

Chet Valley Medical Practice Feedback

June 2023

In June 2023 we visited Chet Valley Medical Practice to speak with patients about their experience with local health and social care services. From this visit we received 20 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:

The staff were very welcoming and friendly. They chatted and were very kind to all patients arriving to book in for their appointments.

There was a steady flow of people coming in to use the dispensary all morning. There was some confusion with patients as to which queue they were in, at one point everyone joined the same queue.

The car park had plenty of parking available.

Overall, most patients we spoke to were happy with the practice. They praised staff and told us they were friendly. The main concerns mentioned by patients was around the dispensary and prescriptions.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/chet-valley-medical-practice-norwich-nr14-6qh>.

A response to this report from Chet Valley Medical Practice follows the table (page 6).

ID	Title	Review	Rating
214131	They work so hard	I have had a really positive experience, they work so hard here. They couldn't have done any more for me. I was here for an emergency yesterday, they sent me up to the hospital, they couldn't work any harder. We have had a lot to do with the doctors and I cannot rate the NHS and this surgery any higher. I came with my mum once and they made sure to look after me as well they are just so caring - nothing is too much trouble.	5
214127	It was great	It is the second time I have visited here for the same thing and it was great - I had my ears seen for microsuction.	5
214126	Very friendly and efficient	They are very friendly and efficient, the person I saw today was a lovely lady I have no worries, they are really great. It can be tricky to book I phoned up a week ago and the Dr didn't call so I called a week later and then someone did phone me back	5
214123	Good professional staff here	I came in to arrange a blood test today and they have sorted it in no time at all. They have good professional staff here they have courtesy. I am happy and I speak as I find. I see no complaints I will see any Dr I am not specific	5
213954	Seamless Transition For New Patient	I am a brand new patient, today was my first visit. Everything so far has been entirely positive, it's been a seamless transition. I am very pleased.	5
213953	All-Round Excellent Service	It's a nice and clean surgery. The staff are all lovely. I came here today to have my ears suctioned and it was a very quick and an all-round excellent service.	5

213952	Friendly & Professional	They are all so friendly and very professional here. Nothing is ever an issue for them, they sort it out right away, whatever it is. The reception staff, medical staff, dispensary all of them are fantastic. My only gripe is with the dispensary. The tiny window you have to talk to them through doesn't help as it is such a small space. And now they've changed their opening hours it's harder to access.	5
213951	Impressed	The chairs in the waiting room are quite comfortable. The staff have all been very friendly and put me at ease. I came here today to have my ears suctioned and was very impressed with the surgery.	5
213950	Easy To Contact	I think the surgery is doing a lot better since they switched their computer system over. I find them much easier to contact now. However, it can be difficult to speak to your named GP.	5
213948	Great Service	It is wonderful here. Truly a great service.	5
213947	Spot On	It's spot on here when you can see someone. Everyone is very good, especially the nurses. I haven't managed to get used to the new online system yet. I don't really see it as an improvements for patients. Some people have no access to online, so this change isn't ideal. The old way was easy as I just handed in my prescription to the surgery.	5
213946	Everyone Is Friendly	I was in early today and out early! It's fine really and everyone here is friendly. I did have to wait longer than the 6 months for my routine blood test this time.	5
213759	I can't fault them	Everything is brilliant here, I can't fault them	5

214121	They're fine	They're fine in there I didn't have to wait at reception today. The waiting room has nothing in it to read, if you have not bought anything then you have nothing to do. There is also no air flow in there it is so stuffy and there is no water cooler.	4
214120	everyone is brilliant	They are very good, but the queue is the thing at reception they need more staff - but they can't get them I know. Dr Phillips is brilliant, everyone is brilliant in there	4
213945	Go Above & Beyond	It is possible to speak to reception on the phone - they answer as best as they can. Everyone is very friendly. The doctors are super and go above and beyond. They always refer me on quite quickly. I find the doctors are willing to explain in detail what's going on. The doctor sent me the full scan of my leg and went over it with me. My concern is with the dispensary. It seems to be in meltdown. I really feel for the poor staff in there. Whenever I stand in a queue I hear lots of people being told that their medication is out of stock or unavailable. They're taking a lot of flack from disgruntled patients.	4
213943	Easy To Get Appointments	Previously they've been excellent here, but I've been having a big issue trying to get a referral. A month ago I had an appointment and was told I'd been referred to ADHD services. But I just found out that the doctor didn't send the referral to the correct place, so here I am having to chase it up. It's all been delayed now and caused me lots more hassle. Generally I think this surgery is one of the better ones. I find it easy to get appointments and the staff are really friendly.	4

213942	Brilliant Nurses	I came in today for a smear test which I was really anxious about. The nurse was fantastic and put me at ease immediately. She was brilliant. I do find it can be difficult to get other in-person appointments, like with a doctor. The dispensary seems to be having a lot of issues lately.	4
214122	Doctors and nurses are brilliant	They have been brilliant here up until the computer change. Now the prescription service is dire. It used to be once a month but now it is once a week and they say I can't do four trays I now have to come here every week and spend on the petrol. The doctors and nurses are brilliant but the prescriptions has failed itself. It is a lovely surgery but this is letting them down but it is probably not their fault.	3
213939	Disappointing	The reception staff here are absolutely amazing. They can only do what they're told to do. Pre-Covid it was an amazing surgery - fantastic. Now I feel like I can never see a doctor. I wait ages for a doctor to phone me and then he said 'well what do you think is wrong with you?' How am I supposed to know, I'm not the doctor! Then he just prescribed me some pills and said he'd call me in two weeks. I've had this migraine for months now and I'm not getting any better. It's very disappointing.	3

Response from Chet Valley Medical Practice

Please can we thank everyone for taking the time to provide this feedback.

As a practice we recognise that it has been a difficult time with the computer system change and would like to thank patients for their patience and understanding whilst we have worked through the process.

We will use this feedback to look at how we are currently working, and how things can be improved.

We are currently actively recruiting additional staff for the reception and dispensary areas to help deal with the backlog and are in the process of reviewing our appointment system.

We welcome feedback from patients and if anyone would like to join our patient participation group please see our website for more information.

We have an amazing team here, who really do give 100% each day.

On behalf of the team at Chet Valley, thank you for your support.

Claire Warman
Practice Manager