

Elmham Surgery

Feedback

June 2023

In June 2023 we visited Elmham Surgery to speak with patients about their experience with local health and social care services. From this visit we received 18 reviews for the surgery. The reviews have an average star rating of 4.1 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

The surgery was in a very quiet setting with a large open bright waiting area. The staff could not have been more welcoming and helpful to us, there was a real team feeling here. The car park was a good size with lots of people coming and going throughout the morning using both the surgery and the dispensary on site.

Overall, the patients we spoke to were mostly happy with the care and treatment they received from the surgery and staff were praised for being friendly and supportive. We also heard about some difficulties getting appointments, although two patients we spoke to told us that this has recently improved for them.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/elmham-surgery-dereham-nr20-5js>. A response to the report from Elmham Surgery follows the reviews (page 6).

ID	Title	Review	Rating
212926	The staff are very helpful	The staff are very helpful and they get you in when you need to see someone. I don't think anything could be improved.	5
212924	Admin staff knew what they were doing	I've only recently signed up to the surgery, but the admin staff knew what they were doing!	5
212923	Everything about the surgery is good	Everything about the surgery is good, you don't have to wait long for an appointment and the staff are ok. It can be slow trying to book an appointment as all the phone numbers go back to the same one. But I think this could be improved by having a better switchboard.	5
212920	All the staff are good to me	All the staff are good to me and the phone calls from the doctor are good. It's nice to know they are there for you. Nothing could be improved.	5
212915	very supportive	I have been a patient here for a year and a half and they are all so lovely, very supportive. It is a great surgery everyone is lovely. For all NHS to get an appointment it is hard, but here is much easier than my last surgery.	5
212913	Every time I phone up they sort me out	I have Crohn's and every time I phone up they try to sort me out.	5

212911	I like to see and talk to someone	We have just seen Sarah today and she is just perfect! It is mostly all good here, but the appointment system can be a bit of a scramble at 8.30. I don't like telephone appointments I like to see and talk to someone, it is a huge part of the appointment. I don't think reception should know what is wrong with me it is private and sometimes I feel we are palmed off to a nurse. We don't think anyone checks our results like blood pressure when we send them in as we never hear anything	5
212873	We are very fortunate	I have nothing but praise for this surgery, we are very fortunate	5
212925	The staff are pleasant	Sometimes the surgery is better than others. Sometimes I would give them 3 stars and other times I would give them 5. The staff are pleasant and I manage to get an appointment when I need one. I can't think of anything that could be improved.	4
212919	I've always had good service	If I could give the surgery 4 1/2 stars I would. I am always well served and the staff are very good. Appointments don't work well on the telephone, so I come in the surgery. I'm happy to book my appointments online too but I haven't got that desperate yet. It's easy to grumble but I've always had good service!	4
212909	staff always happy to help	Very friendly and pleasant staff who are extra polite and always happy to help even during times of great stress. They have recently closed the pharmacy during hours which exclude working people ie lunchtime. If you work full time you can't get in. They open at 8.30 which is too late for those who work and this change of hours has been a real blow to so many people. The car park can also be a nightmare but not much can be done about that.	4

212907	Staff are fantastic	Some days they are a 5 star, some days a 3. It is variable. Prescriptions are easy to collect and the staff are lovely and brilliant. The only problem is getting an appointment. I think you can do it online but I haven't yet looked into it so I call at 8.30 and get into the queue. They have on the day and pre bookable. The staff are fantastic, there are just not enough hours in the day	4
212930	Access to doctors could be improved	If I could give the surgery 3 1/2 stars I would. The staff are friendly and as helpful as they can be. There were issues getting an appointment pre-covid but this has recently improved. Although access to doctors could be improved, as I have sat on the phone for 40 minutes on hold before, trying to get an appointment and I couldn't register online. I also think there should be Zoom meetings with a doctor rather than telephone appointments as I think they need to see the person.	3
212928	The surgery is improving	The staff are caring and the surgery is improving. I can see a doctor now and it is better making an appointment. I used to be 38th in the queue but it's a lot better now. It would be good if it was easier to get in touch, but it is improving.	3
212927	I get to see someone most of the time	The doctors are good and my calls are answered quickly. I also get to see someone most of the time. Although it would be good if the pharmacy could ring you if they can't get hold of your prescription, so you don't have to keep going to the pharmacy when they haven't got it. Prescriptions also take 72 hours, so it would be nice if this could be done a bit quicker and if they told you if they need to swap your medication.	3

212882	very friendly when you do speak to them	The pharmacy are really lovely and the surgery is close to my home. The staff are very friendly when you do speak to them. I have kidney disease stage three and it wasn't picked up on until it was really bad despite my bloods always being low and no-one told me this. I was put on steroids and saw the recall for the vaccine so I came here and they said I didn't qualify. I knew I did so went online and registered and had one straight away, so they didn't look at my records closely	3
212877	Drs have plenty of time for me	The treatment you get here and the people are fantastic. Making appointments is awful. I have found two doctors recently have been very thorough with me and have had plenty of time for me. They made me confident in what they are doing. I don't understand the systems. The Dr sent me for tests at the hospital and sent me a message but I wasn't clear on his message and wanted to clarify a few things. I was told 'sorry but his diary is fully booked for three weeks ahead.' So I said it was not urgent and that three weeks was fine but they said they couldn't book further than that and I just had to keep trying each week and each week they said no try again. Eventually they asked if I would see someone else so I had to. The booking system is just not clear to me.	3
212875	staff very nice	I am satisfied but also I am not. They phone me if I need a blood test or if they find something in my blood test they reach out to me and tell me. But trying to get an appointment is more difficult. I never see my named doctor. The staff here are all very nice, really lovely people.	3

Response from Elmham Surgery

Thank you to all our patients who have provided feedback to Healthwatch Norfolk. It is wonderful to hear that people coming to our surgery can feel the team spirit. Every day our Team does their utmost to look after our patients and to provide them with the best possible care. It is really encouraging for our staff to receive such lovely feedback. We are glad to learn that overall, our patients are experiencing that access to the surgery is improving. In the last year, we worked hard to achieve this with the introduction of a new telephone system and offering pre-bookable appointments. We are now in the process of developing a new website to enhance our online access. We will take on board all the valuable feedback we have received and will use this as input to further improving services and care for our patients.