

# Orchard Surgery

# Feedback

## November 2022

In November 2022 we visited Orchard 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. In addition to this we promoted our visit on Facebook and consequently received an additional three reviews through our website. The reviews have an average star rating of 4.2 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

A large, modern building with easy access to the reception desk and two waiting areas. A check in screen is available before you get to the reception desk which was well used by patients. Clinicians were witnessed walking around and calling for patients who had not got up on initial call outs – one even came to ask if we were the patient he needed as we were standing in the foyer section. The receptionist on front desk was very friendly and welcoming to us on arrival, and although at times a slight queue formed, the patients were dealt with promptly but did not appear to be rushed. There was a steady flow of people all morning.

The car park had allocated disabled spaces and although not lots of spaces, there was plenty of opportunity to park with people coming and going. There was also parking close by to the surgery for those who were able to walk a bit further.

There were posters on the front door and reception desk with advice on how to book an appointment on Footfall. Although the writing was quite small, it was great to see the surgery helping

patients out with something which is quite new to this surgery. One point we did notice was posters on the sliding doors about wearing face masks and handing in samples moved as soon as you got close to the door to try to read them and went out of sight. But a noticeboard near the check in screen had plenty of information.

Overall, patients we heard from were happy with their experiences at the surgery, patients mostly told us that they were able to get appointments and we also heard some examples of staff being particularly supportive and exceeding patient expectations.

On the other hand, some patients shared less positive experiences where they struggled to get appointments, particularly with doctors, and felt that there were long waits on the phone.

The reviews are displayed in the table below and can be found on our website here: [www.healthwatchnorfolk.co.uk/services/orchard-surgery-dereham-nr19-1ae](http://www.healthwatchnorfolk.co.uk/services/orchard-surgery-dereham-nr19-1ae). Please note that spelling and grammar in reviews remains unedited to ensure originality.

In response to our report Orchard Surgery told us:

Thank you to all our patients who have taken time to give us feedback. The team here are working relentlessly to improve the service we give to our patients. We have made many changes on how we do things, for example monitoring, procedures and staffing and it is encouraging to have so many positive comments.

ID	Title	Review	Rating	Source
202367	Just moved to the surgery	I've just moved to the surgery from a different one which wasn't as good. Now I have no problems seeing doctors no problems with getting tests and the receptionists are lovely. It's restored my faith in the NHS and doctors.	5	Surgery visit
202366	Never had any problems	I've never had any problems here the staff are nice and friendly and making appointments is easy.	5	Surgery visit
202364	No complaints	My husband and I can't fault it if we need help we get it. My husband fell in town and I brought him around to the surgery and he was seen in minutes.	5	Surgery visit
201975	First class	Nowadays you hear such negative press about the GP Practices. As a bloke I don't go the doctors much but Monday I was forced to go as couldn't put it off any longer. It was late in the day and thought I might get fobbed off but I saw a Nurse Practitioner. She was amazing. I got a full examination she booked me for scans and blood test and sorted out a prescription then and there. What more can people expect. I got a first class service and didn't need to see a doctor. I have nothing negative to say only positives from this visit. Really chuffed!	5	Website feedback
201940	Doctors surgery service	After a short wait in a call queue I was able to speak directly to a receptionist. They were really lovely and helpful and managed to get me an appointment for my baby that morning. The doctor who saw me (doctor Amaya?) was so lovely and put my mind at ease when I was worrying about my child being poorly. She was kind and caring and did everything she could to make my baby smile. Thank you so much. Everyone who I spoke to was so positive and helpful particularly considering the pressure the nhs are under at the moment. Thank you for everything you do.	5	Website feedback
201864	All in all they are just great	I think the surgery is fine - they're good. It is a regular thing I come for every 4 weeks I usually book the next appointment when I am here. All in all they are just great.	5	Surgery visit

