

Roundwell Medical Centre Feedback

October 2022

In October 2022 we visited Roundwell Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the centre. In addition to this we received two reviews through our website from promoting our visit on social media. The reviews have an average star rating of 4.3 out of five.

Most patients we heard from were happy with their experience at the surgery. They told us they are treated well and that staff are good. On the other hand, a few of patients we spoke to told us about difficulties they had accessing appointments.

Healthwatch Norfolk officers who visited the medical centre noted from our experience:

Roundwell Medical Centre is a large modern building with plenty of parking, and disabled parking near the front door. The building is easily accessible with a lift to the upstairs rooms for anyone who is unable to use the stairs.

The receptionist, Andrea, was very welcoming and knowledgeable and when seen dealing with patients, she was kind, courteous and helpful. The television screens in the waiting area were playing slides explaining what all the different clinician roles were and what they do. There was a 'quiet room' off the large waiting area, which was checked by clinicians if their patient did not come forward when called. There was no unnecessary signage – all signs were clear and obvious.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/roundwell-medical-centre-norwich-nr5-0gb. A response to this report from Roundwell Medical Centre follows the table of reviews (page 6).

ID	Title	Review	Rating	Source
201082	Rate It Highly	I rate it highly here. I think the admin staff have excellent interpersonal skills. I rarely have to make appointments but when I need to come I am pleased with the care. I accept the constraints on the system and understand that there will be some delays.	5	Medical Centre Visit
201075	Always Ready To Help	I think this surgery is good. The are well on top of all my long term medical issues. I can usually make appointments easily via phone or by popping into the surgery to ask the receptionist. They are always ready to help. Five stars for them for keeping me alive and healthy!	5	Medical Centre Visit
200988	Very Very good	I think they are very very good I find it easy to get an appointment I am having different blood tests at the moment and they are covering everything. The staff are all very good especially reception.	5	Medical Centre Visit
200984	I'd definitely recommend them	I think they're very good I'd give 100 out of 5 if I could. All the staff are very on the ball. I just moved here from Cambridgeshire and had not seen a Dr for 2 years but I came here and have been seen 3 times already. The team in there are very good the Drs are brilliant I'd definitely recommend them.	5	Medical Centre Visit
200983	I've been treated very well	I think they're very good I've been treated very well	5	Medical Centre Visit

200976	Helpful receptionist	I think they're fine - we asked for an appointment today and got one today and have just been seen. They're fine in there a helpful receptionist and the Dr was fine too. The biggest step back was I have to go away and come back after 12 to collect a prescription from the pharmacy here. I am here now with a poorly child and I want to just get it now.	5	Medical Centre Visit
200970	They're thorough	I think they're very good here they're thorough. I saw a Dr today it was easy to get in. I just changed to this surgery in the last 6 months and they're so good	5	Medical Centre Visit
201077	Always Accommodate Me	I never have any problems getting appointments here but I only come when I need to. They always accommodate me and the staff are lovely. The repeat prescriptions can be a bit hit and miss they often aren't ready when they should be.	4	Medical Centre Visit
201074	Polite And Patient	I find it hard to get appointments when I call in the morning. So now I just walk into the surgery and ask for an appointment that way. That usually works well for me when I bypass the phones. I think the staff are polite and patient with me I feel quite lucky to be a patient here.	4	Medical Centre Visit
200969	communicate well	I think they have always been fine they communicate well. I have to wait longer between visits but the staff are all very good.	4	Medical Centre Visit

200987	It's difficult	First off the staff especially reception at the front on the phones and the nurses are really good. But getting to see a Dr is not good. Years ago you'd have a relationship with your Dr and they would know you but not now they don't know who you are. I think an improvement would be that the wait on the phone lines is too long. Then to be told there are no appointments left. They have a few appointments online but the Dr you want wont be there. It's difficult - if I could just book online with who I want when I want it would be good. I am happy though I have had no problems.	4	Medical Centre Visit
201080	Took Six Weeks To Get An Appointment	It took me over 6 weeks to be able to get through and make an appointment. I tried calling everyday and was told there were no appointments and to call back the next day at 8am. But I work at that time so I couldn't call then. Eventually I had to take a day off work so I could be free to call the surgery at 8am to request an appointment. I had that appointment today and I am happy to have seen someone.	3	Medical Centre Visit
200972	Supersonic once you manage to get in	I've got on alright here it is difficult to see who you want to but the staff here are fine you can't knock them at all. Because you can't get in to see who you want always I give them a 3 star.....but they are supersonic once you manage to get in!	3	Medical Centre Visit
200973	Can't get an appointment	I have nothing good to say - you can't get an appointment I try to get one by ringing but you spend 40 minutes on the phone trying to get through and then there are no appointments left. I was 20th in the queue. There are some pre bookable ones online apparently but I cant find them. It has always been like it for a long time now. The staff are fine but you wont see the same Dr twice though they're all new. It is terrible I might even just change surgeries.	2	Medical Centre Visit

200784	Super nurse!	My son had his first nasal flu last week. I was really nervous and hadn't told my son why we were going to the surgery. The nurse really took the time to explain everything and spent time engaging and giggling with my son which really helped. She used a technique where my son had to guess the smell (banana or strawberry) for the nasal flu vaccine and said it may tickle a little because of the pixie dust in it. It worked so well!! My son was convinced the vaccine smelt of strawberries and had it no problem at all. Fantastic treatment	5	Website feedback
197745	1st appointment at the surgery.	I was seen on time for my annual review. I have type 2 diabetes. The nurse Elaine was very pleasant and thorough so I found the experience excellent especially it was my first time at the surgery.	5	Website feedback

In response to this report Roundwell Medical Centre told us:

We welcome the very positive feedback on your report. We are very aware of the difficulties in getting through on the phone and we are working hard to address this. All our reception team answer the calls during our most busy times, which are 8am – 9am in the morning to try and get through the volume of calls that we receive, in as an efficient manner as is possible.

We are, like most general practices and the wider NHS, dealing with an unprecedented demand for appointments. Unfortunately, this can sometimes lead to a delay in patients being able to book appointments. We have recently opened up a limited number of online appointments to try to ease the pressure on the phones and we keep this constantly under review.

We have GP and staff vacancies and are working hard to try and fill these positions but there is a shortage of staff available. This together with staff absences due to sickness has led to a difficult staffing period. We are working hard to try and resolve this.