

Chet Valley Medical Practice Feedback



October 2025

In October 2025 we visited Chet Valley Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 26 reviews for the surgery. The reviews have an average star rating of 4.2 out of 5.

Chet Valley Medical Practice is a GP surgery in the town of Loddon. Upon their last inspection in June 2023, the surgery received a rating of "Requires Improvement", from the CQC. There were approximately 8900 patients registered with the surgery at the time of this inspection. The surgery offers a variety of services including aural (ear) microsuction, asthma reviews and physiotherapy.

Healthwatch Norfolk Officers who visited Chet Valley Medical Practice noted:

- There is an on-site dispensary, and we observed both the pharmacist and receptionist interacting positively with patients.

- The doors into the surgery are all automated increasing ease of access for all. The waiting area is large and bright with lots of seating available. Up-to-date health and community information is displayed at various points.
- We were told about a menopause support group hosted off-site by Dr. Ashdown-Nichol.
- There is a very large car park with a 'drop-off' section outside the front doors.

Overall, people were content with the care they received at Chet Valley Medical Practice. Many raised how friendly and helpful all staff were. There was mixed feedback regarding access to appointments. Some felt that the new triage system was working well and that they got quick responses, however others felt that there were long waits, particularly for a named doctor.

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

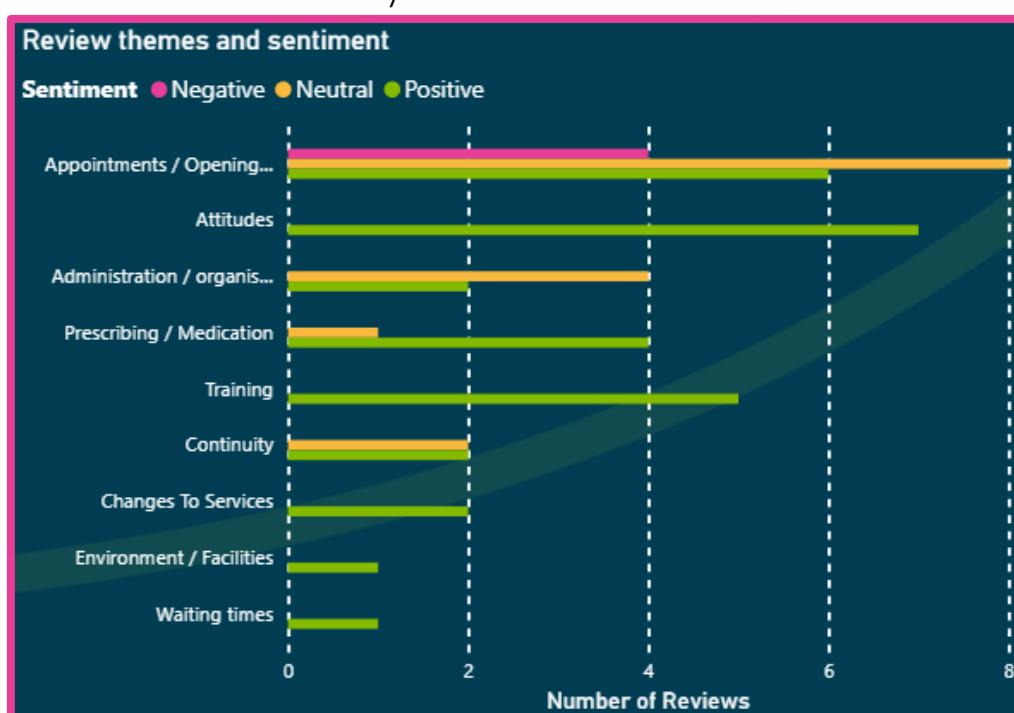


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Chet Valley Medical Practice by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"We would like to thank all our patients who took the time to share their feedback during the recent Healthwatch visit. Your comments are extremely valuable to us and help us to identify where we can continue to improve the care and service we provide.

We are carefully reviewing all feedback and taking your suggestions on board as part of our ongoing commitment to deliver high-quality, patient-centred care.

We look forward to welcoming the Care Quality Commission back into the practice in the future to see the positive changes and improvements we have made since our last inspection.

Thank you for your continued support

Claire Warman

Practice Business Manager"

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
261664	Chet Valley Medical Practice	They're absolutely brilliant	I've no problems with them. They're absolutely brilliant. I've never not had an appointment when I needed one. No problems at all. I phoned last week and got an appointment today.	5
261663	Chet Valley Medical Practice	I'm very pleased with the service	It's alright. No problems. I pick up my prescription every four weeks, and it works very well. I like that you can go online to look at medical records. There is a new online booking system, but I haven't tried it yet. One thing that I must say is that there are a lot of new houses going up and I don't know how the surgery will address that. I'm very pleased with the service. They are friendly, chatty and helpful.	5
261662	Chet Valley Medical Practice	Good systems	They have good systems, a good check-in screen and things. I got the result I was hoping for in my appointment today.	5
261661	Chet Valley Medical Practice	It's good	It's been good here. The receptionists are quite friendly which makes a difference. I don't come a lot, but they've been incredibly quick when I have needed to. I can ask to see my named doctor, but I'm not usually bothered who I see. I saw the paramedic recently and she was great.	5
261660	Chet Valley Medical Practice	Absolutely brilliant	They've always been absolutely brilliant. We're very fortunate to have such a good doctor's surgery. I've just had my ears syringed, and I was happy with the wait to the appointment. When I've needed it more urgently in the past, they have fitted me in.	5

