

Wells Health Centre

Feedback

October 2023

In October 2023 we visited Wells Health Centre to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the centre with an average star rating of 4.8 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

We found Wells Health Centre to be very welcoming. The waiting area is bright and cheerful with colourful artwork on the walls. The green space surrounding the surgery creates a peaceful environment.



Figure 1. Wells Health Centre

Overall, most people we spoke to were very happy with the care and service they received from Wells Health Centre and most told us they were able to get appointments when they needed them.

Suggestions for improvements included having quieter hold music which a patient told us was loud and wanting to feel less questioned by receptionists when trying to access care.

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

A response to the report from Wells Health Centre follows the table of reviews (page 6).



ID	Title	Review	Rating
219896	Staff Are Kind & Helpful	Couldn't be happier here. I feel very supported and always get the help that I need. All the staff are kind and helpful. The nurses are fantastic. Can't fault the place!	5
219877	Wonderful Health Centre	It's a wonderful health centre. Absolutely amazing. I really can't fault it. They are always there for me when I need to be seen.	5
219876	Very Pleased	Everyone is extremely helpful. I find I can get appointments quickly. I am very pleased with the service they offer here. The only thing I would change is the hold music on the phone - perhaps they could pick something quieter!	5
219873	High Level of Care	The doctors who are now running the surgery are very good now that we are joined with Burnham Market. I feel like the level of care has improved. The doctors are more concerned and are very good with my husband. Everyone is very nice and very helpful.	5
219871	Very Satisfied	I am very satisfied. I occasionally have to wait a few weeks to see my preferred doctor, but I am happy to do that. They do their best when it's an urgent situation. I feel very lucky.	5
219866	Brilliant - Lucky To Have Them	Everybody at the surgery is so helpful. I never have to wait very long for an appointment. I only have to wait two days for a repeat prescription. They are brilliant. I feel very lucky to have this surgery. There is nothing I would change about them.	5

220010	they are really good	They are very very good, they have always treated me well. They are really good with the treatment I have received I have no complaints	5
220007	reception always helpful, polite & welcoming	I think it is quite nice here. The receptionists are always helpful, polite and welcoming. You don't come here because you fancy it. Particularly Dr Ince is fabulous - he is the type of doctor who doesnt sit with a pen in hand, he looks at you and listens. I have said to him before if I had a son I would want him to be like you - a very nice man who takes the trouble even after a very long day, he treats you like the first patient.	5
220002	accommodating	I think they are friendly, small and accommodating. More appointments and more rooms would be great, but funding will always be an issue.	5
220001	So quick when you need something	I have thyroid and heart issues. They are so quick when you need something you have got it. Even ordering repeat prescriptions is quick it is at the chemist the next day	5
220000	I am happy with the service	Everything all the time they give me straight away. They are very kind and understanding. I am happy with the service. Any emergency and they try straight away to sort it the same day	5
219992	Always friendly and efficient	I find them brilliant. They are always friendly and efficient. I don't wait for long for an appointment either to get in for one or when I am in here. They are proactive in picking up things I need to happen to me.	5

220004	very friendly	<p>They are friendly. They try to respond to whatever it is you bring up. They are very local for me.</p> <p>Face to face appointments with your GP are needed though. I appreciate you can see another professional as they can do certain things and take a load off but there are an awful lot of things that a GP does need to see</p>	4
219996	reception shouldn't ask symptoms	<p>I have had Dr Ince, who is superb - marvellous.</p> <p>Previously the office staff acted as gatekeepers to keep patients away and that has continued. Never before have I been grilled by a receptionist as to my symptoms and asking things they shouldn't be asking</p>	3

Response from Wells Health Centre

We are delighted to have such positive responses and thank you for engaging with Healthwatch Norfolk. We pride ourselves on offering the best possible service to all of our patients.

With regards to our reception team; unlike a receptionist in a traditional office, medical receptionists such as our team at Wells Health Centre, have extensive knowledge of medical terminology and healthcare procedures. They are an essential link between the healthcare infrastructure both inside and outside of the practice and our patients seeking medical care. As such, they are trained and competent in asking initial questions in order to ensure that our patients are booked correctly for a swift and efficient service.

Thank you – Wells Health Centre