

Roundwell Medical Centre Feedback

September 2023

In September 2023 we visited Roundwell Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the surgery. In addition to this in September we received one review through our website too which is included in this report. The reviews have an average star rating of 3.8 out of five.

Healthwatch Norfolk officers who visited the medical centre noted:

The surgery has lots of available parking, with accessible parking closer to the surgery entrance. The building is large and spacious, with a separately run pharmacy next door – and a shared wall for easier access between the two buildings.



We saw patients collected from the waiting area by clinicians which patients clearly appreciated. Reception were very warm and welcoming, and although we understand there was some staff shortages on the day due to illness, they were still smiling and patient and helping people with their enquiries.

Patients we heard from told us that the quality of service they received when they were seen by the surgery was good, they told us that the people at the surgery were nice and helpful. On the other hand, patients were concerned about difficulties trying to book appointments over the telephone with some choosing to visit the surgery in person and queue outside before opening times to ensure they could book an appointment.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/roundwell-medical-centre-norwich-nr5-0gb>.

ID	Title	Review	Rating
218109	The reception staff are great	The reception staff are friendly. They are great and it's a friendly atmosphere. The telephones are not good you can't get through. I tried and tried and then gave up and came in to make my appointment.	5
218108	people are too impatient	I am one of those people who do anything not to come here! I take all the problems they have into consideration and I don't blame them. On the whole I get the answers I want. I would like to be able to pre book an appointment like you used to do. Time wasting is a problem here with people not coming in. I don't come and queue like some people do. People are too impatient - they are not the only person in the world who needs care.	5
218107	service is great	The quality of the service once you are in is great. There are options on the phones. There is a problem I have witnessed with people waiting outside to get an appointment. Sometimes very elderly come down to book an appointment, couldn't they have a bench to sit on and some cover or something. Or just open the first doors so they can be out of the weather in the winter before opening the second doors.	5
218106	an easy process	It is my first time visiting as I just transferred here from a different surgery I have come in to book an appointment today and it was a very easy process.	5
218104	good service here	I have seen a physio here today, Dr Hardiman referred me to see them and that was a very easy process. You get a good service here I have got to give them 5 stars I have never had no problems here.	5

218101	all good	I came for my vaccine today and they have been very good, very easy to organise and very good	5
218103	can be difficult to book an appointment	It can be very difficult to book an appointment. My wife is housebound and you can be 20 plus in the queue and by the time they get to you all the appointments are gone. The staff are all fine. My main bugbear is being able to book a home visit to a call to speak to the doctor but the other day they did do a phone call so we got that.	4
218100	everyone is lovely	The phones can be tricky but we get there in the end. Everyone is lovely, maybe a few more appointments would help but I totally understand it isn't just as easy as that.	4
218099	The people are wonderful	The system is the problem, the people are wonderful. I have come in here today and it has been great. It is not the people at the front it is higher than that. There are problems - the answering systems are a no no, the elderly can't deal with that. I would never criticise the staff. Just get rid of answering systems with lots of choices and don't drive us to computers we don't want that either. We are people and we want to see people.	4
218086	Reception are really helpful	The reception are really nice and helpful. I saw the physio today who was brilliant. The appointment timings are the only thing I would say that would make it better. If I could have an appointment at the beginning of the week I would not have to wait over the weekend for my medication review to get sorted.	4

218110	Reception are very good.	The reception staff are very good. I have been waiting too long for a prescription to be ready. I was seen at the hospital and prescribed a new medication and I am still waiting for the surgery to sort my prescription. I also think there should be better and more contact with patients to keep them up to date, a simple email or a text would be good. Getting an appointment is also a problem. I keep trying and then you give up. The reception staff are very good though.	3
218098	They are good when you get here	If I was rating them for when you actually get here I would give them 5 stars but is so difficult to get an appointment and for that I would only give 1 star. You have to wait so long on the phone, on average 35-40 minutes and then you can't always see anyone. It is very frustrating and I also think they should update the phone message the information seems less relevant and not up to date.	3
218738	waiting in all weathers to book appointment	<p>We have to queue outside for appointments, as the telephone system removes you when it gets too busy, so people cannot get through on the telephone to make an appointment.</p> <p>So it means waiting in all weathers to book an appointment. This is not acceptable, as people are susceptible to viruses, especially in winter like colds, flu, chest infections, etc.</p> <p>In summer the weather is better. But this should still not happen. It's occurring all year round.</p> <p>And recently the surgery had not read my urgent online request properly. And my medicine had to be reordered. I wondered why I had not received my delivery. And that was the reason.</p>	2

218105	You can never get an appointment	I call at 8am as requested and you can never get an appointment. They never answer and you might be 20 in the queue. People come at 7:30 to queue up outside. I had an operation at the hospital and when I left they told me to contact my GP to have the staples removed in 10 days. When I contacted the doctors they couldn't offer me anything for at least 2 weeks and told me to go back to the hospital. I spoke to the surgeons secretary and they were not pleased but made arrangements for me to return to the hospital to have them removed. We have come to day for COVID and Flu vaccines and that service is good.	2
218068	Shambolic	Can't get appointments, ring at 8.00am on the dot to be number 19 in queue and after holding 30mins, you are informed there are no appointments. The reception staff try and be triage to decide who gets to see who, but what qualifies them to do so?	1