

# Church Hill Surgery

## Feedback

### August 2023

In August 2023 we visited Church Hill Surgery to speak with patients about their experience with local health and social care services. From this visit we received 16 reviews for the surgery with an average star rating of 4.6 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

Generous sized car park, with plenty of parking available for patients. Lots of well-kept gardens at the front of the building and around the practice.



A large clean waiting area, with lots of information on the walls. We noticed they make it clear that they offer 12 minute appointments which is great to let patients know how long they can expect, and also this is longer than some surgeries offer. The receptionist was very welcoming on arrival and happy to help us.

The dispensary was very well used, with people attending all day to collect prescriptions.



Overall, most people we spoke with were really happy with their experiences at this surgery, we heard how the telephone was answered promptly, that they were able to get appointments easily, and staff were helpful.

Suggestions for improvements included:

- Having more staff, in particular a female doctor or a member of staff specialised in menopause.
- Having a more proactive Patient Participation Group (PPG)

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/church-hill-surgery-diss-ip21-4tx>.

A response from the surgery to this report follows the table of reviews (page 7).

ID	Title	Review	Rating
216091	I am very happy here	They are much improved, I am very happy here. If you need an appointment you phone in the morning and if an emergency appointment is needed I always get one. We came for medicine yesterday but they were very busy so we came back today and they have been very polite.	5
216090	No improvements needed	I think they are excellent, really good indeed. No improvements needed	5
216088	kind and caring	The Dr we saw today was very approachable, kind, caring and spoke to my daughter, who we were here for, as well as me.	5
216087	Always polite	Whenever you ring up you only wait two rings! they are always polite and you always see a Dr when you ask to see a Dr. I am very pleased with the service we are very lucky.	5
216086	Never had a problem	I have never had a problem, you get a reply straight away - they answer within two rings usually they are very quick	5
216078	I think it's excellent	I think it's excellent here. The staff are always helpful. You don't have to wait long for an appointment. The surgery is in nice surroundings. I am looking to move but don't want to go too far as I want to stay at this surgery.	5
216069	Staff are good	It's here when you need it. The staff are good. The NHS is not broken, I would not be here without them.	5

216067	It has a personal touch	This surgery has the personal touch, they know you by name. The staff are very busy but are still helpful and cheerful. All the staff are nice. It's nice and local and they have sorted out extra medication for me as I am going on a long holiday. They could do with more doctors.	5
216065	Everything is good	Everything is good here, getting an appointment is good. All the staff are very pleasant and jovial. Everything is brilliant and I can't think of anything they can improve on.	5
216064	They treat you as a person not just a patient	The treatment that me and my children get is brilliant, they sort stuff out. They treat you as a person not just a patient, they really care about you rather than just get you in and chuck you out. All the practice nurses are brilliant. I have been coming here for 25 years and never had a problem with any member of staff. I have moved just out of catchment but they have agreed to keep me here which I am very grateful for. I think it is lovely to see it back to normal, it's just like Covid never happened.	5
216085	Always helpful always polite	They get back to you when they say they will do and when they have to. They are always helpful and always polite. And they are always interested. They never dismiss you. It is a very busy surgery so they will always call if they can't see you.	4
216084	I don't have to wait very long	They are usually really good, I came in today for just a blood test and I didn't have to wait very long at all. The nurses here are all very good. There is nothing really wrong here it is a question of which day you come with the dispensary and what time, sometimes there is no one here sometimes there is a queue.	4

216083	I am pleased the dispensary is here	The fact they have the dispensary is great, sometimes there is a queue but I am pleased it is here. On the whole you get an appointment here when you want. I asked for an appointment to be changed just now and they have given me one for this afternoon! The one improvement I can think of is I wish the Patient Participation Group were a little more proactive with their customer relations	4
216081	Staff are genuinely really great	They are really great - no real issues. Since Covid they have not been open on Saturdays so it can be tricky for me as I have to take leave if I need an appointment but the staff are genuinely really great, kind and caring. If I could think of any improvements - I am peri-menopausal and feel I was sort of told to 'just get on with it' so maybe a staff member who specialised in this area would be super, a nurse maybe who could specialise in that area would be so good.	4
216079	Nursing staff are brilliant	The nursing staff are brilliant and really helpful. It is easy to get through and get an appointment. Good phone lines are important for people who cannot use the online system. They could do with more Doctors and they do not have a female doctor on site, which is okay for me but it would make a difference to my daughter. I think they have had some new receptionists and they could do with a bit more training before they go solo, I asked one about my blood results but they could not understand them and had to get a nurse to call me back which seemed a waste of time. Overall I feel the surgery is very good.	4

216074	It has improved a lot.	<p>Just about everything is good about this surgery. It has improved as lot in the last year.</p> <p>I do not have to come very often but I do have to have a regular medication review, but I struggled to get the receptionist to understand what I needed so I had to come in and ask. I was told that a doctor would phone me but they did not give me a time so I waited in all day and never got a call and now some of my medication says I have 10 months left and others say 0 months when they used to be the same, really not sure what is going on.</p>	4
--------	------------------------	---	---

## Response from Church Hill Surgery

We are pleased with the responses from our patients and we take on board the constructive feedback our patients have provided. Our patients have overwhelmingly expressed the importance of ease of contacting our surgery and accessing an appointment easily and quickly. We aim to continuously maintain this service for our patients. We also have our Advanced Nurse Practitioner Emma Giles who has been working with us for the past 6 months now, and is available with our other clinicians to provide clinical care for our patient population. We also like to encourage all interested patients to consider joining our Patient Participation Group for an effective representation of our patients.