

Orchard Surgery Feedback

May 2023

In April 2023 we visited Orchard Surgery to speak with patients about their experience with health and social care services. From this visit we received 23 reviews for the surgery. Healthwatch Norfolk Officers who visited the surgery noted:

Orchard were very friendly and welcoming on arrival. The reception team came out to help at the check in screen when patients were struggling. Clinicians were coming out and calling people for their appointments and checking both waiting areas. The car park was busy but moving the whole time we were there and there was a steady flow of patients to the front desk with queues managed well, by receptionists coming out to help people queuing. The toilets were very good, clean and spacious.

In addition to our visit, we have received feedback through the post and through our website, all reviews Healthwatch Norfolk have received from 1st April to 9th May 2023 have been included in this report.

In total we have received 44 reviews with an average rating of 4.5 (out of five).

Overall, patients we heard from were mainly happy with their experiences at the surgery, staff were highly praised and most were able to get the appointments they wanted.

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 . A response to this report from Orchard Surgery follows the table of reviews (page 11).

ID	Title	Review	Rating
210659	the doctor couldn't have done more for us	The doctor listened to us, was thorough and couldn't have done more for us. A lovely lady that it was a pleasure to meet!	5
210658	Lovely doctor	Lovely doctor, understandable, clear advice. Improvements could be made with regard to making appointments by phone as always a very long queue.	5
210657	went out of their way	Cleo was extremely helpful and went out of her way to ensure a 91 year old received his medication. Many thanks	5
210656	extremely helpful	I came in to see about making an appointment for my mother. Becky was extremely helpful and made sure mum was seen that afternoon. Lovely lady and great service. The only improvements would be more doctors and less waiting times.	5
210007	Helpful	She was so helpful even answered some questions that were not about the original call and gave me some good advice x	5
209799	Very efficient and make me feel comfortable	I come here every week for a dressing change, the nurses are all very good. They are very efficient and make me feel really comfortable. They are all very good.	5

209797	They keep nursing me back to health	I would give them 6 and a half out of five stars if I could! I have no trouble with it here. I got a phone call this morning but I missed the call so I came in to tell them the appointment time they had given me was all ok. The staff are all so lovely, they keep nursing me back to health	5
209855	Great In-Person Appointment	I came in today for an in-person appointment with the doctor. I was very pleased to be to be seen face-to-face. It makes a big difference. Thank you!	5
209854	Well Cared For	Today I came out of the surgery knowing that I was being well cared for. It's very efficient. I am very happy that this is my surgery. No complaints from me.	5
209852	Very Happy & Impressed	The GP I saw today was amazing. They really listened to me and helped me. The receptionist on duty today was fantastic and went the extra mile to help me. I also had bloods taken today and wow was I impressed! They fitted me in on the day and I felt no pain at all. Thanks to all!	5
209851	Sorted Me Out Quickly	I came in today to get help with my prescriptions. Everyone was very helpful and they sorted me out very quickly. It was a simple process and I was very pleased with the result.	5
209849	Very Accommodating	The receptionist was so accommodating today. She said that they were booked up for appointments today, but she would get me an appointment as soon as possible. Which she did. I now have an appointment for tomorrow. Things seem to be much improved of late. Thank you!	5
209842	Staff Are Lovely & Kind	Everyone here is always caring and so nice. They always try to fit me in. I really feel like they know me here when I walk in. All the staff are just so lovely, kind and really listen to me.	5

209840	They Work Hard For Us	I've got nothing to complain about with this surgery. They work so hard for us, I honestly don't know how they do it. I am very pleased. I say 'keep up the good work!'	5
209836	Very Happy	This practice is always very good to me. Everyone I speak to is very pleasant. I find that I can always get the type of appointment that I need. I am very happy here.	5
209833	Very Pleased	It's close to my house and easy to get to. I call up to ask for appointments and I usually always get the one I want. I think the staff are all excellent and very friendly. I am very pleased with the surgery.	5
209831	No Trouble Getting Appointments	It's convenient for me here. I've never had any trouble getting an appointment here. I think that all the nurses and doctors are just fine. No complaints from me at all.	5
209629	Always helpful and polite	I have been a patient here for 30 years they are always helpful. Be polite to them and they are polite back there is no need to shout at someone when they are doing their job. I am very happy with the service here. It would be nice to see the same dr at least twice in a row.	5
209628	It was really good today	We just came in for my baby's vaccines and it was all really good today.	5
209627	Got an appointment easily	I have been seen on time today, and I got my appointment easily. The staff here are very good, my experience has been ok.	5

