friendly and helpful. The biggest concern about the practice raised by patients was about difficulties making appointments, however they reported that the service was good once they were able to be seen.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/wymondham-medical-centre-wymondham>.

ID	Title	Review	Rating
85854	Usually very good	Usually very good at the surgery. Just been very efficient today for my COVID booster. I was surprised to be called so soon. It can be difficult to hear some people at the surgery though. I'm deaf and I think they know that but it's just that some people's voices are harder to hear than others.	5
85851	Well organised efficient and friendly	The COVID booster clinic was well organised efficient and friendly.	5
85850	Satisfied with everything	Satisfied with everything. Everything is fine. The nurse was good.	5
85848	Had no problems with my COVID booster	Had no problems with my COVID booster. I never felt a thing! They're doing an amazing job.	5
85847	Excellent service	Everything was fine for my COVID booster. Excellent service.	5
85840	Excellent but email when should be in person	Excellent for my COVID booster. In general everyday they're good. But I do think they send emails when it should be done face-to-face. For example having a heart check over the phone. We should be asked if we prefer to be seen face-to-face.	5
85839	Didn't have named doctor but still happy	I called and asked who is my doctor and they said I didn't have one. I was worried about who would be contacted if something happened. But when I asked they said I didn't have a named doctor and said it was probably because I hadn't been for 30 years! They're very good though - gotta be happy!	5
85838	Brilliant for COVID booster	Brilliant for my COVID booster. Well organised friendly and information. The volunteers are very good. Very quick and the doctor gave me the information I needed.	5
85837	Brilliant COVID booster clinic	Everything is brilliant for COVID booster clinic. Ran smoothly - just fine.	5

85836	Well done on COVID booster clinic	The COVID booster clinic was all very efficient. Very helpful people. I was very impressed well done!	5
85835	Thanks for all you do!	All amazing! There's lots of staff around for the COVID booster clinic but you know they need it to help divert people. It's nicely paced. It's my first time being here but it's been great.	5
85834	Good for COVID jabs but hard to get hold of	Very efficient COVID booster clinic. I went straight in and it was all very smooth and well managed. However in general it is hard to get hold of them online. I can't just ring up and speak to someone either.	5
85833	Please answer the phone quicker	Please answer the phone quicker! I can't use the computer. I've called before and there were 17 other people on the line. By the time you get through your ears gone funny. Once we get here it's fine it's just the phones	5
85832	Absolutely brilliant for COVID booster	Absolutely brilliant! Well organised COVID booster clinic.	5
85831	100% for COVID booster clinic	100%! First time I've been here was for my COVID booster. It was all very well organised. Lovely volunteers! My wife came with me on a whim to see if she could be fitted in at the same time. They couldn't fit her in but they were able to fit her in on the next one - did what they could which was good.	5
85830	Answered questions about COVID booster	Very happy. Everyone explained what was happening at the COVID booster clinic. They answered all my questions about the jab. The volunteers were great! There's are no improvements to be made.	5
85829	Friendly and efficient for COVID booster	Very friendly and efficient for my COVID booster. Very pleasant experience. I asked questions and they were happy to answer them and reassure me. Give excellent service.	5
85824	Excellent service - couldn't improve	Excellent service! Very efficient for my COVID booster. Couldn't improve - like a well oiled machine!	5

