

Theatre Royal Surgery Feedback

September 2022

In September 2022 we visited Theatre Royal Surgery to speak with patients about their experience with local health and social care services. From this visit we received 11 reviews for the surgery. In addition to this we received two reviews through our website after promoting our visit on social media. The reviews have an average star rating of 3.7 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

An easily accessible surgery which is situated next to a large free to use public car park. The surgery was very busy, with people also coming to use the independent pharmacy which shares a building with the surgery. The surgery building was clean, bright and airy and the team were very friendly, welcoming and helpful.

Overall, patients we heard from were generally happy with the service they received from the surgery. However, some patients mentioned changes to the service since the COVID pandemic and that they now found it more difficult to access appointments, in particular in person appointments, at the surgery.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/theatre-royal-surgery-dereham-nr19-2en .

ID	Title	Review	Rating	Source
195569	Very helpful	All the staff are very helpful and it's generally good. The only thing that lets them down is the waiting time on the phone. When you ring you can wait 10-15 minutes to get through. However once you do get through it's all fine.	5	Surgery visit
195567	Always helpful	The surgery is easy to get hold off. It is easy to get an appointment by phone. They are always helpful. The doctors are nice and reception are helpful.	5	Surgery visit
195223	They look after me	The Dr here picked up on something I am now having treatment for I also have my MOT and bloods here. The nurses look after me reception are all good.	5	Surgery visit
194823	Excellent experience always	The staff are amazingly helpful from the reception staff physio nurses and doctors. The care is prompt appropriate and reassuring. Calls are returned and in my experience the quality of care is excellent. My disabled adult son is always called for his annual check and I feel that my views are listened to whoever I speak to.	5	Website feedback
195553	Really good here so far	I am fairly new here I have ongoing issues which my previous surgery didn't follow up. Here have investigated and found out what is wrong and the same thing has happened to my husband so really good here so far very positive.	4	Surgery visit
195549	Can be a bit of a wait	They were very good excellent really. Since covid it has become difficult to see someone and it can be a 3 week wait for a face to face appointment you can get a phone appointment but that can also be several days wait. You can be 17th in the queue sometimes but I have found when you speak to a nurse they are helpful with their advice.	4	Surgery visit

195520	Good attitude	The nursing team are quite good they get 5 stars from me but overall I have to give 4 stars because I've never seen a Dr. It is not too bad getting an appointment the staff are friendly and have a good attitude the hours they are open are fine. I don't think they do too bad we don't want them overworked.	4	Surgery visit
195219	Been here years and they're very good	I have been a patient here for years and years and they are very good. I have my blood tests here and they're fantastic. Me and my wife do find it difficult to hear on the phones properly sometimes.	4	Surgery visit
195217	All really lovely	I have seen the nurses for bloods I've had my yearly check up with them and they're good and reception are all really lovely. I think they're a 4 star surgery.	4	Surgery visit
195570	Difficult to arrange an appointment	Pre COVID it was 10 out of 10 but since things are not so good. I was left 1/2 hour on the phone to get through. I do appreciate they are busy and under pressure. They are always very polite but it's difficult to get a face to face appointment. There is something to be said for face to face it's better than the telephone appointments. Sometimes you have a telephone appointment and then they ask you to come in for face to face which seems like it's wasting time.	3	Surgery visit
195518	Can never see a Dr	You can never see a Dr only telephone appointments. I prefer face to face we moved here 3 and a half years ago and you don't get to see anyone.	3	Surgery visit
195546	Go back to normal	I think my experience is they are terrible - they need to go back to normal. I want to see a Dr face to face and not have a telephone call. I tried to get an appointment yesterday and couldn't get one they don't want to see you and that is terrible it is disgusting. I understand the pressures but why not just make us an appointment and see someone and it isn't reception's concern what is wrong with me either.	1	Surgery visit

194936	Refused to be seen by my doctor	Rang this morning to request a doctor appointment to discuss medication told doctor would call me back. Waited until 4.30 no call so called the surgery to be told he wouldn't see me due to a disagreement we have had! Last time I spoke to him we had no disagreement however as he wouldn't listen to me I had to call 111 and the doctor who I spoke to wasn't happy with the doctor so gave me a prescription and sent a message to the doctor to call me the next day my partner spoke to him my medication was changed and he asked if I could see him in 2 weeks! No disagreement. I feel completely let down by theatre royal surgery and will be making a complaint	1	Website feedback
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