209542	Always accommodated our requests	The receptionist Ayesha is amazing at her job. Both myself and my mum have had contact with Ayesha for appointments and information. Ayesha has always accommodated our requests efficiently and have been most helpful. Mum and I are very appreciative of the support she has given us. Ayesha thank you so much you really are an asset to Orchard Surgery.	5
209353	This was a gold standard experience	I am humbled by the level of service I have received from the practice. Regrettably, I am asked to avoid names and dates and not make mention of the Doctor in question who gave unparalleled service and deserves personal recognition. I was treated over the period of several weeks with empathy, compassion and understanding, with the Doctor taking "ownership" of the issue. I cannot thank her enough for offering a lifeline after six years of previously dismissive platitudes. This is general practice at its best.	5
209298	Excellent advice and service	I had my blood pressure check, Tracy was so professional and helpful. Excellent advice and service. Thank you Tracy	5
209235	Change in medication.	The advice/explanation given was very informative and reassuring. Along with listening to concerns I raised about the recommended changes.	5
209205	Brilliant service throughout.	registered my newborn daughter online but the registration form wouldn't open, receptionist rang and arranged for me to go in and fill the forms out as I had requested an appointment and they had her seen by a doctor within half an hour. All members of staff that I spoke with were really helpful and kind.	5
209204	Great friendly staff	Needed to get my prescription sorted and ended up leaving a message. Someone got back to me very quickly and sorted my problem	5

209193	Outstanding!	I visited the surgery today for my HRT review, slightly dreading it if I am honest! I saw Dr. Green who was knowledgeable, funny, down to earth and most of all listened. I came out with not only a new prescription, but a huge smile on my face! i was a nurse for over 25 years and this sort of experience is hard to come by, but should very much be acknowledged. GP surgeries are taking a real bashing of late, unfoundedly in the case of Orchard Surgery. I also recently spoke with Jackie on reception last week who was so vey kind and helpful. We cannot fault our surgery.	5
209159	Great communication	Quick at responding	5
209118	Photos for GP to review	I spoke to a very helpful lady called Stacey who sent me through a link to upload photos for GP to review. She was friendly and dealt with everything quickly for me.	5
209121	Working alongside Orchard	I have worked alongside the Orchard surgery team for a good few years now and they are truly some of the most amazing people I have got to know. The doctors and nurses have amazing knowledge and always willing to teach me on the way! Always offering amazing support and care to service users. It's been a pleasure to work alongside you all. Nothing is ever too big or small always on hand to help. Big thank you to Cat, Dr.Santosh, Ellie and all the lovely ladies on reception!	5
208879	All the help in the world	We have had all the help in the world. Can't thank you enough for all you have done. All staff so friendly and helpful.	5

208735	Professional and genuinely caring service	<p>I have stopped taking one of my medication and no one has asked why until today. I received a call from the pharmacist for medication review.</p> <p>I felt like I was being listened to and I wasn't rushed. She spent time explaining everything in detail so I got an education too! Outstanding level of service. Like the good old days.</p> <p>If I remembered correctly, her name is Jacintha. She's a credit to the surgery.</p>	5
208679	Wonderful service	<p>Surgery had called me to book an appointment. Due to work commitments I always find it difficult to schedule an appt however I was informed that the surgery was open for appts on a Saturday morning which was music to my ears!</p> <p>When I arrived the receptionist knew who I was and then I was seen straight away.</p> <p>Nurse was very knowledgeable and efficient.</p> <p>The availability of a Saturday appt is extremely well received and there was nothing more the surgery could have done to improve my experience - keep up the good work.</p>	5
209798	very kind and considerate	They fit you in as quick as they can, they are very supportive and just kind and considerate	4
209848	Pleasant & Helpful Staff	Everyone who works here is pleasant and helpful. The doctors and nurses are excellent. I think this is a very good practice. I usually come in and make appointments, I don't like calling on the phone. I always get good service here.	4