85823	COVID booster clinic ran like clockwork	All very excellent. The COVID booster clinic ran like clockwork.	5
85820	Well organised COVID booster clinic	Very well organised COVID booster clinic. There were lots of people around and I felt like I could ask questions. I felt comfortable.	5
85819	COVID booster clinic marvellously organised	COVID booster clinic was marvellously organised. The volunteers were really helpful. Couldn't have made it any better.	5
85818	Would give 10 stars if I could	Brilliant! So efficient for my COVID booster. Everyone was so lovely. My Dr was back who retired recently and he was lovely. He explained everything - 100%! Would give them 10 stars if I could.	5
85793	Very impressed with COVID booster clinic	Very impressed when getting my COVID booster. The doctor was very good and it was very well organised.	5
85792	COVID booster clinic was brilliant	Today at the COVID booster clinic was brilliant. Smooth efficient and friendly staff.	5
85790	Very good for COVID booster	Good for COVID booster. I saw a doctor from the practice who had retired so that was nice. I went straight in and didn't have to queue. It's been very good and it was all dealt with very quickly. All the staff were very helpful too.	5
85789	Felt very reassured	They were reassuring and very polite. I'd give them 10 stars if I could! The environment felt spaced - it feels big in there. The receptionist was lovely. The nurses were very nice and the doctor who gave me my COVID booster was good.	5
85785	Very happy with COVID booster clinic	Very well organised and I'm very happy with the COVID booster clinic. They were able to answer any questions I had and put my mind at rest so I felt reassured.	5
85784	Nothing to improve for COVID booster	All ran well. Didn't hurt at all! Staff were nice and polite. Nothing to improve for my COVID booster.	5

85782	Very nice staff	A very nice lady did my COVID booster jab!	5
85781	Excellent service	Excellent service! The organisation of their COVID boosters were spot on. It must have been good since I didn't feel the jab at all! Staff are nice and kind. Just a brilliant service - well done!	5
85806	Fantastic and efficient COVID booster clinic	COVID booster clinic was fantastic efficient and smooth. Just superb. Thank-you to all the volunteers too.	5
85805	Excellent for COVID booster	Excellent COVID booster clinic. I've never been here before but they've been very efficient for my COVID booster. The whole process was slick and very well done. The staff were friendly and nice when answering any questions I had.	5
85804	Normal for a GP surgery	All pretty normal. Wait can sometimes be long but under the circumstances you can understand it. However I've been able to see them when I need to so it's not a problem.	5
85801	Good and well organised	Good and well organised for COVID boosters. Certainly easier than Cringleford in terms of access.	5
85800	Very prompt to reply when contacted online	I contact the surgery online and they're very prompt to reply. Much quicker than ringing them up. I'm happy with how they communicate with me online too. I'm also responsible for contacting them for my mum and they've been good with all that. When visiting for COVID booster they were very quick and well organised. Couldn't have been better!	5
85797	Excellent service for COVID booster	Very good and very organised for COVID boosters. Didn't have to wait went straight in and out. Very good - excellent service!	5
85796	Efficient and smoothly run COVID boosters	Excellent experience. Efficient and smooth running COVID booster clinic. I'm more than happy!	5

85795	Great they use volunteers for COVID boosters	This isn't my surgery and I don't usually come here but I was invited here for my COVID booster. I think it's great they have volunteers here today to help - it's great for community spirit. It's great that they run the COVID booster clinics on a Saturday so it doesn't interfere with work.	5
85794	COVID booster was a painless experience	Everyone was very helpful it was very quick and it was a painless experience.	5
85760	Good but online system doesn't always work	Good experience at COVID booster clinic - the organisation was particularly good. However in general getting through online doesn't seem to work for me. I'm happy with the technology but it just doesn't always work. When I called I was told that it was something to do with Apple but it's just frustrating that I can't always get through.	5
85759	First class service	The service was first class. No waiting for my COVID booster - perfect!	5
85756	Everybody is very nice	Everybody was very nice to me when I came for my covid booster. Very pleasant experience. Didn't have to travel far - only from Norwich.	5
85755	Friendly and well organised for COVID booster	Everything was perfect and well organised for my COVID booster. Everyone was friendly - couldn't have been better!	5
85722	Well organised	I am very happy with the service received at the Covid booster clinic. The whole thing was well organised and there was no waiting.	5
85721	All fine	The covid vaccine booster clinic was well organised all was fine and there were no problems	5
85720	No Problems	Everyone at the Covid vaccination booster clinic were very helpful and responsive. I had no problems.	5
85719	All Excellent	The Covid booster clinic was so efficient. The whole thing was so smoothly ran. All was excellent.	5

