

Newton Flotman Surgery Feedback

August 2023

In August 2023 we visited Newton Flotman Surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the surgery with an average rating of 4.2 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

Very welcoming and friendly receptionist. Informative and relevant posters inside. Very clean and tidy waiting area and toilet. Small car park, which always had a space available throughout the morning we were there. Community defibrillator on the front wall. Handy prescription drop off box outside which was checked while we were there, so people can leave a repeat prescription any time of day.



Patients we spoke to praised staff at the surgery, in particular the member of staff who was doing blood tests for patients on this day.

Concerns raised by patients included:

- Incorrect advice given to someone before having a blood test.
- Difficulties booking double appointments for people with learning disabilities.
- Difficulties getting appointments or prescriptions.

We visited the other branch of Long Stratton Medical Partnership (Swan Lane Surgery) in July 2023 and the report from this visit can be found here: <https://healthwatchnorfolk.co.uk/report/healthwatch-norfolk-visits-swan-lane-surgery/>.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/newton-flotman-surgery-norwich-nr15-1ah>.

In response to this report Newton Flotman Surgery told us:

We really appreciate the positive, and constructive comments received from our Patients. In an ideal world we would love to have the resources available to provide a full time service at Newton Flotman and to dedicate more time to appointments – it is as frustrating for us as it is for our Patients, but we do try to be as flexible as we can. We will continue to listen to our Patients and make changes wherever we can to improve.

ID	Title	Review	Rating
215590	The dispensary is excellent	The dispensary is excellent, the lady is efficient and approachable. I don't have any improvements to the surgery other than having more doctors. I would also like to mention that the surgery receives bad press, but they don't deserve it. I phoned yesterday and was seen today! More good needs to be said about the surgery.	5
215607	Terrific	Terrific, they didn't keep me waiting and it didn't hurt at all! I usually go to Long Stratton and it is a nice morning for a trip out. Sometimes there is a bit of a wait for appointments but when I do need and get one it is great.	5
215606	very friendly staff	I had a blood test with Cheryl, she is a very good technician and very nice and it is an easy service. I live in the village some come in and was in for my appointment straight away. And they have very friendly staff as well, everything is great. The only thing I don't think is very good at the moment is they only open three days a week	5
215605	friendly, approachable and caring	I know Cheryl here, she is the nurse at Long Stratton too and she is just lovely, she does a great blood test, it doesn't hurt! She is friendly, approachable and caring. She's lovely. Sometimes at appointments (not here!) you are in and out and not even spoken to - it is just not like that here! The only improvement I can think of would be to get an earlier appointment I think	5
215603	I find them superb	Both practices, here and Long Stratton are superb. I never have had any trouble. I hear people complain, but I find them superb. They are just great!	5

215602	efficient as always	The fact they are doing this is just wonderful when there is so much turmoil in the NHS. The fact they are all here still doing their jobs is impressive. They were efficient as always today, I have no problems. 10/10	5
215601	pleasant and convenient	I think the surgery is pleasant and convenient because I can also get my medicine here. The staff at the pharmacy are pleasant and Nurse Cheryl is lovely and very pleasant too. I can't complain about anyone. The only improvement I can think of is you can't get an appointment quickly, it can be a month or longer for non urgent	4
215597	nurse isn't here	I came in for an appointment today but the nurse is off sick, it is the second time it has happened but can't be helped, just they didn't tell me this time I got a text last time, but they have booked me in now in September	4
215592	Only five minutes for a blood appointment	The staff are fantastic but I think it is ridiculous that there is only five minutes for a blood appointment. I work with people with learning difficulties and have been told to book a double appointment- but appointments are already booked in for them, so I can't do that. I also feel sorry for the nurses as they should not be expected to do a job in that amount of time! Overall I would rate the surgery five stars for staff but one star for the system.	3

215591	Difficult to get an appointment	My mum came for a blood test and was supposed to fast. I phoned the practice and asked if she could have a coffee before and the nurse told me this was ok. But when I got there today they said she shouldn't of had a coffee (although they were still able to do the blood test and put it down as a non-fasting one). It is also difficult to get an appointment and you have to wait a while to get an appointment. However, Cheryl is lovely, nice and friendly and the staff look after you well.	3
215596	getting an appointment is difficult	The staff here are really good, we have been here a year and it has taken so long to get a first appointment. I find getting a prescription or an appointment is difficult. My mum suffers with her health and continuously needs medicine, where we used to be she could get three months at a time but here she can only have one month and she asked for three months but they won't do it.	2