

Bridge Street Surgery Feedback



May 2025

In May we visited Bridge Street Surgery to speak with patients about their experience with health and social care services. From this visit we received 27 reviews for the practice. The reviews have an average star rating of 4.3 out of 5.

Bridge Street Surgery is a GP surgery in the town of Downham Market. Upon their last inspection review in July 2023, the surgery received a rating of 'Good', from the CQC. There were approximately 8,500 patients registered with the practice at this time. Bridge Street Surgery

offers a variety of services including a medicine dispensary and learning disability health checks.

Healthwatch Norfolk Officers who visited Bridge Street Surgery noted:

- Healthwatch Norfolk officers were welcomed by staff
- Bright waiting room with lots of up-to-date information for patients on notice boards
- Reception staff were observed assisting patients with a kind friendly manner
- Reception counter was very high, and staff were observed standing up to enable some patients to see and hear them properly. When questioned by the HWN officer staff told us they were aware of the issue and if necessary and particularly for wheelchair users they would come out and speak to patients on the other side of the reception screen.

During our visit we also met and spoke to a community matron who told us:

“Bridge Street Surgery are a joy to work with. They always listen to my clinical judgement and act. It means I have no qualms about calling them and asking questions when I am with a patient as all the doctors listen to me and trust my clinical judgement. This prevents any delays treating patients. They also ask me for my opinion which helps to keep the patient at the centre.”

Overall, people felt satisfied with the care they received at Bridge Street Surgery, with people praising the helpful and friendly attitudes of the staff. However, patients did express that telephone queues had lengthy waiting times.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.

