

# Heacham Group Practice Feedback

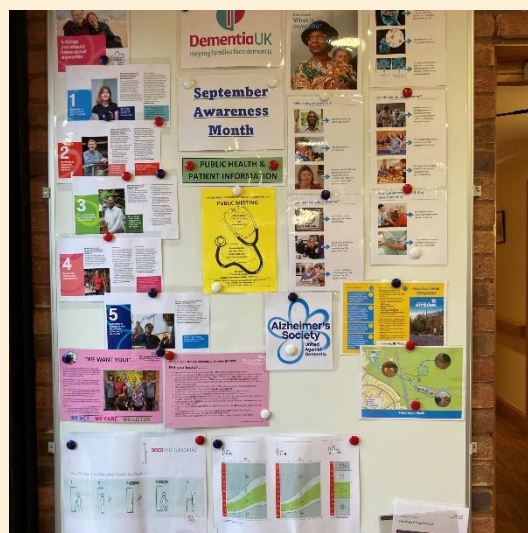
**September 2023**

In September 2023 we visited Heacham Group Practice to speak with patients about their experience with health and social care services. From this visit we received 23 reviews for the practice. In addition to this, in this month we have received a further three reviews through our website which are included in this report. The reviews have an average star rating of 4.7 out of five.

Healthwatch Norfolk officers who visited the surgery noted:

We were made to feel very welcome by the staff and it was lovely to be joined by two Patient Participation Group (PPG) members who were very keen to assist us with gathering feedback from patients.

We observed some colourful information displays for patients in the surgery but also noted there were no opening times on the outside of the surgery.



*Figure 1. An information display at Heacham Group Practice*

Overall, most patients we heard from told us that they were able to get appointments easily at the practice. They told us that they found staff lovely and that they give good explanations of care. On the other hand, concerns mentioned included long waits getting through on the phone and not being able to see the same doctor on each visit.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/heacham-group-practice-king-s-lynn-pe31-7ex>.



ID	Title	Review	Rating
218080	Seen Quickly	I was seen quickly today after contacting the surgery. They've put a referral in for me. I hardly ever come here, so I don't have a lot of experience with the practice.	5
218079	Lovely	They are lovely to me. They keep checking up on me to make sure I'm ok. I think it's a very good service. I am pleased with it.	5
218078	Very Good Service	I regularly come to this Heacham branch and the other one in Snettisham. I think it's a very good service. I can easily get appointments when I need them. The receptionists are lovely. They've been very good to me through my recent illness.	5
218077	Lovely and Informative Nurse	I saw a lovely nurse today. She examined me thoroughly and was very easy to talk to. She explained everything and was very informative. I have hearing issues so when they shout your name in the waiting room to call you back I can't hear it. Today the nurse came to find me and then took me back to the room, that was great.	5
218075	Caring, Helpful & Amazing!	They are so very caring and it's obvious the staff do care a lot. They explain everything so well and are very gentle. They do everything they can to help. I really couldn't wish for a better surgery and feel so grateful to have them. They're amazing!	5

217971	Everything I could have asked for...	I woke up with symptoms that suggested I had a new health problem. I felt anxious and unwell, and I used the online contact form from the practice website to set out my concerns. The surgery responded very quickly, and booked me in for an appointment with the cardiac nurse on that same day. Christine the cardiac nurse had carefully read every word of my description of symptoms, and she listened sympathetically while I explained my concerns in more detail. She was equipped to conduct an ecg test, and this led to an immediate provisional diagnosis, which she explained to me effectively. I left the appointment with prescriptions for new meds, a range of blood tests initiated, a follow-up appointment booked, and a feeling that the practice had done everything I could have asked for to address my concerns.	5
218014	Today was good	Today was good, I made an appointment okay and was seen today. All good. Usually it is more of a mixed experience. It would be good if you could book a routine appointment ahead. If it's not urgent booking 2-3 weeks ahead would be good.	5
218009	Today was extra good	I rang 15 minutes ago and they have seen me straight away. I am always seen in good time but today was extra good. You can wait a bit when you call, but it's fine.	5
218008	Never had a problem	They have always been okay with me and I have never had a problem. It can be hard to get through on the phone but if you pick the right time to ring it's fine.	5
218007	Seen promptly	I was seen promptly and the staff are pleasant and very nice. I have had my bloods taken today and I can't think of any improvements.	5

