

Mattishall and Lenwade Surgeries Feedback

August 2023

In August we visited both branches of Mattishall and Lenwade Surgeries to speak with patients about their experience with local health and social care services. From these visits we received 14 reviews for Mattishall Surgery with an average rating of 4.1 out of five, and 11 reviews for Lenwade Surgery with an average rating of 4.4.

Overall most patients we spoke to were happy with their experiences at the surgery and staff were praised for being attentive and friendly. Whilst on the other hand long waiting times in the surgery for appointments, the buildings needing updating, and waiting times for prescriptions were mentioned.

Healthwatch Norfolk Officers who visited the surgeries noted:

Mattishall Surgery

Very busy surgery, with lots of patients coming and going all morning. Friendly and welcoming staff in reception. The patient noticeboard outside has lots of information, but one of the posters was out of date. The car park was well used, with people visiting the pharmacy as well as the surgery but some patients struggled to park towards the front of the building as there were no lines.

Lenwade Surgery

The surgery was very welcoming and friendly, and a steady stream of patients coming and going all day with a very friendly and community atmosphere. There was one desk for dispensary and reception but people were not waiting long, and there was a check in screen if people wanted to arrive themselves for their appointment.

When we approached Lenwade, the surgery was a little hard to find with only a small sign saying 'surgery' to let us know we had arrived.



The car park has been recently extended, which allowed for people to come and go, however some people did have to park outside of the surgery grounds. The building was clean and fresh with clean toilet facilities and a nice open waiting area. We were told that a gardener is being asked to quote for works to tidy up the outside areas soon.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk/services.

A response to this report from Mattishall and Lenwade Surgeries follows the table of reviews (page 9).

ID	Branch	Title	Review	Rating
215445	Mattishall	never had any complaints	They are prompt, friendly, efficient and it was painless! I have never had any complaints, they do their best. The only improvement I can think of would be the car park.	5
215444	Mattishall	takes everyone's problems on	The doctors are incredible, getting appointments is hard, waiting times are average - both to get and when in there. I love my Doctor she wears her heart on her sleeve and takes everyone's problems on.	5
215441	Mattishall	Always really good	They are quite quick, I get in on the day if I have any issues - they are always really good, always really friendly here at Mattishall no matter who is here, they are good and understanding. I have Mental Health problems and it can be hard to come so it is nice to have people who care.	5
215439	Mattishall	really quick easy and friendly	I went in today to register as a temporary patient, I am on quite a lot of medicines and am staying locally for work for a few months so came in to sort that out and it has been really quick, easy and friendly.	5
215318	Mattishall	The doctor is so good.	The doctor is so good, a really nice doctor. You do tend to have to wait a bit, 35-40 minutes today. It tends to be like that. I did also waited over a month to see a special doctor but that was for a specific clinical experience. Also if you want to call on the day to make an appointment it can be a wait on the phone before you get through.	5

215317	Mattishall	Attentive staff	This is only my second visit to the surgery, I am new to the area but the staff are so friendly, caring and helpful, so attentive. They are understanding of my condition and I'm already booked in for appointments I need. The experience so far has been perfect. It seems much better than I expected and better than I have ever experienced. I can't rate them highly enough.	5
215435	Mattishall	Drs are really good	It has been a bit dodgy over the years but the doctors are really good especially the one I have just seen - Dr Ahlund - she is good. Sometimes I have not been so happy with some of the staff when trying to book an appointment. Improvement wise the building itself is a bit dated, there are a lot of people here for a small surgery but I know they are looking at that anyway.	4
215423	Mattishall	Everyone is really good	They regularly see me. The Drs are good, nursing staff are good, reception are good - everyone is good. It is clean and tidy. Dr Jones is wonderful, she is doing a fantastic job. Improvements wise perhaps quicker appointments but everything else is fine, I totally understand. I mean a good quality coffee machine would be wonderful! :)	4
215422	Mattishall	Very helpful	I think they are very professional and mostly very helpful. It is easy to get to and they are very busy. I think the staff are very good, I prefer Mattishall to Lenwade, the only thing that could be improved on would be the upkeep of it.	4

