

# Shipdham Surgery Feedback

## May 2023

In May 2023 we visited Shipdham Surgery to speak with patients about their experience with local health and social care services. From this visit we received 15 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:

A bright and welcoming surgery who have a new Practice Manager. The receptionist was helpful, and we saw her trying to help a patient who was quite distressed about wanting to get an appointment. She calmed the situation and offered a suitable appointment and the patient left very happy. The surgery was well used with people coming and going all morning. A small car park was used as well as parking opposite and on the road.

Overall, patients we spoke to were mostly happy with the care and support they received from the surgery, staff were praised for being nice and helpful. We heard some concerns about waiting, including on the phone, waiting for results, and some mentioned the wait to get in to see someone.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/shipdham-surgery-thetford-ip25-7la>.

A response to this report from Shipdham Surgery follows the table (page 4).

ID	Title	Review	Rating
211037	Always fantastic	Really good. The doctor is always fantastic. Everything's very prompt, I've never had to wait long on the phone.	5
210848	They're very good	I rang up this morning and I was in seeing the Dr at 10.10. They're very good, I am now off up the hospital for an x-ray. He is very good the Dr I just saw.	5
210846	I am quite satisfied	The people are all nice and it is not too hard to get an appointment. My prescription is always ready when I come for it. I am quite satisfied.	5
210845	always go the extra mile	I am pretty satisfied they always go the extra mile. No - one likes waiting but that is just the way it is. I couldn't drive the other week due to illness so the receptionist brought my medicine to me.	5
210852	Keep up the excellent service	They are excellent, very good. From reception to the Drs and the whole team in between - everyone is extremely helpful. Keep up the excellent service and keep doing what you are doing in these difficult times.	5
210851	Absolutely first class	I have never had any problems here, they are absolutely first class, the whole time. I called yesterday and I could have had an appointment then, but today worked better for me. I don't know if it is just well organised or what, but they are great.	5
210849	just brilliant	They're brilliant - I have moved here from London where I had not seen a Dr in years. Ring up here and they are so good I am usually in the same day or next day worst case. They are just brilliant, no problems at all	5

211039	Very good	They're very good. It has felt that appointments are mainly over the phone and I would prefer face to face.	4
211038	Good apart from phones	It's very good, other than the phones, you have to wait a long time on the phone. No problems other than that.	4
211034	Brilliant	They're brilliant. The prescriptions sometimes take a bit of time but otherwise I can't fault them.	4
211033	Nurses are great	Sometimes I have to wait a little while to be able to get an appointment but I know things are difficult at the moment. Everything else is fine though and the nurses here are really good.	4
210854	good surgery	They are a good surgery, but it is not as good as it was. They have a lot of new staff so the knowledge is not there but apart from that they're pretty good.	4
210843	when you get in everything is fine	I have no problems here, they're ok when you get there in the end. When you get in everything is fine. They could improve on the wait to see someone, even a blood test there is a wait	3
210847	It is the getting in that is the problem	I first came here 5 years ago and I would have given it 5 stars then but there are a lot of problems now. The receptionists are good. If you see a Dr they are excellent. But getting to see them is very difficult. They need more Drs, maybe they could have a nurse practitioner that can do everything and take the strain off the Drs. It is the getting in that is the problem, then when you do it can take a long while to get results. I know there is a lot of problems	2

210827	it isnt like it used to be	I think the drs keep leaving, there is only one on duty I think. Before the pandemic I would have given them a 3 star. Why is it not back to normal? You ring up or come in and you have to wait a fortnight - when I am ill I want to be seen on the day or the next day. They ask you to send photos in, old people can't do that and I thought Drs were for the elderly. They give us tablets to live longer and then they are not here for us. I don't know why staff keep leaving.	2
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## Response to report from Shipdham Surgery

We welcome all feedback from our patients and visitors to the practice, this allows us to review the way we do things and to help us look at making improvements to provide an excellent journey for the patient. We are aware of some of the frustrations highlighted in the report and we thank those patients for bringing that to our attention.