85718	Excellent	The Covid booster clinic was so well organised. The whole thing was excellent.	5
85686	Everything very good	Everything about the Covid vaccine booster clinic was very good. It was very well organised.	5
85685	Very Effective	The covid booster clinic was very effective and prompt. The Nurse was very friendly.	5
85677	Ultra Efficient	The covid booster clinic was ultra efficient and the surgery is marvellous and superb. It has saved my life and I can not speak highly enough about it.	5
85676	Well run	Covid booster clinic all went very smoothly. No pain at all from the injection.	5
85675	All Fabulous	Attended the covid booster clinic. It was very well organised. The staff were very knowledgeable and friendly	5
85708	Love the new website - easy to contact them	I love their new website it's very good! It's a very easy way to contact them. It's also a good way to get advice and not bother a doctor if you don't need to. They were very slick quick and well organised for my COVID booster too.	5
85707	Amazing for COVID booster!	I usually go to Humbleyard surgery but my COVID vaccine booster was at this surgery. It's been amazing! I could park I didn't have to wait and it was so efficient! It couldn't have been better.	5
85704	Felt they could cope with the unexpected	Fantastic - so efficient! I'm very happy because I didn't feel a thing when they did my COVID booster jab. It was good to see they had more staff in for the COVID vaccines to help cope with the unexpected if it happened. A*!	5
85702	Efficient COVID booster clinic	Good. Efficient and well organised COVID vaccine booster clinic.	5
85701	COVID booster clinic well organised	It's been very well organised and everyone was very nice. They did very well!	5

85698	I can order my tablets online very efficient	They're brilliant! I never really have to visit the practice other than days like today when I'm here for my COVID vaccine booster. I order my tablets online - it's very efficient and I've had no problems. It's really good!	5
85699	Everything fine	The Covid vaccine booster clinic was all just lovely. Everything was fine.	5
85697	Always Helpful	I have been with this practice since it opened and have never had a problem. I always find the staff helpful.	5
85696	Good but struggle to see Doctor face-to-face	Good but can't see a doctor face-to-face if you want to. They can be a bit slow but they're very busy so it's understandable. When I get into the surgery my doctor can make me wait too but he's very good so..	5
85695	Very well organised	The Covid vaccine booster clinic was very well organised. I have always thought this was a good surgery and am happy with the online service. I think they are doing an amazing job.	5
85694	Excellent	The Covid vaccine booster clinic provided an excellent service it was very well organised and I can't think of any improvements that could be made.	5
85693	Very well organised	The Covid vaccine booster clinic was very well organised and went very smoothly. There was no crowds so the 10 minute slots work well. I think this is an excellent surgery. A Doctor saw me at very short notice and then did follow up phone calls which were very helpful.	5
85692	Very Happy	The Covid vaccine booster clinic all went very well and I was very happy with the service. I use this service and struggle with being able to submit an online form as I just can't work out how it works.	5
85690	Excellent	The covid vaccine booster clinic was very good it was excellent. This is my surgery and I find it very good. I don't have to visit very often but when I do I have no problems.	5
85689	Superb	The Covid vaccine booster clinic was spot on there was no queue and I went straight in it was superb. This is my normal surgery and I find it very good.	5