215326	Mattishall	Very friendly staff	It's really nice, very friendly staff. They were running a bit late today but when I got in I didn't feel rushed in the appointment with the doctor. That was nice and I appreciated that. I think the self check in is good but it would also be good if you could book your appointment online like we could before COVID. As a full time worker it can be difficult to call when the lines are open.	4
215321	Mattishall	The doctor gave me the time needed	I feel I am able to talk freely with the doctor. She gave me the time needed. Sometimes waiting to go in can be quite long but it was not too bad today. I don't expect to wait to walk in, it's difficult for them to know how long everyone will take.	4
215320	Mattishall	No real problems	We have never had problems making an appointment and things seem fine. At least we have doctors as it seems some people don't.	4
215421	Mattishall	Reception are pretty good	Easier access would be great. Reception are pretty good	3
215323	Mattishall	The doctor was rude and dismissive	On a previous visit I didn't want to see the doctor alone because the doctor had been so rude. I took my son along to witness what I was talking about. The doctor was aggressive, rude, intolerant and dismissive and was rude to my son as well. They have been like this for years and we are making a complaint. Today I am waiting outside for my appointment because the waiting room stinks and they don't open the windows. Lenwade is the same.	1
215840	Lenwade	The staff are good	The staff here are good. It would be better if it had longer opening hours. It takes longer now to get your prescriptions.	5

215839	Lenwade	As good as it can get	You actually get to speak to someone all the time. I have no problems at all - It is as good as it can get to be honest. Now they have a decent sized car park there isn't really anything to improve on	5
215837	Lenwade	It's Good	It's good here. It's in a good location and saves me the long not easy journey to Mattishall. The staff are good	5
215835	Lenwade	They do a good job	I don't often have Doctors appointments, but I see the nurses frequently. They offer me convenient appointment times, are prompt and they do a good job	5
215833	Lenwade	Always pleasant	I think they are always pleasant here, if I need an appointment I can get one and they are generally very good. I think the whole system across the NHS has changed sometimes you think you will see a Dr and you see a nurse, but you get seen.	5
215832	Lenwade	always been treated well	I have never had any problems. I have to make an appointment here like anyone else and I do wish they were open more often but I have always been treated well and I am happy with the service. Prescriptions can be a bit of a pain it is such a long wait but once you get used to the system it is fine, I just make sure I write on my calendar when I need to order and I do it then so they are ready when I need them	5

215842	Lenwade	Good that you can pick up meds here	<p>It's good that you can pick up your meds here. It's a shame that it closes at 12 though.</p> <p>You do have to book about 4 weeks in advance if you want to see a doctor here, often you have to go to Mattishall which is fine if you have a car but if not it's impossible. You often get put with a nurse practitioner, which is a waste of time as they end up just having to speak with the doctor anyway which seems a waste of time.</p> <p>One of the receptionist is great and very efficient one is not so good.</p>	4
215831	Lenwade	They do try and fit you in	<p>My experience here, they do try and fit you in as much as possible. It is handy for us here and if need be and this surgery is shut or full they will see you at Mattishall or phone you back and chat to you. The only problem I see at the moment is the extended time to get a prescription. They are not open here Wednesday or Saturday. You almost have to put your next request in when you pick one up so you don't run out of medicine.</p>	4
215830	Lenwade	Always feel listened to	<p>The Dr was very thorough and likes to listen. I always feel listened to. The staff are polite and I am comfortable here. The only improvement I can think of would be waiting times, I have sat for an hour before once, but they have been quite quick today. You also have to wait a long time for a prescription, my previous surgery was much quicker so I know it can be done.</p>	4
215847	Lenwade	Think we are lucky to have it here	<p>I think we are very lucky to have the surgery here, the building isn't great and needs some work.</p> <p>The nurses and reception staff are very nice and efficient.</p> <p>We don't get doctors here very often so have to travel to Mattishall. They are very busy but do seem to manage.</p>	3

215846	Lenwade	Struggling to register	<p>we have moved to the area 6 weeks ago and am having problem registering at the practice. I have done it on the portal but twice it has gone missing. I have come here today to fill in paper forms. The receptionist have been very helpful and polite on the phone and seam to be trying to help but my wife is running out of her medication and it's getting desperate. They have taken the paperwork today but say as it's a satellite branch it's a 7 day turn around. I have to contact my old surgery to see if they can send a prescription over to a local pharmacy.</p>	3
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Response from Mattishall and Lenwade Surgeries

Thank you for your time in conducting this survey. On the whole some positive and encouraging feedback. What is interesting is some of the areas mentioned are already recognised by the Practice and we're working to resolve issues:

With dispensary waiting times we have recently installed our 24hr collection point and are actively encouraging our patients to sign up for this service.

Quotes and new designs for signage at both sites are being worked on and we continue to pursue our plans for a new build surgery.

On line appointments are available, however due to demand are often booked by patients.