

Melton Constable Surgery Feedback

February 2024

In February 2024 we visited Melton Constable Surgery in North Norfolk to speak with patients about their experience with local health and social care services. From this visit we received 11 reviews for the surgery. The reviews have an average star rating of 4.7 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

Melton Constable surgery is a rural surgery with a small car park (non-permit on street parking is available adjacent to the building) leading towards accessible automatic doors.



On the day of our visit there was a wheelchair available for patients to use, just inside the doors in the lobby.

The waiting room is compact but bright and clean and the receptionist on the day of our visit was inviting, friendly and knowledgeable.

All the patients we spoke to told us that they were happy overall with the care and service they were receiving from the surgery. Most told us they were able to easily get appointments and they were treated well by staff. They told us that they were happy with the range of services offered and found the surgery reliable and efficient.

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

ID	Title	Review	Rating
229168	Excellent, truly excellent	Excellent, truly excellent. The GP now has been a revelation. The engagement and overall support is tremendous. I genuinely mean that.	5
229160	Excellent surgery	Excellent surgery. It's fine to get an appointment. The more serious the situation the more swiftly they will fit you in. It's a good service.	5
229156	They never let me down	The pharmacy is fine. It is a reliable service; I use it once a week and they never let me down.	5
229155	They are always helpful	They are always helpful and will sort out any problem there and then. They know me so I can always get an appointment with the nurse or doctor.	5
229152	We don't have any troubles	It's very good, we don't have any troubles. I tend to email the surgery for an appointment and it's usually responded to quite quickly. A family member had an issue recently, they spoke with the doctor on the telephone and the doctor conducted a face to face appointment that same day.	5
229151	It works for me	It works for me. Prescriptions are reliable. Communications are pretty good. The wait times aren't brilliant but it's within reason.	5

229150	You can't knock it!	I have no complaints about the surgery. The service is good all year round. You can't knock it! I can always get an appointment here. It's ideal for the community; it's what you need. I don't use the internet but I can always get through on the phone.	5
229149	I have no issues at all	I have no issues at all. It's easy to get an appointment. I'm usually given a choice between Holt surgery and Melton Constable. Even back in "troubled times" I never had to wait long for an appointment.	5
229167	I think we have a very good range of services	I think we have a very good range of services. Sometimes people do have to wait a long time. Generally the doctors do a lot to accommodate people's needs.	4
229162	Nice people	It's a good surgery. It's efficient. The pharmacy is good and reliable. Nice people. Lucky to have them. I will give it a strong four out of five!	4
229154	Very good	I think they're very good. The car park is a bit small. It's not always easy to get through to the surgery and you usually have to wait a week for an appointment.	4