209846	Good Care	The care is always good when I get in. The nurses and doctors are all great. I've had some mixed experiences, so I always insist on which doctor I need to see and they usually honour that. Recently there have been times when I haven't been able to get an appointment so I've had to go to the walk in centre.	4
209838	Lovely & Helpful	It hasn't been too bad here so far for me. I think that all the reception staff are very lovely. All the staff have been pretty good and very helpful. I do prefer to be seen in-person because I suffer from hearing loss and can't hear well over the phone.	4
209829	Helpful & Friendly	Nothing is ever perfect, in my opinion, but I think the staff here are very friendly. They are helpful when I come in and get care. Recently I have been able to actually come in and get treatment in-person, which is a big improvement.	4
209019	Checking on medication dosage	Wanting to double check dosage on a new prescription, spoke to Jacinta. She was a joy to speak to, she took her time explaining to me and I didn't feel as if I was imposing on her time at all.	4
209795	not the same as it used to be	Before covid I would have given a 5 star and today I am very happy as I walked in and got a cancelled appointment, but this doesn't happen all the time it is not the same as it used to be. You used to walk in, ask for a dr and now you can't see them. I would like to be able to see drs when you want to see them, within reason of course.	3

210620	Impossible to contact	<p>I work full time, around 10 hours a day, so I thought I would send a message in the evening, in the hope that someone would come back to me with an appointment time over the following couple of days (I appreciate people are busy)...but no, you can't submit a form when the surgery is closed! Why not? So, I've just tried to submit a form during the day, but uh-uh, it's after 12pm and as all the appointments have gone, you can't submit a form. Why not? I don't need an appointment TODAY, but I do need an appointment. These systems do not cater for people who work and can't fit into their very restricted idea of what everyone wants or needs.</p> <p>Is there honestly no process for people like me who need an appointment but not immediately? Bonkers!</p>	1
209796	they need to improve	<p>They need to improve, and this stems throughout the surgery from reception to drs. I had a repeat prescription, came in and phoned up - the pharmacist prescribed it and I waited one and a half hours to get the prescription in my hand I went to pharmacy and back 4 times. Also I came in two weeks ago to see a diabetic nurse, I had been borderline for years and now I need to go onto medicine. I had no information given to me I have had to go online and find out what to do.</p>	1
209704	Rude member of staff	<p>Can't give it 0 so had to give one.</p> <p>The member of staff I spoke to is rude. I am considering changing surgery because of her disgusting attitude towards myself. I tried to politely challenge her on some information she tried to push onto me but she just got more rude. Please save yourself the insult of this clearly unhappy person and go somewhere where you are welcome and treated with respect.</p>	1

209630	Let down	<p>I was suffering symptoms of a UTI so was advised to hand in a sample. The results came back 2 days later that there was heavy mixed bacteria, and although my symptoms were still present, the surgery advised this was probably due to contamination only and to repeat the sample in a week.</p> <p>The following day, I resorted to calling 111 due to the pain I was suffering, who reviewed my results and said that even if there was contaminants in the sample, heavy mixed bacteria is suggestive of an infection, if not multiple. It was 111 who then prescribed me an extended course of antibiotics to treat potentially multiple infections.</p> <p>Working in a surgery myself, I was at the advantage of asking work colleagues for advice and they too suggested that my symptoms and results combined is heavily suggestive of an infection that shouldn't be left untreated (especially due to the pain I was now in). They were appalled that I was left with no treatment or resolution for a week. This could've made my infection much worse if left.</p> <p>I was also disappointed that there was not one telephone call to me during this time - everything was sent by text and I was therefore not able to speak to a clinician about the issue at all. Luckily, 111 picked up on the problem and treated me in time.</p>	1
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Response from Orchard Surgery:

Thank you to all our patients for their feedback. The team do try their hardest to help everyone and to make the experience of visiting Orchard Surgery as welcoming as possible in exceptionally challenging times.