

Hingham Surgery

Feedback

April 2024

In April 2024 we visited Hingham Surgery to speak with patients about their experience with local health and social care services. From this visit we received 24 reviews for the surgery. The reviews have an average star rating of 4.9 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

The surgery has a welcoming environment with free fruit on the reception desk and an area for board games and books. Information about events in the local community is displayed by the entrance.



Overall, patients we spoke to at this surgery were very happy with the care they were receiving. Many patients we spoke to highlighted how well they are treated by all staff members and that because of this they do not mind sometimes waiting longer to be seen when necessary.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk. A response to this report from Hingham Surgery follows the table (page 7).

ID	Title	Review	Rating
236379	Very good	As always, very good. If you have a problem you can get in. All the doctors are good.	5
236378	They're all wonderful	My appointment was quick and efficient. I never really have problems here, I've always been able to get appointments for myself and even quicker for my children. They're all wonderful.	5
236377	The service is excellent	My appointment was good and easy to book which I did on the phone. It's always been really good, the general service is excellent. I can get help when I need.	5
236375	You're not rushed	<p>The surgery is fantastic. They can be behind to call you in but you get that time back in the appointment. It's well worth the wait and you're not rushed. It's outstanding.</p> <p>I came to the surgery having been on the wrong medication and being treated with doubt about my symptoms. They don't do that here, they listen, and because of that I'm now on the right medication.</p>	5
236373	They're wonderful, we're very lucky	I like to see a particular nurse but today I saw Lily who was delightful and caring. Overall I can't fault them. They're wonderful, we're very lucky. All the doctors are personable, they use first name terms which means you're more relaxed talking to them. The appointments aren't difficult to get, you can get through on the phone and can book ahead for particular GPs.	5

236368	They have my best interests at heart	<p>I had a really good appointment today. This is the best surgery I've ever had, I wouldn't want to move away as they're so good. It's very easy to make appointments, I book via the NHS App and I got in very quickly for today's.</p> <p>I'm actually registered at a separate clinic for my diabetes but they keep cancelling appointments so Dr. Rush has sorted this out for me instead, and the diabetes nurse keeps a close eye.</p> <p>The response time here is scarily quick compared to what I'm used to in other surgeries! They're really attentive and I feel they have my best interests at heart. The receptionists remind me when I forget things.</p>	5
236363	The surgery is brilliant	<p>I had a brilliant appointment with the doctor. This surgery is brilliant and always were with my children. I rang yesterday, you can call any time, and got in today.</p>	5
236361	Nothing to improve	<p>A generally good experience, there's nothing I'd like to improve.</p>	5
236359	The doctor listens	<p>My appointment for my child went really well. The doctor takes time, listens and is considerate. They talk nicely to my child too. I felt the treatment options were clear.</p>	5
236169	The surgery is lovely	<p>The surgery is lovely and I can't fault it. You have to wait, but it's worth waiting for as the doctor will listen to you. There are no improvements, they are doing their very best.</p>	5

236168	Staff are lovely	My experience has been useful and wonderful. The doctor was helpful and the staff are lovely. There are no improvements.	5
236167	They are great	They are great. The doctor is fine and nice to talk to and listens to you. It is easy to get an appointment and the staff are fine. There are no improvements, it's great to come here.	5
236166	They are amazing	There are no improvements, they are amazing. I would give them 10/10. The service is quick and the staff are amazing. The surgery is so good, it would alter my decision to move out of the village.	5
236165	The surgery is brilliant	The surgery is brilliant and it can't be improved. You can get appointments easily and I think they have the best doctors ever. The staff are very professional and the doctors are knowledgeable	5
236164	No complaints	I have no complaints. It is all good. The doctor listens and gives good reasons for things. There are no improvements that could be made.	5
236163	Fantastic and amazing	They are fantastic and amazing. They listen and are empathic and the receptionists are amazing. I cannot think of any improvements, they are on top of everything.	5
236162	Never had a negative experience	I have had a positive experience. I have a great rapport with the doctor and they are helpful in more ways than expected. The staff are all friendly and go above and beyond. I have never had a negative experience and I have been coming here since I was a teenager. There are no improvements needed.	5

236161	A fantastic and outstanding practice	It was perfect. The staff are lovely, excellent and helpful. There are no improvements. It is a fantastic and outstanding practice.	5
236160	They are great and always have been	The surgery is fine. I saw a lovely nurse, they were on time and had good information. They are all good. There are no improvements, they are great and always have been.	5
236159	I can't fault it!	I can't fault it! Everything went as planned and the injection didn't hurt. The staff are brilliant. No improvements are needed.	5
236158	Brilliant, efficient and calm	I would give them 10/10. They are brilliant, efficient and calm. They fit you in. I had to have blood taken on a particular day and they managed to fit me in. There are no improvements.	5
236376	The doctor has helped me	The doctor was very friendly and has helped me. I had to wait to see a specific doctor as they'd been ill but I was ok with that, especially as I can usually get in quickly. It would normally be five stars but I've noticed it getting busier with more patients so it's a four.	4

236358	Dispensing staff issues	<p>It was a good appointment once I got in, I had to wait nearly an hour but that's really unusual. The doctor was very nice, I got Dr. Morris.</p> <p>I do have issues with the dispensing staff at times. Some of them moan about how long it takes to get through on the phone to order particular medication and so try to encourage me to use a different brand but this isn't suitable for me.</p>	4
236157	The surgery is good and the staff are friendly	<p>They are good and quick and you don't have to wait. The staff are friendly too. I can't think of any improvements other than you used to be able to book appointments in a couple of days but now you have to wait two weeks.</p>	4

Response from Hingham Surgery

We really appreciate the positive feedback and comments given by our patients. The common themes exemplify our team ethic that everyone strives to do their best for our patients. We are here for our local community and the responses suggest we continue to be of benefit to them.

Thank you Healthwatch for visiting us and collating the thoughts of our patients.