

# Magdalen Medical Practice Feedback

## June 2023

In June 2023 we visited Magdalen Medical Practice to speak with patients about their experience with local health and social care services. From this visit we received 16 reviews for the practice. The reviews have an average star rating of 4.6 out of five.

Healthwatch Norfolk Officers who visited the practice noted:

- Good size car park although spaces are a little small.
- Easy access into the surgery, all on one level
- Box outside for repeat prescriptions
- Box outside for samples
- Nice bright large waiting area
- Practitioners come out and call patients in for their appointments
- Self-use machine for blood pressure and weight and height
- Very friendly helpful receptionist and Practice manager
- Lots of information displayed in the waiting room.

Overall, patients we spoke to were mostly happy with the care they were receiving at this practice, in particular we heard from some patients who appreciated the continuity of care and personal relationship they had with their doctor.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/magdalen-medical-practice-norwich-nr3-4lf>.

| ID     | Title                                  | Review   | Rating |
|--------|--|--|--------|
| 212931 | The staff are always very pleasant     | The staff are all very nice, everyone is always very pleasant. I get the impression everyone knows their business. It's a great service. I've known my GP for years and I feel I have a personal relationship.   | 5      |
| 212917 | Fantastic surgery                      | I would give them 6 out of 5 if I could. They are a fantastic surgery, the best I have been to, they go the extra mile. I have a named doctor who I always see which mean I don't have to keep explaining things. Also the doctor and nurses work very well together.  | 5      |
| 212910 | The Nurse was so gently                | I did have to wait today but usually I do not have to wait long. The nurse today was so gentle, very gentle and Dr Patel is absolutely brilliant. Sometimes you have to wait to get an appointment but only sometimes.   | 5      |
| 212939 | Very efficient                         | I have given them 5 stars because I was early and they fitted me in early and now I'm out early. They are very friendly and efficient.   | 5      |
| 212938 | Reliable                               | They are reliable and anything I ask they have the answers. I'm happy with that. They are very good.   | 5      |
| 212936 | The call back system works well for me | The staff are lovely and I like when you call you get through and speak to someone. I was 6 in the queue but I was able to press the call back option and they called me back in just 3 minutes. The system also means you don't lose your place in the queue. I can't fault the surgery at all. The doctors are lovely. | 5      |

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|--------|-------------------------|---|---|
| 212866 | All staff are excellent | <p>I find I am always able to get an appointment when I need it. I like the continuity of being able to see the same doctor, this is important to me. I like the option of pressing 8 for a call back when there is a queue on the phone line at 8am. I did it today and they phoned me back and I had an appointment booked for 10.30am.</p> <p>I like that blood tests are available here again now as they stopped for a while, I am not sure if that was due to covid but I was having to go to the old West Norwich to have them done, but this is much more convenient.</p> <p>I have noticed a few changes in the last few months like the waiting area is a lot cleaner and there is more relevant and up to date information on the notice boards. I find all the staff here excellent. If it is busy then the car park can be a bit tricky to navigate as it is quite tight which can make you a bit anxious before your appointment which can then affect your blood pressure readings</p> | 5 |
| 212865 | Amazing                 | <p>I find this practice amazing, I have never had a problem, they are just so reliable. Mr doctor is on the ball, she actually called me in for an appointment after a blood test. More often than not I get to see my own doctor and see her face to face.</p> <p>All the staff are very helpful and knowledgeable.</p>  | 5 |
| 212864 | Staff treat you well    | <p>You can get an appointment and can see someone when you need to. The staff treat you well and are great.</p>   | 5 |

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|--------|---------------------------------|---|---|
| 212862 | The nurse is brilliant          | I have just had my LD review and the nurse is brilliant, I get on with all the nurses, the diabetic nurse is brilliant and the doctor is good too. I like how they text to remind me of my appointments. I get my medication through an online pharmacy and the doctors send it to them and there is no problems. I always manage to get an appointment with no problem. I am completely happy with it and can not think of anything that they could do better. | 5 |
| 212932 | So helpful and friendly         | I saw the registrar today and she was very thorough. She was so helpful and friendly. The surgery is good but I would find it easier just to call to make appointments on the phone as my son has to help me to make the appointments online.   | 4 |
| 212916 | I would recommend to my friends | They deserve lots of ticks, I would recommend to my friends. The doctor is very good, she is on the ball. When you go in you get someone who wants to help. They do blood tests too which is so helpful. The nurses are wonderful and helpful. Everyone is helpful and friendly and if people are good like this it makes the difference. The only thing I struggle with is the website as I find it difficult.   | 4 |
| 212912 | Always very pleasant and good   | No one is perfect but they are good. They are always very pleasant and good at what they do. I can usually get an appointment as I need one. It is easier now to see the doctor.  | 4 |
| 212867 | Helpful                         | I find the staff all very helpful.<br>I don't like the everyone having to phone at 8am thing as if you don't get through in 2 minutes then you don't stand a chance of getting in.<br>Once you are in it is all good.   | 4 |

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| 212863 | Very Helpful       | I find you are in and out really quickly, it can be hard to get through on the phone at 8am when everyone else is phoning too.<br>The staff are very good and I find them very helpful.   | 4 |
| 212861 | The staff are kind | I find all the staff kind, I have never had a bad experience here. You sometimes have to wait a little while for your appointment. It used to be easier to get an appointment than it is now which makes you think twice before seeking help. | 4 |