85688	Excellent	The whole covid vaccine booster clinic ran well it was very well organised. I found the service excellent.	5
85856	Very quick to reply to emails- within an hour	Very good quick efficient and friendly at the COVID booster clinic. I usually communicate with the surgery via email and they've very quick to reply. They usually email me back within an hour. Some people have issues with access to face-to-face appointments but haven't been an issue for me. I haven't needed one though.	4
85855	Bit of confusion about COVID booster but fine	It was all fine at the COVID booster clinic but there was a bit of confusion when I first came where I was not on the list. I was a bit disappointed about it but they sorted it and I got the jab. All seemed fine.	4
85852	Felt safe for COVID jab difficult to see GP	Very efficient for my COVID booster and I felt safe. It was great. But it is difficult when you can't see a GP but I guess that is probably the same with everyone. I did manage to speak to the GP yesterday and he was brilliant. I like the thing online especially when there's sometimes a 40 minutes queue on the phones. I only called for things I can't sort online. I have had situations where you speak to receptionists and one says one thing and a different receptionist will tell you something different. This means you get sent around the houses and have to call multiple times.	4
85828	Doctors are good but admin is slow	I came for my COVID booster and the doctors were good but admin is slow. Maybe there's not enough staff or something. In general quality of care is excellent but it's very difficult to get in touch with them using the phone - I don't use online too much.	4
85827	Quick responses from them online	I went for COVID booster and it was well organised quick and easy. In general I do sometimes have to sit and wait once I'm in the practice for an appointment. I use the website to contact them and hear back from them quickly - far quicker than phoning.	4
85825	Dr trying to vaccinate and do admin	We've got a doctor trying to do admin and and vaccinate patients. I work in the NHS and would be happy to volunteer to help them. They were really organised friendly pleasant and efficient. I just think we should have helped them more with the admin.	4

85822	Good for COVID jab but hard to see someone	Efficiently run COVID booster clinic. It's just getting an appointment that's difficult - it's the face-to-face appointments because I don't do the internet. Communication over the phone can sometimes be bad.	4
85807	Get a quick response using online service	Pleased with service. I like the online service you get a quick response. They always come back to me even if I ask awkward questions about things that are wrong with my children. They're good at giving advice online. Only issue would be that sometimes you can't see a GP face-to-face.	4
85802	Pretty good	COVID booster clinic was a piece of cake! They put you straight in and all the way through . Pretty good. Some of the staff can be a little off sometimes but in general I've had no problems.	4
85710	COVID booster organised and efficient	Their COVID vaccine booster clinic was very organised and efficient.	4
85857	Would like improvements to how I contact them	Today at the COVID boost clinic has been brilliant. However I've been waiting since February for a medical report for an insurance company. I come for my med reviews but other than that I don't visit a lot. I'm relatively healthy. Getting through on the phone is hard and I prefer to use the phone. I'd like using online if they had an instant booking system where you could see available appointment or an online system that work better. At the moment you email them and have to wait for someone to get back to you. You just don't know how long you might wait to hear back. You also can't email outside of working hours. When it's just a contact form on a website why can't I do that on weekends or evenings and they can pick it up the next day? All the people have been lovely it's just getting to speak to them. The wait times are normally pretty decent both while you're here and in terms of getting an appointment. I've only had to wait for the medical report and I can understand that it's not your usual request. Without the delay for the medical report I would rate them 5 star.	3
85757	Lost Xray of my hip	My husband is waiting for surgery on his hip. His Xray got lost it was about a month wait before we heard they had found it. I've been told it's a year's wait at N&N for surgery.	3

		The gp surgery haven't told us he's been referred to N&N but we're presuming he has been put forward - if not we will need to use savings to go private.	
85709	Hard to get in quickly but good doctors	It's hard to get in quickly but I've had no problems with the doctors once I'm there. They were also very quick and efficient for my COVID booster.	3
85849	Bad experience nearly stopped my getting jab	It's difficult to get an appointment. I've not been getting responses to emails and had to chase a couple of days later. There's also no GP trained in menopause. I had to go private to get help. They then wrote to my practice and waited two weeks to hear back from them. The letter said I needed some blood tests and I've chased them but got an abrupt response. Still waiting to hear back from them. This made me reluctant to have my COVID booster here. However they were very well organised very polite and very efficient for my COVID booster today. So I would give them 5 stars for today.	2
85853	Very slow for COVID booster clinic	They've got a real problem at the start of the COVID booster clinic. It's very slow. They're doing all the admin once you're in there. Once the queues start it will be hard to manage. I don't know how to speed it up though. They're repeating information they already know. Medical questions that they know about me as a patient. They could have massive queues when they crank it up. It's just unnecessarily slow. It didn't take long to give the vaccine but then you wait outside for 15 minutes. However the chairs were full of people waiting. The number of chairs were holding up how many people the doctor could vaccinate. It was longer waiting than anything else.	1