

# Mattishall Surgery

## Feedback

### July and October 2022

In July and October 2022, we visited Mattishall Surgery to speak with patients about their experience with local health and social care services. From these visits we received 17 reviews for Mattishall Surgery. The reviews have an average star rating of 4.2 out of five.

Patients we spoke to were mostly happy with the service they received from their doctors' surgery and staff were praised. However, some concerns were raised about pressures on the service, accessing appointments, and continuity of care.

In addition to this, Healthwatch Norfolk officers who visited the practice noted their experience:

Mattishall Surgery is off the main road in Mattishall and shares the parking areas with the well-used pharmacy. The Pharmacy is an integral part of the surgery, which is a hybrid Dispensing Doctors / Pharmacy. There was ample movement of cars, and we didn't witness any problems with parking while we were there. Reception staff were very friendly and welcoming to us when we arrived. The building is easy to access for everyone and has clear signage, with patients knowing where they should go and were made to feel welcome.

The reviews are displayed in the table below and can be found on our website here: [www.healthwatchnorfolk.co.uk/services/mattishall-surgery-dereham-nr20-3qa](http://www.healthwatchnorfolk.co.uk/services/mattishall-surgery-dereham-nr20-3qa)

ID	Title	Review	Rating
200739	Coped well during pandemic	I am always happy with it but it is difficult at the moment. They coped well during the pandemic. It would be nice to see Drs I saw a clinical nurse this week as I have a cold. I feel I wish they would bring back face to face but I can always speak to someone. The pharmacy have coped amazing. We are very fortunate	5
200736	Surgery is excellent	I think the surgery is excellent I have no problem with appointments and they are always helpful	5
200734	Excellent helpful knowledgeable	I think they are excellent and all the GPs are approachable helpful and knowledgeable. I am happy to be under their care	5
200678	Always get a face to face appointment	I think they're a great surgery. I always get a face to face appointment when I want one	5
200676	My experience with the surgery is good.	My experience with the surgery is good. Getting through on the phones is hard but once you are through it is great. I have seen GPs nurses they are all great	5
198617	Keep up the good work	I think they're very good we are lucky. Keep up the good work.	5
198616	People need to have confidence in the system	I think they give an excellent service. They look after us. They say "we're here for you". The nurse practitioners are really good people just need to have confidence in the system. I do think the phone is not the same as face to face and it is a bit annoying when you have to wait for a prescription but generally they give good advice.	5
153612	They're very good	I've had cancer in the past and it's never been any problem to see me with any concerns. I Saw a Dr here for something different and while there I discussed joints and the Dr made an appointment for cortisone injections such a good service - they're very good	5

200733	People moan but it is not their fault	I think parking is an issue here and they need a new dispensary. People moan but it is not their fault they're doing their best	4
200729	They're first class	The seat was good in there but it could have had a pillow though. I think they're first class.	4
200723	Always helpful	I think they don't have enough staff. But they are always helpful. Due to pressures my referral has been a bit slow but I always get an appointment when I want one although it is sometimes a telephone one. The only place I see around here as busy as where I used to work in London is here and the pharmacy.	4
185616	Need to see face to face	They need to take account of how the world has changed getting to see a Dr should be easier. Continuity is a real problem - most practitioners are part time so hard to see some. I feel the Drs need to get back into surgeries and see face to face. I don't feel a phone appointment is ok -but zoom would be fine. The nurse practitioners are excellent	4
152024	So lovely. Continuity of care would improve it	They are so lovely - I think where possible continuity of care would be an improvement.	4
114717	So far only been seen by a nurse	I have been registered here for 18 months and so far only spoken to or been seen by a nurse.	4
185617	They're all good. Reception is my bug bear	I would like to not have to go through the call back and just get an appointment given. I find it frustrating having to explain to reception what is wrong. They're all good Reception is my bug bear	3
200732	It is really difficult to see a Dr	I have had a persistent cough and have had tests but can never get to see a Dr. It is really difficult to see a Dr. I don't like giving confidential information to a receptionist or getting test results read to me over the phone or told to me in reception. It is easier to get into fort knox than see my GP	2

200728	Distancing from the Drs	No Dr access no Saturday morning surgery no Saturday morning pharmacy - fed up to be put on from a (are they?) 'qualified' receptionist to see a nurse nurse practitioner or pharmacist. Is this place nurse led now? I had 4 phone calls then a prescription then I saw a nurse who had to go and speak to a Dr. I could have just seen the Dr. I have 4 long term conditions and I cannot remember the last time I saw GP they are distancing us from the Dr. Prior to Covid my star rating would have been 6 out of 5.	2
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