

# Orchard Surgery Feedback



## May 2025

In May we visited Orchard Surgery to speak with patients about their experience with health and social care services. From this visit we received 23 reviews for the surgery. The reviews have an average star rating of 3.8 out of 5.

Orchard Surgery is a GP practice located in the town of Dereham. Upon their last inspection in May 2023, the surgery received a rating of 'Good' from the CQC. There were 11,000 patients registered with the practice at this time. Orchard Surgery offers a variety of services including an Asthma Clinic and Learning Disability Health Checks.

Healthwatch Norfolk Officers who visited Orchard Surgery noted:

We observed a queue at the reception desk for the duration of our visit which was dealt with calmly by the receptionist. Patients asked us if the check-in screen was not working before joining the queue and it was later clarified that some clinician slots were not registered on that system.

The waiting area was bright with ample seating, and the large car park provided enough spaces for all attending.

Overall, people seemed satisfied with the care they received from Orchard Surgery, with patients praising the helpful nature of the staff, in particular the reception team. However, people did express difficulties in accessing appointments.

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

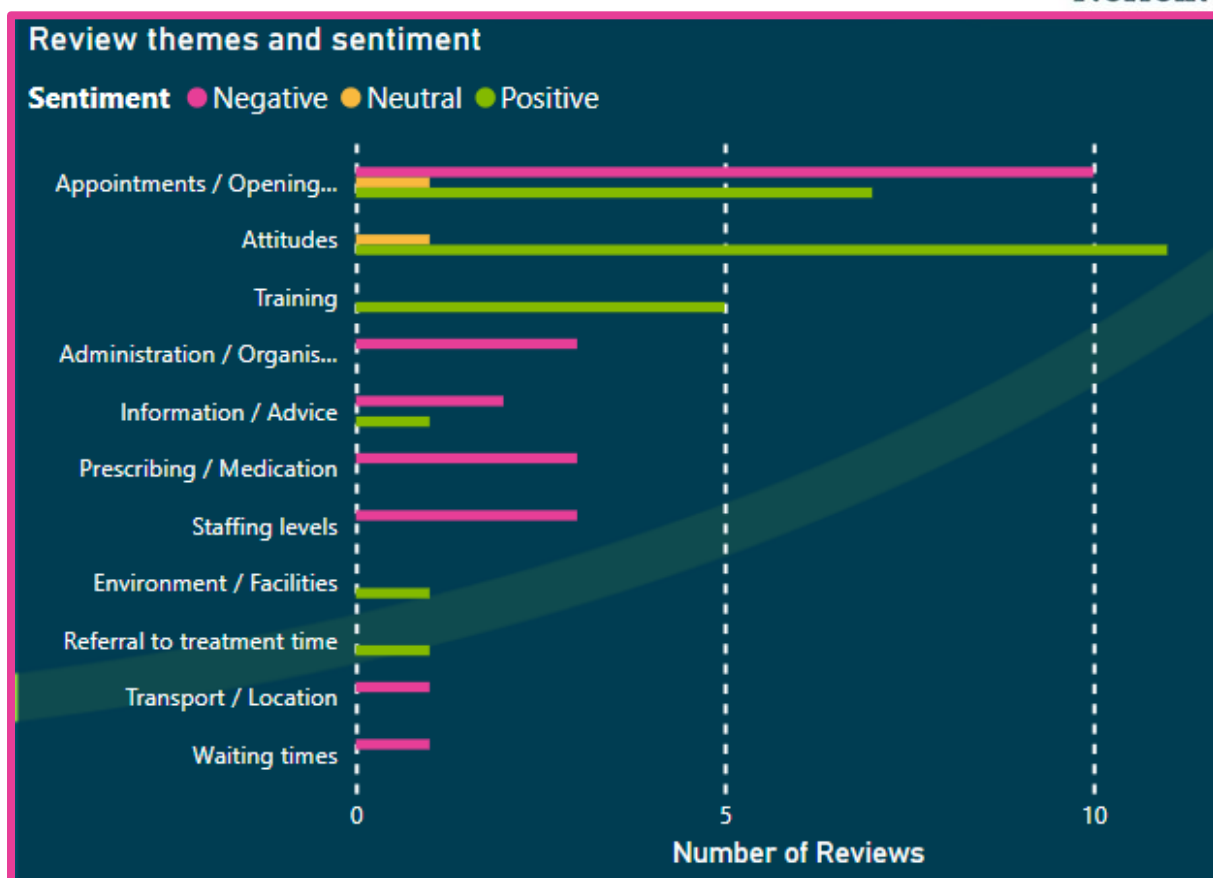


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Orchard Surgery by the Healthwatch Norfolk Engagement Team.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

