

Lawson Road Surgery Feedback

May 2023

In May 2023 we visited Lawson Road Surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the surgery. The reviews have an average star rating of 4.7 out of five.

Overall, patients we spoke to were happy with their experiences at their surgery they felt looked after by staff and most told us they were able to easily get appointments. Improvements suggested centred on the telephone system, including changing the music, long waits, and feeling like *"it sends you here there and everywhere to get through"*.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/lawson-road-surgery-norwich-nr3-4le.

ID	Title	Review	Rating
209832	All pretty good	Reception team are pretty good, the nurses look after you and the doctors are good. There is a nice waiting area. All in all pretty good.	5
209828	Super Staff	Super staff and wonderful doctors. I have nothing bad to say about them, they look after me.	5

210582	I phoned here at 8.10 and here I am at 11	I phoned here at 8.10 and here I am at 11 and have been seen to by a Dr. It is not the first time this has happened, everyone I know say they wish it was like this at their own surgery. The Dr was late but I accept that as they were giving their full attention to the people before me and then they will for me. The only improvement would be the music they play when you phone is too intense - something a little more calm would be super.	5
209882	The staff are great	They looked after me well today, I have seen the Dr and will be back at 2pm for the nurse to dress my leg. They are all really good here, the staff are great. The only improvement I can think of would be the telephone, when you phone I feel it sends you here there and everywhere to get through	5
209880	Phoned at 8, seeing someone at 10!	They are definitely 5 stars based on today, I phoned at 8am to see someone and was seeing someone at 10.10, and I am walking out with my antibiotics.	5
209977	Very thorough	They're all lovely here, it was a bit of a wait today but it isn't normally. They are very thorough and it is not too bad to get an appointment, they're really good here.	5
209826	Spot on	I have never had any problems getting an appointment here to see a doctor. The triage system is great and the staff are very good. I like how there is plenty of parking which is very convenient. For me they have it spot on.	5
209824	Never had a problem	They are always available when you need them. I have been with them 12 years and never had any problems with them. If there is no appointments the Doctor will phone me. The staff are always great. The only negative thing is the long phone message when you ring.	5
209976	All runs fairly smoothly	The staff are all friendly and helpful. It can be a bit of a wait for an appointment but that is fine. It all runs fairly smoothly	4

209825	No complaints	I have no complaints about this surgery, I don't think it is as easy as it used to be to get an appointment but I have never had a time when I have needed to see a GP and not been able too. The staff are great and all pretty helpful.	4
209823	Staff are amazing	The staff are amazing and doing all they can but there is a problem with the system, it is down at the moment so I cannot get my medication.	4