

Shipdham Surgery

Feedback

November 2024

In November we visited Shipdham Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery. The reviews have an average star rating of 4.7 out of 5.

Shipdham Surgery is a GP Practice located on the northern outskirts of the village. Upon their last inspection in July 2019, the surgery received a rating of 'Good', from the CQC. There were approximately 4,000 patients registered with the practice at this time. Shipdham Surgery offers a variety of services including learning disability health checks, family planning and children's immunisations.

Healthwatch Norfolk Officers who visited Shipdham Surgery noted:

There was a single point of contact for collection of pharmacy medication and patient enquiries which meant all surgery visitors waited in the same queue. We observed the receptionist managing this system efficiently.

There was limited on-site parking but a large public car park available to use across the road.

Overall, patients were happy with their experience of care at Shipdham Surgery with people specifically praising the ease at which they could book GP appointments. However, some people did note that occasionally the dispensary would not have their medication ready when they went to collect it.

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

Feedback Centre ID	Service Provider	Title	Review	Rating
249345	Shipdham Surgery	Very good	Always very good. I can't understand why people would complain.	5
249338	Shipdham Surgery	No complaints	Very good, no complaints. I can get an appointment when I need it. Everyone's very pleasant. They've always been alright to me. The fact it's a dispensing surgery is useful.	5
249337	Shipdham Surgery	Understanding staff	I love it. I suffer from health anxiety and all the staff are really understanding here.	5
249333	Shipdham Surgery	Very helpful	Brilliant. Where I was before was diabolical. I can get appointments when I need one and they're helpful. I get everything I need.	5
248756	Shipdham Surgery	Staff attitude is very good	They're the best I've known by far compared to my old surgery and my family member's experiences. Everything from the triage system for appointments to referrals has been really quick. The front desk are amazing, they know me by name. If the pharmacy knows it's urgent they will do everything they can to help you out even though they're rushed off their feet. The staff attitude has been really, really good. The opening hours are sufficient, it's great they have emergency slots on a Saturday and later hours for working people. The split of the front desks into departments works well too.	5

248755	Shipdham Surgery	The most helpful doctors I've had	<p>I find it's a really good surgery. I have ME, fibromyalgia and a few other health conditions and I've found they're the most helpful doctors I've had in a long time. Dr Harrison and Dr Selvam have both been good at getting me through things and making good referrals. I obviously take a lot of medication which they've monitored me with, and they've been good while I've been waiting for surgeries. The mental health support could be better. They used to have a mental health nurse here, but they don't anymore. I can speak to my GP but it's not the same, it was good when they were here so that's a bit of an issue now.</p>	5
248752	Shipdham Surgery	Excellent service	<p>Excellent service, really good. It's all done in a nice friendly way, it makes you relaxed. There's no problems here. We got all of our questions answered, it's good. We used to be at Watton but we got moved here and it's the best thing they could have done. We called this morning for an appointment and we're here now. Every surgery has their problems but this one seems to be able to fix theirs. They're all so friendly from receptionists to everyone else, it's like coming to see family.</p>	5
248751	Shipdham Surgery	Always been good	<p>I've seen the doctor today and it went well. I made the appointment on the app at 3am so you can't get easier than that, and this is a typical experience. I've never had a problem although they don't take cash now in the pharmacy which is a pain. There's a lot of older people who might prefer to pay cash too. Sometimes prescriptions get in a muddle and now you can't ring about them, you have to come up. Other than that they've always been good.</p>	5
248750	Shipdham Surgery	Never had any trouble	<p>I've never had any trouble here, no complaints. I was transferred from Watton and it was the best move we've made.</p>	5

248749	Shipdham Surgery	5 stars up till now!	I've only just registered here but I'll give it 5 stars up till now! This one was recommended to me by a friend as I'd had problems at my old surgery so I registered here and that's gone smoothly. It's been easy when I've phoned for an appointment.	5
249331	Shipdham Surgery	All okay	I've been a patient here 30 years. It's okay. I never know who I'm going to get when I ring up, but it's all fine.	4
249328	Shipdham Surgery	Dispensary not as good	It's alright, not as good as it used to be, the dispensary isn't as good, it's gone down in the last 18 months. Medication is often not there. Everything else is alright.	4
249334	Shipdham Surgery	Dispensary has improved	I've only seen a doctor a couple of times in the last few years, but when I have it's been good. When I bring prescriptions in for the dispensary though the medication would never be ready. Things have improved lately, the dispensary was chaotic but it's been better since summer.	3