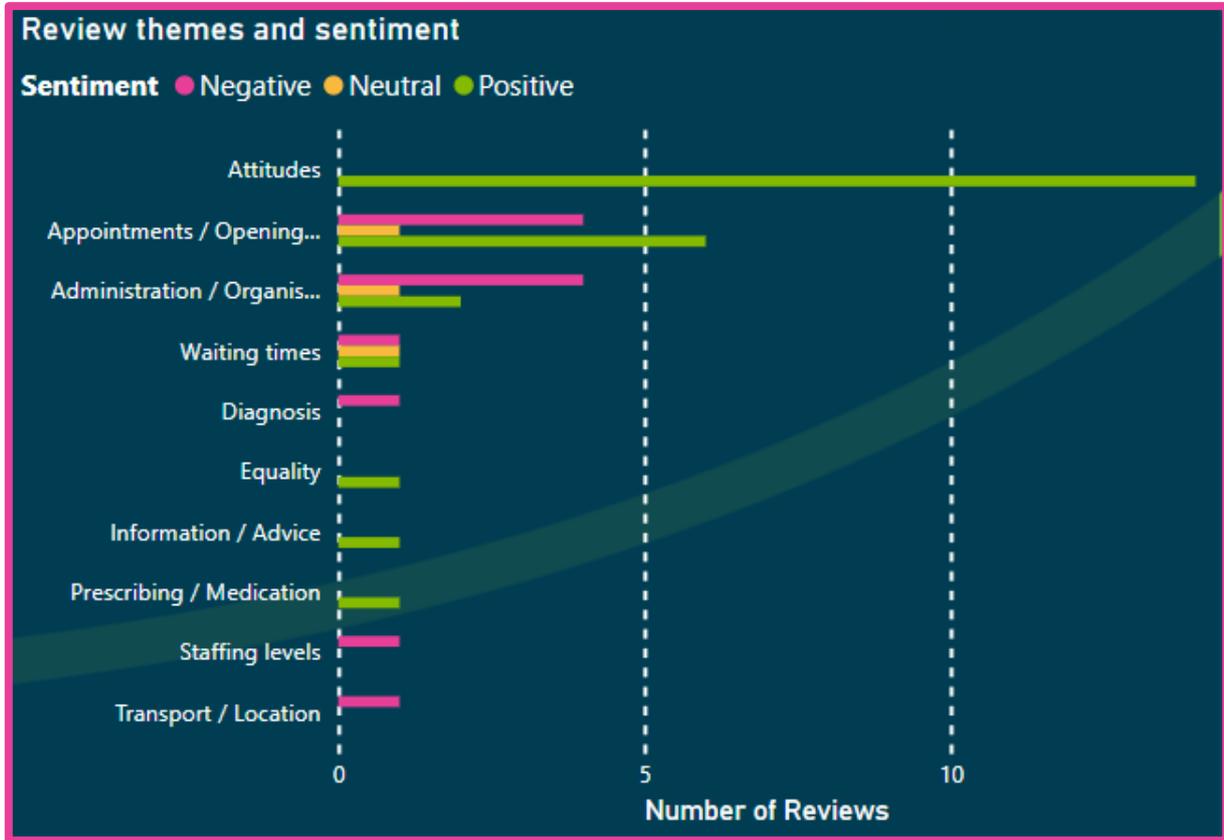


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Bridge Street Surgery by the Healthwatch Norfolk Engagement Team.

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

ID	Service Provider	Title	Review	Rating
259060	Bridge Street Surgery	No problems	They're perfectly fine, no problems.	5
259059	Bridge Street Surgery	Prefer to see the same doctor	<p>It's been pretty good in general. Appointments can be a pain to get past the receptionists, you have to go through an interrogation to see anyone. Once you are seen, they're generally good. I'm old-fashioned, I'd like to see a doctor who knows me, knows all my history. You see different people and they try to get your notes off the computer but it's not the same as them knowing all about you personally. My records still haven't been transferred from six years ago, they haven't been sent. If they had all the past problems and how things have progressed it would make it a lot easier. With so many people in the area there needs to be more doctors.</p>	5
259056	Bridge Street Surgery	First class	I think they're brilliant. Today they dealt with my enquiry. They're first class all the time.	5
259055	Bridge Street Surgery	Very good	Very good, I've never had any complaints. You're not called a patient for nothing! I've worked in healthcare and seen the other side of it and there's more people than ever.	5

259051	Bridge Street Surgery	Marvellous	I think it's great to be honest, they've always been marvellous.	5
259050	Bridge Street Surgery	Always do well	They're doing well, they always do. I've been up here five minutes and the pharmacy have sorted me out. I've got a blood test this week too. No problems.	5
259045	Bridge Street Surgery	We love it!	We love it! Everyone's really friendly, helpful and reasonably efficient. We're happy with everything.	5
259043	Bridge Street Surgery	No problems	They're fine, no problems. Sometimes you have to wait for an appointment but usually I can get in. If it was an emergency you could probably get in.	5
259042	Bridge Street Surgery	Polite and accommodating	I collect my neighbour's prescription and they're always very helpful. They're always polite and accommodating if medication is needed a bit early. I've also taken him in for jabs and that's been fine as well. They're pleasant, helpful and positive. Thumbs up!	5
259040	Bridge Street Surgery	Really good	They're really good, I had a blood test today. They're keeping on top of my health.	5

258752	Bridge Street Surgery	I find them very efficient and friendly	<p>It was excellent today. They contacted me and called me in for an appointment today. I don't think you can get better than that. I find them very efficient and friendly. My appointment should have been upstairs today but because it is difficult for me to get upstairs, although I could have used the lift, to make it easier for me they shifted the appointment to a room downstairs.</p> <p>The only thing I find a bit frustrating is the online form which seems to take you round in circles and I end up having to ring up instead. However when you call they are very helpful. I liked the online system they had during COVID better.</p>	5
258750	Bridge Street Surgery	Proactive pre-emptive and good	<p>As a result of their pre-emptive treatment I am better than I would have been. They are good, nice and pre-emptive and I have no problems here. I like that I can phone up and speak to my doctor and get results and appointments as you need them. Compared to other stories you hear in other places they seem really good.</p>	5
258737	Bridge Street Surgery	Very kind and friendly	<p>The staff are very kind and friendly. They help me with appointments and make sure I'm okay. I think it's good.</p>	5

