

Gayton Road Health Centre Feedback

March 2023

In March 2023 we visited Gayton Road Health Centre to speak with patients about their experience with health and social care services. From this visit we received 21 reviews for the Health Centre. The reviews have an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited the centre noted:

The staff were very friendly and welcoming and whilst waiting in the queue on arrival we observed reception staff dealing with patients in a polite, friendly and courteous way. There was a slow-moving queue at reception for most of the time we were on site, with some patients waiting for considerable lengths of time.

One patient was very keen for us to be made aware of the poorly labelled space for blue badge holders. The markings in the two spaces were so faded that other people were using them, making them rarely available for blue badge holders.

Overall, patients we spoke to were mostly happy with their experiences at the health centre. Some told us about difficulties accessing appointments and long waits on the phone when calling the centre. However, once patients were able to get an appointment most told us they were happy and were treated well by staff.

The reviews are displayed in the table below and those with ratings can be found on our website here:

www.healthwatchnorfolk.co.uk/services/gayton-road-health-and-surgical-centre-king-s-lynn-pe30-4dy.

ID	Title	Review	Rating
207562	Always Pleasant	I received a very good service today. I know the prescription lady and she knows me. Everyone is always pleasant here. They got me in quick for my cancer treatment and have been excellent all the way through.	5
207561	Nice Service	I think they offer a nice service. The doctor called me yesterday afternoon and made me an appointment for today. I find all the staff to be very friendly. I do find the check in machine hard to work here.	5
207559	Excellent Service	I give this place top marks, it's excellent! I was referred here for a minor procedure by my usual surgery. I am very happy with how smoothly it's all gone today. I am very happy with it!	5
207336	Today was 5 star	We have had mixed experiences here but today was 5 star. If I can find a parking space it's all good here. We need a disabled space and unfortunately the markings on the disabled spaces are very faded with only odd bits of paint left so other people park in them as they are so poorly labelled. We are also sorry that the Fairstead surgery is not still open to see a doctor or even a nurse as we could walk there with the wheelchair. We are also polluting the environment by coming here in our car.	5
207334	Extremely efficient	I had an appointment to see a triage nurse, who was extremely efficient. She also called the doctor to have a look. It would be better if you didn't have to wait so long on the phone.	5

207332	Great service	I called this morning for a routine appointment for my daughter and they fitted her in today. I cannot say better than that. The GP was thoughtful, considerate and was fantastic with my little girl. Everyone was very helpful.	5
207328	We always feel looked after	I'm happy here, we feel so looked after. we have been registered here for 60 years . Just ringing up is the only thing. as you can wait a long time . However we are both very happy here, it's as good as any in the country.	5
207325	The staff are very good.	It has all been good for me and I have never had a problem at the surgery. I appreciate that they all have a job to do and it's not always their problem. I do think their patient newsletter is a good idea but it would be better if they gave you more information and kept us better informed. For example when there was building work they didn't explain properly what was going on. If they had explained what they were doing it would have kept people happy. Also the new PATCHS system seems quite good but I do need my son to help me. It would be better if there was more information for those who are less computer literate. I find it difficult to work out what to press next.	5
207317	Today was excellent	Whilst we have previously had issues not being able to get an appointment and been left feeling uncared for today was really good. We have just used the new PATCHS system to contact the surgery and the experience was really positive. We were asked to come in, the doctor was brilliant we felt reassured and didn't feel like we were a nuisance	5
207306	Overall very happy.	The staff here are very good and they can always assist you. There are no long waits and I've never waited for long. Overall I am very happy.	5

207301	I couldn't wish for a better surgery	I have been coming here since I was 16 years old and I am now 83. It has all been good. The doctors and other staff are all good. I couldn't wish for a better surgery. My children have been seen here too and it has always been good.	5
207558	Does The Job	This has been my surgery for over 25 years and it does the job for me. All the staff were friendly. I do feel like I have to really convince them that I need an appointment now. If I need an appointment and they don't have a doctor available they refer me to the Livi app. Then I get to see a doctor online through that app. I think they might need more staff there as when I call I'm often number 27 or worse in the queue.	4
207556	Works Well For Me	It's good once I get in to see someone. I actually haven't seen a doctor for years, I always see a nurse instead. That's working for me for now.	4
207555	Hard To Get An Appointment	I don't have any problem with the care I receive once I actually get an appointment. I just have an issue actually getting to that point. Yesterday I phoned to get an appointment and when I got through they told me there was none available. Today I walked into the surgery to try my luck in-person. Now I have a phone call appointment booked for tomorrow.	4
207321	The nurse today was really good	I would rate the surgery 4/5 once you get in to see someone but only 2/5 to get in. I was on the phone yesterday trying to get an appointment with no success so I came down to the surgery today to try. I have now been here for a long time waiting for a call from the nurse and when I was called I discovered the nurse did not even know I was waiting in the building. However the nurse who saw me was lovely.	4

207319	Today for me was good	I came in to see the nurse for a blood test and it was all very good. Although my wife and I have previously had problems trying to get an appointment and my wife is still waiting. You ring up for an appointment and wait in a queue and then when you get to number one in the queue you get cut off because they said they couldn't hear us. We would like to see a doctor face to face but it is difficult. How can they diagnose without seeing you.	4
207553	Impersonal	I find all the staff to be very friendly, they're never rude. I do seem to struggle to get an appointment to see someone. Before Covid I had my annual diabetic checks and then was scheduled for an appointment to discuss the results for two weeks later. Now I only get an appointment if there's something wrong with my results. I feel like the nurse never sees me and doesn't know who I am or how I am. I have no idea who the doctors are now. It all feels very impersonal.	3
207549	Friendly, But Short Staffed	I know most people who work here and they are usually friendly and helpful. I often can't get an appointment easily. I think they don't have enough doctors. It seems to me that they need more staff.	3
207318	You never get an appointment	There are long waits on the phone, over 45 minutes to get through. When you do eventually get through they say there are no appointments and ask you to call back the next day.	1
-	Long wait in queue	I came in today to drop in a urine sample. I had to wait over 20 minutes in the queue just to drop it off. There was only one member of staff on reception and the queue was very long.	-

-	Waiting for a call	<p>On Friday I fell down an escalator in a shop. I was assessed on the scene and was told I didn't need to go to A&E, but they said I should see my GP asap. My spouse drove me straight to the surgery. The receptionist said they couldn't see me, and I'd have to wait till Monday. All I needed was for someone to have a quick look at me, even a nurse. I've been sat at home today waiting for a call from the doctor today and still haven't had one, so I have come in to see what's going on.</p>	-
---	--------------------	---	---