

Millgates Surgery Feedback

March 2023

In March 2023 we visited Millgates Surgery to speak with patients about their experience with local health and social care services. From this visit we received 14 reviews for the surgery.

Healthwatch Norfolk Officers who visited the surgery noted:

This was a very friendly surgery with a really personal feel to it – all the staff knew the patients and spoke to them all in a friendly and welcoming manner. The small car park was plenty big enough for the patients using the surgery. No one waited more than 5 minutes to be seen. There was a clear feeling that staff all work well together and enjoy their jobs. All touch points such as door handles, chairs and screens are cleaned regularly. There were information posters in the waiting area which were all up to date and not overwhelming.

Every person we spoke to at this visit rated their experience as five stars out of five. Patients we spoke to were very happy with their experiences with the surgery. They told us that staff were friendly, helpful, and willing to go “*above and beyond*” to help them

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/millgates-surgery-norwich-nr15-2lp.

ID	Title	Review	Rating
207364	Friendly and happy to help out	They have the time to listen to you. They took my concern as genuine concerns and fulfilled all my queries about my results. I can see or speak to a Dr when I ask and they are friendly and happy to help out. I am now going to book an appointment actually. There is nothing they could do to improve in these times	5
207363	No problems	We come here regularly to the surgery and we have had no problems, we use the dispensary every month and no problems there either	5
207362	Kind, considerate and competent	We have got very kind, considerate and competent staff here and all three of these are needed to have a good surgery. We have been patients here for three years and everyone is so kind and they take the time to explain things. We are very very happy indeed.	5
207361	Go above and beyond	They are all really friendly here, they are good at explaining things and make me feel comfortable. They go above and beyond, Nurse Jo is just so lovely. They are just brilliant. If I had to give an improvement it would be about the text messages, because there are two sites it is nice for it to be clear on a confirmation and reminder text message where and when the appointment is but you do not always get the text message through.	5
207360	not too bad at all	The locality for me is fantastic and the service is not too bad at all. The dispensary sometimes has little hiccups but not all the time	5

207359	Cannot fault them	I had surgery 7 years ago and if the Dr here hadn't referred me for the MRI I wouldn't have known, they did it as a precaution they are so caring. If I ring up nine times out of ten I will get a same day appointment when I need one and if they can't get me in then someone will always ring me back. I cannot fault them.	5
207358	We are very lucky	It is always ok here, I don't come here much but the service is always great and we are very lucky. They are so friendly here.	5
207333	Can't fault them	Everyone here is very cheerful, helpful and accommodating. They couldn't be nicer. I really can't fault them.	5
207330	Amazing	I've been a patient here a very long time now. Everyone here is amazing, the staff are extremely nice and very helpful. I'm always happy when I come here, and if i'm not they soon make me happy.	5
207326	Brilliant	I'm treated really well here, I've never had any bad experiences. It's really convenient and the dispensary is very good.	5
207324	I can't fault them	We come here three times a week for treatment and they have been absolutely brilliant, we were seen face to face all through covid I can't fault them. They kept my husband out of hospital with a bit of forward planning - they're just really good. Sarah is now just checking a bit of paperwork over for me, they go the extra mile. The only minor improvement I can think of would be the holes in the car park!	5

207323	Always grateful	I find no fault with this surgery, everyone is so polite and kind to me, I am always grateful. The dispensary are all so lovely too. The only slight improvement would be it would be good to be able to walk in and book an appointment like we always used to be able to do.	5
207320	Very good	From my experiences I've had an excellent service. No changes needed at all.	5
207316	Wonderful	All the staff are fabulous. It's very good here.	5