218006	The staff are very responsive	They recognise me as a priority patient and the staff are very responsive. I am able to ring up and get seen the same day. I know I am recognised as a priority patient. The seating area nearer the treatment rooms needs to be improved. It's hard plastic and too low. I used to like using the online contact pages but they are not always available. If you can use them they get back to you within 2 hours. Previously you could also check your appointments online which was really helpful for me but I can't do that now. It's also harder to navigate the new website. It would be better if you could get to where you need to be easier and quicker. Also a direct link to the surgery website repeat prescription page from Facebook would be good.	5
218005	All good	Everything is good. I checked in okay and all good.	5
218004	Everything is good	Everything is good. I have a dressing done twice a week and I see all the nurses.	5
218003	On time and helpful	They are on time and helpful. I can't think of any improvements but today I couldn't sign in on the screen, so I spoke to a receptionist.	5
218001	Always helpful	They are always so helpful. I get in as soon as possible with my asthma. Sometimes getting through on the phone when you are not well can make you worry as I want to get through as soon as possible. However if it's less important and I can wait I'm happy to call back when they are less busy.	5

217999	It all works well for me	I can't really fault them, it all works well for me. They have done me proud. The only thing I would like to comment on is the different uniforms. I don't know what the different colours mean and it would be nice to know who the people are that you see at the surgery.	5
217998	Great service	They called me at 10:30 today and asked if I could come in for 11:30. I did wait a little bit to be seen but that doesn't really matter. Also the other week I called and asked for an appointment and they said I could come in that day. It's good, nothing to complain about.	5
217211	A fantastic team at Heacham Surgery	My husband has had heart failure and had been to hospital twice. When he was discharged after being in twice, I phoned the doctor as he was struggling to get his breath. I got an appointment with Christine, the heart failure nurse. The day when we were there, we saw the paramedic Sally who put him at ease and asked so many questions. She initially didn't know if his heart was worsening or had an infection and worked with Christine to diagnose him. They worked together and decided to give him antibiotics and gave him steroids. They reassured me that I could get in touch if he worsened and asked us to come back in a few days. We went back and he had further tests and he had recovered. Everyone was a joy to deal with. They also suggested doubling some medication to help with another problem he had and upgraded his prescription. I came out thinking so many questions have been answered. I feel as though I have won the Lottery. They cared so much about him. I feel they went above and beyond the call of duty. I also went to mention Steph, the receptionist, who went out of her way to make me relaxed and organise the appointment for us.	5

216993	Follow up of blood tests.	I had my bloods checked about 2 weeks ago , a receptionist phoned me an asked if I could pop in an see the nurse. Two days later I popped into see the nurse....Cardiac nurse Christine, who explained my tests to me an reassured me all was ok. Change of a medication that I had trouble taking very reassured with the change. I have met Christine before all ways very professional , reassuring , explains so you can understand.....Thank you.	5
218074	Miss The Way It Used To Be	I've been a patient here for 26 years now. I used to always see the same doctor, he knew me and I knew him. Now I end up seeing multiple doctors and they don't know me. They are very good doctors and great staff, I just miss the way it used to be.	4
218073	Surgery Is Improving	I was able to come today and see a doctor. I called this morning and they got me in for an appointment an hour later. I think the surgery seems to be improving, but I know we can't expect miracles. At least they let you in the building now. I do think they're really trying and I know they have a lot of work to do everyday.	4
218072	Really Good Dispensary	The dispensary are really good, never have any issues there. My main concern is that I can't always get an appointment when I feel like I need one. On the times that I do get to see a doctor they're very good.	4

218012	They need to call back on the day stated	I had a problem and called last week to make an appointment. They said someone would call me back but no one called. I called again as it was Friday and was told I was on the list for a call back but no one called. I was left over the weekend feeling concerned. They called me yesterday, Monday and gave me an appointment today, which is Tuesday and now I have been seen. They should call when they say they will.	4
218010	Helpful and answered my queries	The staff have been very helpful and have answered my queries. I called and got an appointment the same day, which works for me.	4
218071	Miss Seeing My Family Doctor	I've been a patient here for over 20 years. For most of that time I had one doctor who I always saw. He knew me and my family and it was an excellent service. In the last few years that's changed and I never get to see that doctor anymore, even though he still works at the surgery. I see lots of different doctors who don't know me or my history. I really miss the way it used to be. I'm getting older, but I put off coming in when I have an issue now, because I don't like the way it is. The nurses are brilliant and the treatment is good, I'm just disappointed that so much has changed.	3
218000	Very nice but not organised	They are all very nice but not organised. I have just seen the pharmacy to collect something that should have been prescribed but it hadn't been done. They are sorting it out for me but it should have been done before. They work well but not together. They could be more efficient.	3