

Adelaide Street Health Centre Feedback

October 2021

On 30th October 2021 we visited Adelaide Street Health Centre to speak with patients about their experience with the flu clinic and their experience with the doctor's surgery in general. At this visit we received 44 reviews for Adelaide Street Health Centre.

The reviews have an average star rating of 4.8 out of five, only seven patients we spoke to rated the surgery less than the full five stars.

Figure 1 below shows the average star rating for additional performance indicators, please note that these additional ratings were not compulsory. As the graph shows patients rated all indicators highly, only rating waiting time slightly lower with an average rating of 4.4 (out of five).

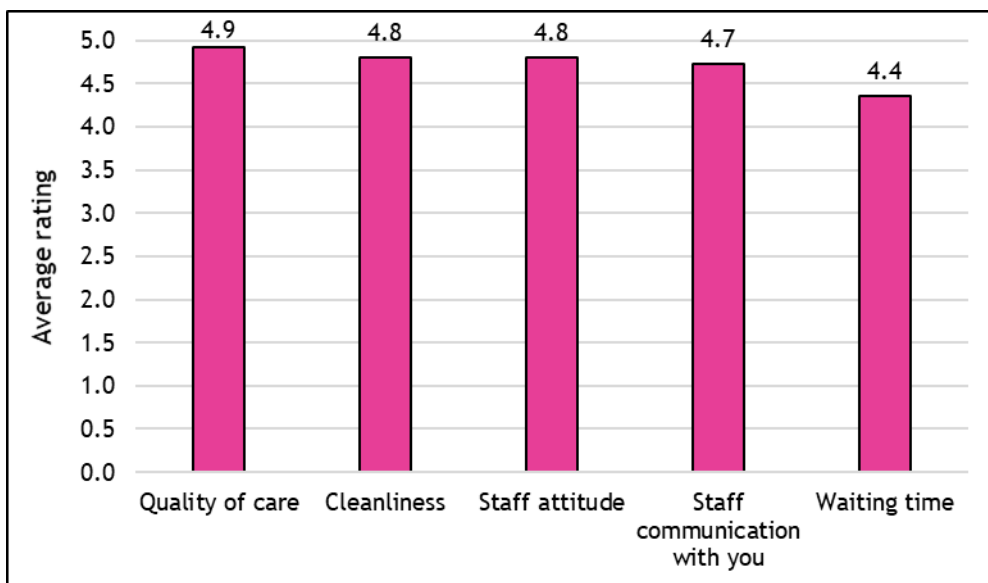


Figure 1. Average star rating (out of five) for performance indicators, averages are rounded to one decimal place.

Overall, patients were very happy with the surgery and the flu clinic was well organised and ran smoothly and efficiently for them. Staff were also praised by patients for being kind and friendly.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/wensum-valley-medical-practice-norwich>.

ID	Title	Review	Rating
89519	Very Quick	The flu clinic was very quick and I was in and out. The staff were friendly and polite. They explained what was going on.	5
89517	Very efficient	The flu clinic was a very efficient and pleasant experience. I find it frustrating that you never see the same doctor and you have to start at the beginning each time. I feel put off making an appointment until it is urgent and I use the pharmacy instead. I understand this is just the way it is now and not just this surgery but I miss the old way.	5
89516	No Problems	I was in and out of the flu clinic with no problems. The staff were lovely. This is my surgery and I find it all fine normally.	5
89515	All good	The flu clinic was all good. The staff were very friendly and good.	5
89510	Spot on!	The flu clinic was very efficient and very quick. I did not even feel the needle go in. The staff were very nice and friendly and put me at ease. I normally use the West Earham surgery but have been here for Covid and Flu jabs before and it has always been good.	5
89508	Very well organised	The flu clinic is very well organised The staff explained everything well and were friendly. I don't have cause to use the surgery very often but when I do it has been fine.	5
89507	No Problems	I had no problems at the flu clinic it was great. The staff were very polite helpful and answered all my questions and gave me lots of information. This is the surgery I normally attend and I normally find it okay.	5
89506	Very well organised	The flu clinic was very well organised and the staff were very nice and kind.	5
88486	Very efficient	I haven't been for 3 years but today's flu clinic has been very efficient and straightforward.	5
88483	Always fine	No problems it is always fine.	5