| ID     | Service Provider | Title                | Review  | Rating |
|--------|------------------|----------------------|---|--------|
| 259037 | Orchard Surgery  | Thorough and helpful | My appointment with Tracy today went very well, I had bloods taken and my blood pressure checked. She was very thorough and helpful with my questions. The doctors keep in touch about any results which is good. We're going to see Laura the diabetic nurse next week. We were supposed to do an online meds review but I can't do that so it will all be covered next week. We know we can come here and talk to people if we need to. | 5      |
| 259036 | Orchard Surgery  | Thorough doctor      | We're new patients from Toftwood and every time I've seen the doctor they've been very good. The transfer went smoothly. The doctor's very thorough, she's making sure my problems are getting sorted quickly. I've had no problems booking appointments. I'm happy with it so far.   | 5      |
| 259034 | Orchard Surgery  | Absolutely wonderful | They're absolutely wonderful. They booked me in for an appointment two hours after I made the first call. The doctor has got me further on with my issue. I can't say I've ever had any complaints.   | 5      |
| 258803 | Orchard Surgery  | Brilliant            | It was brilliant today. I saw a nice young doctor this morning and had my blood done. I've been with the surgery 86 years!  | 5      |

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|--------|-----------------|-------------------------|--|---|
| 258695 | Orchard Surgery | They do everything well | I have no problems, I can't think of anything that they can improve on.<br>I find getting an appointment okay and the staff are very good.<br>They do everything well.   | 5 |
| 258715 | Orchard Surgery | So far so good          | I have just been transferred here after the closure of Toftwood surgery and so far so good.<br>The reception team has been fantastic and through the triage system I have got a blood test that I wanted booked and I had a physio appointment within a week. The location and parking is not as good as Toftwood, but not sure what they can do about that. | 5 |
| 259038 | Orchard Surgery | Very good care          | The care I've had here has been very good. Getting appointments can be difficult.  | 4 |
| 258804 | Orchard Surgery | Always treated alright  | I've always been treated alright, I've no complaints. I don't come down often but I've never had a problem when I have been. I usually come in to book appointments as I can't do online, and that works OK.   | 4 |

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| 258800 | Orchard Surgery | Improved in the last year               | <p>They're OK actually. I went through a phase where I wasn't happy with them but they've improved in the last year. Appointment times have been better between booking and seeing someone and the doctors seem to be more caring than before. The patient areas are also much improved. I've had to come here quite frequently in the last six months and they've been efficient. I try to book on the phone or I come in. I'd prefer to book online but it says you can only book nurses not doctors that way. The hospital had asked me to have a blood test after one-to-two weeks however I couldn't get one for four-to-six weeks.</p>   | 4 |
| 258798 | Orchard Surgery | Superb care, long-winded booking system | <p>They're pretty good. It's a lot more efficient than it used to be but the booking system is so long-winded. I had an appointment yesterday which I booked ten days ago. My symptoms have changed so they couldn't properly assess how I was feeling. We've been told to book online which I'm not keen on and if you ring up you're in a queue of thirty-odd. Then they have to triage you and get back to you which takes time so you're forever waiting. I know they're busy and have got even more patients. The care is superb, I'm very happy with the practitioner I saw yesterday. They were very patient, had a nice manner and explained everything - no complaints. Once you get the ball rolling it's OK, it's just getting there.</p> | 4 |

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| 258795 | Orchard Surgery | Unable to collect medication following meds review | I was contacted to complete a meds review which I did. Four weeks later I went to collect my meds and I couldn't because it hadn't been authorised. I contacted the pharmacist who said there's no issue and I can continue with the meds but a clinician needs to authorise it before I have them. This took another two weeks.  | 4 |
| 258794 | Orchard Surgery | Meds review and booking form issues                | I find it irritating you can't just ring up and see a doctor. I used the online booking form at 8am, entered a lot of detail, pressed 'submit' and the form was cancelled so then I had to call and try to explain everything. A doctor called back and booked a face-to-face appointment for the next day. The care and outcome was excellent but getting there was difficult. I had a text to complete my meds review, I filled in the form and didn't hear anything back. Now I'm unable to collect my prescription as it's not been authorised. I've contacted the surgery and it's still not resolved. | 4 |
| 258703 | Orchard Surgery | Staff are great                                    | <p>The staff are great, the diabetic treatment I get is very good, with the surgeries support I am not off the medication and able to manage my condition through diet and exercise.</p> <p>The reception team have always been polite and friendly.</p> <p>When I came with another issue I was referred straight away and referral came through in less than a week.</p> <p>The 8am phone call for an emergency appointment can be tricky.</p>  | 4 |

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|--------|-----------------|--------------------------------|---|---|
| 258702 | Orchard Surgery | One the whole I find them good | <p>On the whole I find them good but sometimes there is communication issues due to my autism.</p> <p>I have asked for things to be written down so I can process it in my own time and this sometimes happens but not always. I struggle to understand some of the big words and it would help if it was explained in a clearer way, the language they use is often professional language which I don't understand, neither does my partner who is also autistic. I do think they are trying their hardest with what they have. It is hard to phone at 8am for an appointment though, when you are at work you just can't do it.</p> | 4 |
| 258699 | Orchard Surgery | Generally good                 | <p>I find them generally good.</p> <p>The lady on reception is good and very helpful.</p> <p>I normally phone for an appointment and get one and they phone back when they say they will.</p> <p>It's useful to have the NHS app, I can do a lot on there.</p> <p>Today the digital screen was not working to check in so had to join the reception queue which was about a 10 minute wait, as there is only one person on the desk.</p>  | 4 |