201863	Generally very happy	I think they are very good - kind. I saw a nurse today. Phoning for an appointment is difficult on-line works but I prefer to speak to a person. Generally I am very happy with the service.	5	Surgery visit
201857	Just lately it has been very good	Previously it has been a bit of a struggle but just lately it has been very good. Since I have been seeing Dr P and the nurses here it has always been fine. I thanked the Dr today for helping me out I am very happy here.	5	Surgery visit
201856	Absolutely fabulous	The Dr and reception here have been brilliant absolutely fabulous. I phoned up this morning and they said to come straight down they helped me with some paperwork that needed doing and let me go into an isolation room so people were not looking at me as I was a bit upset. I was then seen by a Dr this morning I have a smile now they are just incredible.	5	Surgery visit
201848	Delighted to be looked after here	I would give them 6 out of 5 stars I am well chuffed. Delighted to be looked after here. Both this surgery and the Norfolk and Norwich University Hospital you cannot complain about. I really can't understand what people complain about I have been treated like royalty by the NHS.	5	Surgery visit
201817	Excellent service	I came in today for a blood test and I mentioned that I needed a flu vaccine so they went and got it and I had it done then and there. Excellent service.	5	Surgery visit
201815	I get to see the Dr I want	It's been quite good as I get to see the Dr I want to see. I might have to wait but I don't mind as want the continuity. Sometimes when you call you can be 18 in the queue so I find it easier to book at the front desk. Compared to what I hear from other people I think we are very lucky.	5	Surgery visit

201862	Very good here	I don't have a problem they are very good here. Just being able to see a Dr is impossible. But when you do they are very good. Reception are very good and helpful. The nurses are all good I see them regularly. They just haven't got the manpower. I'd get more Drs - if people could see a Dr it would be nice	4	Surgery visit
201852	You have to look out for yourself	I saw Dr P today he is very good with me this is the 2nd time and he wants to see me again next month. Things changed in lockdown to being not so good. You have to look out for yourself. I looked and remembered I needed a medicine review and I got one. I think they are getting back to normal now.	4	Surgery visit
202379	Long wait for phone call	I'm waiting for a phone call I've been waiting to find out about eye drops and haven't heard for over a week. It's a long wait. More patient contact would be good. They need to step up on answering phones sometimes the wait is 30 minutes plus. I find the website difficult to navigate as well.	3	Surgery visit
201816	They don't have the time	You can't get an appointment you can't see a Dr. If you ask for a Dr you get a clinician. I don't know what her title/job was maybe a nurse? She decided what was wrong with me before I even got in the door. She sent me to a physio. That's not the right diagnosis I will go to the physio and then I will come back and request to see a DR. There are good Drs here but I haven't seen one for years. They don't have the time. Continuity doesn't happen any more. If I phone up I want to be seen now not wait for someone. Maybe they could review medicines more I was given medicine 5 years ago that says it should only be taken for 3 months. I am still on it. I just had a review for it actually and all they did was say do you want to still be taking it and I said yes. Online booking works for me.	3	Surgery visit
201958	face to face with doctors	I am a patient at Orvchardf Surgery in Dereham and its nigh on impossible to get an appointment face to face with a doctor. How can you send a photo of a pain ....	2	Website feedback

201847	Gone downhill	I just want to say first off the reception girls are all really lovely. But you can't see a Dr I think the surgery has gone downhill. I see a nurse for my warfarin and they are brilliant. It all changed before the pandemic it used to be so good here but your just can't see anyone. There are times when you just want to talk something over with a Dr and you can't. They say they're too busy but they can talk on the phone but not see someone.	2	Surgery visit
202372	Can't get an appointment	I feel like I can't get an appointment with any doctor. I couldn't get a prescription for 3 days and I need inhalers. Getting through on the phone can take a long time sometimes over an hour. I also felt that I had to battle to get my 2 children seen both are under 10. I find seeing a different person each time means I have to explain everything each time and this is uncomfortable. It's all very challenging. I do love Dr August though and I also had a good experience getting my smear test.	1	Surgery visit