

Hingham Surgery Feedback

April 2023

In April 2023 we visited Hingham Surgery to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the surgery with an average rating of 4.9 (out of five).

The Healthwatch Norfolk Officer who visited the surgery noted:

The surgery is very welcoming and reception were expecting our visit. The Drs come to the waiting area to call patients, one even came into the car park as the patient was waiting outside to get fresh air. The nurses area is separate to the Drs waiting area. The car park always had space available today with a good flow of cars in and out with lots of patients walking in too.

Overall, patients we spoke to were very happy with their experiences at the surgery. Only two patients rated their experience as less than five stars out of five. Patients told us that they were able to easily get appointments and they were treated well by staff at the surgery. Improvements suggested included having toys in the waiting rooms and offering earlier appointments.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/hingham-surgery-hingham-norwich-nr9-4jb. A response to this report from Hingham Surgery follows the table of reviews (page 5).

ID	Title	Review	Rating
209879	I can't fault them	I have been in Norfolk for 20 years and been at 2 surgeries. They are the best here at Hingham. My wife phoned this morning and I got an appointment this morning. Dr Fox caught a diagnosis early I can't fault them. I can request the Dr I want and I get them. The staff on reception are amazing. As a whole package they are excellent ++ and reassuring.	5
209878	Always really friendly	They are always really friendly, I always get appointments - they are very helpful	5
209876	This is by far the best surgery	You can ring up in the morning and they fit you in with your favourite Dr - it is never too much trouble, never a problem. They run it smoothly. This is by far the best surgery, they are superb	5
209875	They work so hard	I have lived here for 27 years and it is just brilliant. You can get an appointment very quickly - they squeeze in if needed we are just so lucky here. They work so hard, they're all lovely people from the front desk through to the Drs and all in between, I can't find any fault.	5
209874	They're just the best	I think they're just the best, the Drs actually care! I know I can come here and be listened to and that means everything	5
209873	They are Number One	100% everything is good. They are number one, they always listen, are always helpful. The staff are good, nurses are good - everyone is good.	5
209872	It is wonderful	It is wonderful - brilliant! My diabetic nurse is wonderful and the Drs are brilliant	5

209871	Totally excellent	If Dr Conway had not referred me it would be a different story, they are all totally excellent. When you need an appointment you can get one, and it can be face to face or on the phone, both work and I don't want to waste their time.	5
209870	It is excellent	It is excellent, although I have noticed a longer wait recently to get appointments for a Dr, I think there are a lot of new patients so I think they need to expand and have more space.	5
209869	The Drs are all sympathetic and helpful	I have no complaints, I normally get an appointment when I need it - on the same day or within the next few days. The Drs are all sympathetic and helpful. The staff are all quick on the phones. I had a blood test today and was in and out before my actual appointment time. Prescriptions are always on time.	5
209868	Always very good to me	They are always very good to me, I had a heart attack and they have looked after me very well. I had my annual check today and they contacted me for it I have seen a Dr and a Nurse today, all very good. The only improvement I could think for me personally because of the work I do would be earlier morning appointments - that would be great.	5
209867	The best surgery around	They are the best surgery around, couldn't get a better surgery than this. I am happy because usually get an appointment when I want	5

209834	It is the best surgery in the world	Hingham is the best surgery in the world - everything is good. You can always speak to someone, always get an appointment. The Drs are ALL good and understanding in all respects. I don't use online and they are happy to let me ring up. When you ring up they never say your name out loud or ask what is your problem, they never repeat your name back or say personal details for people to hear and it is these small things that really make a huge difference. They are always there for me.	5
209830	They go above and beyond	I rang this morning and got an appointment straight away. I always get an appointment whatever time I contact them, they go above and beyond.	5
209827	I just get an excellent service here	They are excellent, the service is excellent. I rang up Monday morning with a very high Blood Pressure and saw someone at 11am. I just get an excellent service here. The only thing I could possible say for an improvement would be a bigger car park.	5
209608	The best surgery	This is the best surgery ever. Everyone is so lovely. The only possible improvement would be a few toys back in the waiting area but I understand they went because of covid.	5
209877	Staff are very friendly and helpful	I hear other people have problems getting appointments in other areas, I rang here yesterday and was told to call today and got an appointment with the Dr I wanted to see today. The staff are very helpful and friendly. The pharmacist has been proactively keeping in touch with me about the medication I have been on. The only minor improvement I could say is that it can take a while to get through on the phone.	4

209866	staff are all pleasant and amenable	I would give 4 stars because nothing is perfect but as always you get out what you put in. The staff are pleasant and amenable as am I to them. The appointment times are kept to reasonably well and I don't think much could be improved due to NHS sanctions.	4
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Response from Hingham Surgery

We really appreciate the positive feedback and comments given by our patients and are happy to reflect upon any ideas to make the patient experience even better. We are here for the benefit of our local community and the responses suggest we are delivering for them.

It was also extremely pleasing to see the variety of roles/services that were acknowledged by our patients.

Thank you Healthwatch for visiting us and collating the thoughts of our patients.