88482	Good	It is good it does what you would expect it to do.	5
88481	Generally fine	Overall they are generally fine. but the delays during COVID have been a bit frustrating.	5
88479	Very good.	My whole family have been here. I came as a child and I brought my own children. The care has always been very good.	5
88477	Always very good.	You can always get in. I have no problems with them and they are always very good.	5
88476	Very good	Always very good no complaints	5
88475	Good	I am well pleased with the care at this surgery	5
88471	Always go the extra mile	I'm always satisfied they always go the extra mile	5
88470	Excellent	Excellent no complaints	5
88467	First class	Today's clinic was a first class service. Really good.	5
88466	Good	Today's clinic couldn't have been better. The staff are very nice.	5
88460	Always feel comfortable here	They always make you feel comfortable and I feel looked after.	5
88459	Good	It is fine all good. I have not had any problems.	5
88458	Can't fault them	I can't fault them they are always kind.	5
88456	All fine	All fine but sometimes you have to wait for an appointment.	5
88455	Very good	Always been very good to us.	5

89447	Very well organised	The flu clinic was very well organised and efficient. The staff are warm and caring they answered all my questions well and were very thorough. I appreciate the staff doing extra on weekends to make this happen. I struggle to get an appointment here and often get sent to West Earham which is further away for me. I feel covid has effected the service and there is not as much preventive testing happening and it was worrying to get a CPD monitor and a healthy heart check done over the phone.	5
89446	Efficient	The flu clinic was so efficient and the staff were fine. I was in and out within 20 minutes. This is the surgery I normally use and I don't have any problems with it.	5
89443	Surgery is Good	The people who did the injection were brilliant. Everyone is kind and helpful and I couldn't ask for more. I had both my flu and Covid booster today and it was good to have them done at the same time. I think this is a good surgery.	5
89442	Always Excellent	Staff are lovely and keep you well informed. I find this surgery excellent. Today at the flu clinic I went straight in with no waiting. I will say the parking is rubbish though.	5
89440	Staff very good	This is my normal surgery and I find it very good. I attended the flu clinic today and the staff were very good and patient they explained everything to me. There was a little bit of a backlog of people waiting but it was not too bad.	5
89425	Went very well	The flu clinic all went very well. The staff was helpful and I was told what was going on. The appointment was all on time.	5
89423	Perfect	Everything was perfect I arrived and spoken to as I went in and had my jab done. The staff were friendly and let me know what was going on.	5
89422	All fine	Each time I come it has been fine. I normally go to the West Earham practice. All the staff here friendly.	5
89521	So Kind	The staff were so kind and understood my deafness which is very important to me. Only had about a 10 minute wait which I don't think is bad. They communicated well with me.	5

89520	In and Out	I didn't even feel the needle go in. The staff put me at ease. I only had the flu jab today as you can't have the covid and flu in the same arm and due to a condition I can't have an injection in my left arm so I will have to come back for the covid one. I was in and out very quickly.	5
88464	Overall good	It is good overall but I would rather see a doctor face to face but this is not always possible.	5
88462	Excellent	Very good excellent service.	5
88469	Overall very good	Overall very good but sometimes you have to wait for an appointment	4
88465	Phone system can be an issue	Waiting on the phones can be an issue but when you get through they are very efficient. Communication and waiting times because of the phones I rate lower.	4
88463	Good	The health centre is fine. All good.	4
88461	Very efficient	I always get appointments when I need them both phone calls and face to face as I've needed. No problems they are very efficient. The phone is always answered but sometimes you have to wait a little bit.	4
89514	Didn't feel safe	I didn't like waiting in the corridor I found it too crowded and did not feel safe. I had about a 10 minute wait in there. The staff were fine and I find the practice okay.	3
89444	Slower then last time	Because today they were doing covid and flu jabs it was slower than last time. I had about a 30 minute wait. The staff were brilliant and build up a rapport with me and explained exactly what was going on and why I had to wait after my covid jab. I did not even feel the needle go in.	3
88474	Gone down hill over recent years	On the phone they are not very helpful you can be put off. Communication between surgery and other services is very poor. As the patient I didn't know what was going on and was given a poor explanation. When you get to see people the care is good but the service has gone down hill over recent years.	2