

Hoveton and Wroxham Medical Centre Feedback

February 2024

In February 2024 we visited Hoveton and Wroxham Medical Centre to speak with patients about their experience with local health and social care services. From this visit we received 13 reviews for the Medical Centre. The reviews have an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited the centre noted:

Hoveton and Wroxham surgery is very accessible with a large carpark and flat walkways leading to a wide automatic door. In the foyer there are wheelchairs for patient use and a bench for patients to sit on whilst waiting to be picked up.

The waiting areas are bright and spacious. The staff are very friendly and helpful. Near reception there is a large board with Patient Participation Group notices and next to it a suggestions box. The building also contains a Norfolk and Norwich University Hospital maternity suite.



Overall most patients we spoke to on our visit were happy with their experiences at the surgery and told us that they were treated well. There were mixed experiences of getting appointments.

Some specific issues raised by patients included:

- Not knowing how to log into the system,
- A broken chair in the waiting room,
- Difficulties accessing a particular medication needed.

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

| ID | Title | Review | Rating |
|--------|---|---|--------|
| 227378 | They are brilliant | They are brilliant. I have so much wear and tear! I can always get an appointment when I need. | 5 |
| 227315 | Very satisfied | Excellent service, kind, caring & professional staff on top of their game. | 5 |
| 227244 | Brilliant | It's always brilliant. I see the same nurse every three months and she is always brilliant. I don't have any complaints. | 5 |
| 227243 | Good but getting an appointment can be tricky | The treatment is always good. It can be more difficult to get an appointment, I don't think it's their fault though. I think it's because there are too many people and not enough doctors. There are more houses and more old people, like me. | 5 |
| 227241 | Everyone is so helpful | It's very good, everyone is so helpful. The nurse I saw today was lovely, helpful and kind. | 5 |
| 227240 | Easy to make appointments | It's good, it's easy to make appointments online. It can be a bit of a wait, I had to wait a week for a telephone appointment and I would have preferred it sooner. However it was not urgent and I know its busy so it was okay to wait. | 5 |

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| 227231 | I feel lucky to have such a good surgery | It's good, whenever you call you always get an appointment when you need one, especially for a child. Knowing how to log in to the system would make it better for me but I feel lucky to have such a good surgery compared to some other people who seem to be having problems with their surgery, but it's good here. I am not sure about the log in system and it would be better if I knew how to log in. | 5 |
| 227226 | Brilliant today | I would say it's five star. Today was brilliant, I was able to come to the surgery and organise my tablets which are now going to be delivered to my home. Getting an appointment or being able to speak to the doctor is good too. I called the other week and the doctor rang back within 20 minutes. The only thing I can say that was not so good was a broken chair in the waiting room that was not taken away by the staff. Patients had to turn it round to stop someone sitting in it. Overall the surgery is very good. | 5 |
| 227386 | I can always get an appointment | Very good, I can always get an appointment. Sometimes when I'm due an appointment they even call me! They do need to change their hold music though... | 4 |
| 227385 | No qualms | The surgery is better than it used to be. It's easy to get through on the phone, and getting an appointment isn't too bad. The staff on reception can be a bit negative. I've got no qualms with the practice; I'm well looked after. | 4 |
| 227379 | It can be difficult to get an appointment | It can be difficult to get an appointment, but that is not their fault. They say you can't make an appointment more than two weeks in advance but then they don't have any available. Other than that I can't really fault the service. | 4 |

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| 227380 | Mainly positive | My wife and I have been here for four years. We both have health issues and use the surgery a lot for tests, medication etc. Our experiences have been mainly positive. It's good that there is a pharmacy on site. Recently however we have had an issue gaining access to certain drugs that my wife needs. We had an awful service and we had to go to a different pharmacy. I have raised the issue with our MP and with the Integrated Care Board. Very poor. | 3 |
| 227228 | They didn't get back to me | I can't really give them any more stars as I don't come here very often and when I did come for an appointment they said they would get back to me and never did. I'm fine now though. | 1 |