258736	Bridge Street Surgery	Overall it's very good.	Apart from a slight wait, about 15 minutes in the waiting room which I am okay with, it is very good. I do understand that sometimes people take longer than expected and you need to give and take a bit. I do find getting here a bit difficult as I rely on the bus and I'm not as mobile as I used to be. I know that's not the surgery's fault.	5
259053	Bridge Street Surgery	Kind and efficient	They're really nice, kind and efficient.	4
259052	Bridge Street Surgery	Friendly nurses, difficult to book	It's fine. It is a bit difficult to get appointments, I try to book by phone and it's a long queue. I go fairly regularly so I know the nurses and they're always friendly.	4
259049	Bridge Street Surgery	It's improved	They're always helpful and I think it's improved. When Doctor Scott was here it felt more user-friendly but then it became hard to get anything or have the phone answered. I have been cut off from the phone queue before but I can tell it's improving, I don't feel I'm waiting as long on the phone now. The nurses and doctors are second-to-none, really good, they're brilliant. Doctor Satish seems nice, a good doctor. I feel like it's settled now.	4
259048	Bridge Street Surgery	Got confidence in the nurses	They're pretty good, the nurses I've got more confidence in than the doctors. I'd like more face-to-face appointments.	4

259046	Bridge Street Surgery	Lovely doctor, some difficulties	It's difficult to get through to somebody. I like a face-to-face and they use too many phone consultations. Around a year ago I felt like I wasn't being taken seriously when I was unable to get pain relief, it was borderline careless. However the doctor I've seen recently has been lovely.	4
259041	Bridge Street Surgery	Very good doctor	I came yesterday to see Doctor Satish and he was very, very good. He made the appointment for me as he was concerned and I was very grateful. It's so difficult at the moment to get through on the phone. I also only got half a text on the message. The girls on the counter are so helpful, no criticism there. The care is 4.5 stars but the phone system is lower.	4
258751	Bridge Street Surgery	I saw the doctor today and it was very good.	Today was very good but it can be a bit frustrating. The triage forms can be annoying. I tried to fill one out, then a form was completed over the phone with the receptionist and then the doctor and then the doctor phoned me anyway. I don't like it when they try and diagnose over the phone. I don't see how this can be done properly. I have seen the doctor today and it has been good.	4

258739	Bridge Street Surgery	I can normally get an appointment if I need one	I can normally get an appointment if I need one to see my doctor. It is annoying to wait on the phone sometimes and then I don't like to explain to the receptionist what's wrong I would rather speak to someone clinical. If I need a blood test I sometimes collect the form and then go to the hospital because it can be quicker.	4
258733	Bridge Street Surgery	The care is very good	The care you get when you are here is very good. I don't like to make a fuss but its not like it used to be when the doctor would call to check you were okay. Everyone is lovely and caring but sometimes it would be nice if they followed up without us having to ask.	4
258731	Bridge Street Surgery	The staff are very friendly and helpful	You can always get an appointment when you need one and on the same day if you need to. They pick the phone up quicker now as there was a phase when it wasn't so good. I prefer a telephone appointment which I can get but sometimes it is a bit of a wait. The diabetic screening seems to be done quite well as well as the blood tests. They also organised some tests at the hospital which were sorted very quickly and efficiently.	4
258728	Bridge Street Surgery	They take time with me and they listen	I usually book on the phone and I can get through quite well. I know how busy they are but they take time with me and they listen. They are super quick with my son and very responsive. Compared to other surgeries I have been registered with, they are very good.	4

258727	Bridge Street Surgery	I had to leave because I couldn't wait	I have just left because I couldn't wait. I have been waiting 20 minutes but I have to get back to work so I have had to leave. It's difficult juggling and I can't stay any longer. It was easy to get the appointment but I don't have time to wait.	2
259047	Bridge Street Surgery	Not very good	They're not very good. We can never get appointments to see the doctor, you can be told it's in a fortnight. We've seen a couple of paramedics here and they've been brilliant. They seem to know a lot and take their time. We come here and nobody's waiting so what are the doctors doing? It seems terrible since the new people took over. They seem to want to put a lot on the hospital.	1