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| 258713 | Orchard Surgery | Doctor very helpful                      | <p>I am new to the area so this was my first appointment, I came into the reception to book it and got one within a week which I was happy with.</p> <p>I had to wait about 10 minutes past my appointment time but that didn't bother me. The doctor was very helpful, they listened to me and made an appointment for a blood test.</p> <p>The receptionist I saw today was very nice.</p>   | 4 |
| 259035 | Orchard Surgery | 5 stars for the staff, 1 for the systems | <p>The staff are fabulous - nice, kind and patient. They're working extremely hard, always smiling and happy even when they're queuing out the door. The system is rubbish in terms of getting hold of anybody. They're good at sending out text messages for medication reviews, you fill it online and you never hear anything back. I've been on blood pressure medication for over a year and I've not had a review. You don't get contacted about blood test results you have to look on the app which isn't always easy to understand. I tried to take my blood pressure here today, I queued for 35 minutes and gave up. You have to ask the receptionist to unlock the door but if they left it open it would relieve the queue. The check-in machine also isn't working today which is adding to the queue and probably stressing the receptionist out. The phone queues are long too. There's no major grumbles but lots of little things. If you had a little niggle you wouldn't come because of the problems getting in, so potentially something that starts small could end up a bigger issue and cost the NHS more in the long-run. I'd give the staff five stars but the system is a one so it averages at three stars.</p> | 3 |

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| 259032 | Orchard Surgery | Hard to get appointments    | <p>It's hard to get an appointment. I waited six weeks for a blood test. Recently my daughter had tonsillitis and I couldn't get her in, I was told to use the Walk-In Centre. I don't come to the doctors unless we're 'dying' but you can't see them when you need them. We've had a few different incidents with my daughter. However last September I was seriously ill and I was seen but as a general rule it's difficult. The online form closes and when you're working you can't sit on the phone or take a call back and then you get blacklisted.</p> | 3 |
| 258696 | Orchard Surgery | Don't know who my Doctor is | <p>The nursing staff are fabulous. I have been for my diabetic check today and it was great. I find the nurse practitioner better than the doctors. The reception team are very good. When I got cancer my oncologist said I need to "get to know my GP" I don't even know who my doctor is and you can never see the same one if you get to see one at all. I just book in with the nurse and don't even try and see the doctors. Years ago there was 8 of them full time and there is nowhere near that now.</p>   | 3 |

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| 258714 | Orchard Surgery | Once you are in the Doctors are good | <p>Once you are in the doctors are good and so are most of the reception team, but getting through is difficult and trying to get an appointment is hard. I phoned after a trip to South Africa and was asked my symptoms and was told I had norovirus and didn't need to be seen, but it got worse and worse and when I was eventually seen it was evident it was something I had pick up on my travels.</p> <p>The practice manger is trying very hard to make improvements and they have made some but there is still a way to go and with the amount of new houses being build I don't see how it can get better. There is just no way of building a rapport with a certain doctor as you never see the same one and you have to start your story from the beginning again.</p> | 3 |
| 258801 | Orchard Surgery | No response to wife's blood test     | <p>My wife had a blood test in January regarding her diabetes but nobody contacted her. She called yesterday and was told she's borderline diabetic and it's worrying nobody had told her. The stock phrase seems to be 'no further action required'.</p>   | 2 |

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| 258721 | Orchard Surgery | It can sometimes be good but on the whole not | <p>I have had a few bad experiences, like when I had gone to the walk in centre to be treated for something and here would not change the dressing that the walk in centre had put on so I had to go back into Norwich to have it changed, where they told me my surgery should be able to do it.</p> <p>Another time I was refused an appointment when I knew I needed antibiotics, I phoned 111 and they got me an appointment and they were so rude to me when I attended and told me they were only seeing me because I had rung 111 but were a bit sheepish when my tests came back and I did have an infection.</p> <p>After the bank holiday weekend I tried to ring for an appointment but could not even get into the phone queue so gave up and went to the walk in centre.</p> <p>There is only one receptionist on the desk so I had to queue for 15 minutes, one poor man in the queue just wanted to hand something in and had to just wait.</p> <p>Some of the reception team can be a bit nasty and abrupt but one of the nurses I see is brilliant</p> | 2 |
| 258716 | Orchard Surgery | Given up trying to be seen!                   | <p>I have 4 weekly blood tests which works really well, the nurse is good and it is always booked in but when I tried to book in with a doctor was told there wasn't any appointments and to try again in 3 weeks so I just gave up and didn't bother! I asked if I could see a nurse practitioner instead and was told that as it was an ongoing condition I couldn't.</p>   | 2 |