			They've also seen my daughter on the same day when she's hurt herself.	
261659	Chet Valley Medical Practice	Seems alright to me!	It's fine, seems alright to me!	5
261658	Chet Valley Medical Practice	Nothing to complain about	To be honest I rarely visit but I can't complain about what service I have had, I find they're quite good. Reception are always more than helpful and, on the whole, most of the doctors are very pleasant and quite easy-going. There's nothing to complain about.	5
261657	Chet Valley Medical Practice	Very good	It's all very good.	5
261656	Chet Valley Medical Practice	They've been very helpful, and the care has been excellent	They are very good. I've seen different doctors. It's been okay to get appointments. They've been very helpful, and the care has been excellent.	4
261655	Chet Valley Medical Practice	It's got better	It's got better. It's improved. The new triage system is good, but not perfect.	4
261654	Chet Valley Medical Practice	The surgery has really improved	It's very, very good. The surgery has really improved over the last couple of years. They're very proactive. I've got no complaints.	4
261653	Chet Valley Medical Practice	The appointments are fine although	It's alright. The appointments are fine although you can't always get one. That's the main thing about it. Sometimes I would like to see a doctor after having had a blood test, but you can't. The	4

		you can't always get one	communication between the surgery and patients could be better.	
261652	Chet Valley Medical Practice	I'm very pleased with the service	I'm very pleased with the service. I get looked at when I need to be. The new triage system seems to be working, and the level of care is good. I've had no problems with prescriptions, I can always collect when ready.	4
261651	Chet Valley Medical Practice	Excellent medical attention	The medical side of it is very good. The medical attention has always been excellent. I was seen on the dot today. The admin side seems a bit lacking sometimes. For example, I had three notifications close together for today's appointment which is not very well organised. Most people in the health service are trying their best.	4
261650	Chet Valley Medical Practice	Dispensary improved, booking problems	It's very bad you can't book an appointment. I also can't see much information on my NHS app and that's because the surgery doesn't give permissions for it. The dispensary has improved slightly. There's less queues and a quicker turnaround but it's still not great.	4
261649	Chet Valley Medical Practice	Very pleased	They're very good. The doctors have always been friendly, helpful and to the point. Recently I've had to wait longer than I'd hope to see them but I'm very pleased with the practice.	4
261648	Chet Valley Medical Practice	Excellent staff	The people in there are excellent once you get to see them. I can't fault the staff at all. I can usually see my own GP, Dr. Hofmann. I've only used the new booking system once and I had an answer back in an hour. Things have improved in the last couple of months.	4

261647	Chet Valley Medical Practice	Nothing amiss	No problems – there's nothing amiss. It's as you'd expect.	4
261646	Chet Valley Medical Practice	Fantastic staff	They're always really helpful. I've just seen Dr. Phillips and she's always fantastic – the staff in general are. I'm happy with appointment timeframes.	4
261645	Chet Valley Medical Practice	Difficulty booking	The only difficulty is seeing the doctor. I'm not online, I don't have a smartphone so I can't book an appointment. It's no use on the phone so I come to the surgery which is what I just did. The appointment is in a week which isn't bad. I'm sure in an emergency it would be quicker. I'm happy when I do see someone. I get good results and referrals etc. It's four stars because of the difficulty booking.	4
261644	Chet Valley Medical Practice	Brilliant service	Brilliant service, we've just had microsuction on our ears. It was about 2-3 weeks from booking but that's not too bad as it wasn't urgent. My husband wears hearing aids so would have preferred it done sooner. They're generally fine. We get our flu and Covid jabs straight away. I can't complain. The prescriptions are there when expected and they let us know when they're ready. My husband has found the pharmacist very useful.	4
261643	Chet Valley Medical Practice	Good doctor, long wait	I just came in to book our Covid and flu injections and that was brilliant. A few months ago, we had to wait seven weeks for my husband to be seen which I think is a little excessive. He has Parkinson's disease and was in a lot of pain. I did come in to see if we could have a cancellation, but we couldn't. However, Dr.	4

			Morgan was very good with him and within a week he'd had an x-ray and physio.	
261642	Chet Valley Medical Practice	My last appointment was positive	My other half has made a couple of appointments and says that the new online system works well. The dispensary works well at the moment. My last appointment was positive. My husband does find it difficult to communicate with the surgery. Could there be an out of hours email perhaps?	3
261641	Chet Valley Medical Practice	The level of care has been fine	Apart from appointments being hard to get, the level of care has been fine.	3
261640	Chet Valley Medical Practice	You have to wait so long to see the doctor you want to see	I can't fault it apart from the fact that you have to wait so long to see the doctor you want to see. You can see other ones but it's not the same. You have to wait so long. I've no problem with the care I receive.	3
261639	Chet Valley Medical Practice	They try their best	It's OK but they keep changing the format of how to book which tends to be confusing as I'm getting old. But I don't know if that's a government thing. I haven't got a smartphone, so I ring or come in. They have responded quickly to emergencies I've had in the past. There are no problems, they try as best they can.	3