

Woodcock Road Surgery Feedback

May 2023

In May 2023 we visited Woodcock Road Surgery to speak with patients about their experience with health and social care services. From this visit we received 20 reviews for the surgery with an average rating of 4.5 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

- A large practice with well-kept grounds and a building which was clean and tidy.
- There is onsite parking.
- The entrance is level and there is an automatic press button door although this was not working when we visited.
- The reception is not always manned, although there is a bell to ring to get someone's attention.
- All the staff we came across were helpful and polite.

Overall, patients we spoke to told us they were happy with their experiences at the surgery. Staff were praised by patients, the largest concern we heard about was difficulties getting through on the phone with some patients telling us they had to call many times before they could speak with someone.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/woodcock-road-surgery-norwich-nr3-3ua>.

ID	Title	Review	Rating
210789	Happy	The physio I saw today was brilliant, I am very happy with the treatment plan that has been set up. I only booked this appointment last week so it was not a long wait. Last week I had a same day doctors appointment which was good.	5
210787	The staff are nice kind people	I have been for a routine appointment today with the nurse and at it all seems alright to me. The staff in the surgery are all nice kind people.	5
210783	The doctor is so pleasant	Dr Martin is so pleasant and easy going. He told me everything and I felt well informed.	5
210781	Staff are good	I find all the staff good and I can get an appointment okay. Sometimes it is hard to get through on the phone and the online does not always work.	5
210780	The GP listens to you	I think it's really good. The GP listens to you, they were not in a hurry and that's what I really liked. It's not so good that the website never seems to be working so you have to call the surgery instead and then you have to wait. I was number 15 in the queue and had to wait half an hour.	5
210777	Feel well cared for	<p>Contacting them is good, and our appointment was pretty much on time. I find the staff are friendly and the surgery is kept clean.</p> <p>They have been 1000% with my husband's mental health issues.</p> <p>We have only recently moved here and have been very happy with this surgery. It was easy to register and they got all our repeats sorted quickly. 100% happy, we have had no problems. Much better than our old surgery.</p>	5

210775	Generally very good.	I like the text notifications about my appointment. I have regular blood pressure checks and I never have any problems with the appointments. The only thing I am not so keen on is not being able to see the GP like before. I think it's better to be seen and not just to have a phone call.	5
210774	I can't really complain	I can't really complain because when I have had a problem in the past they were very good dealing with me very quickly. However at the moment you can't always get an appointment and because I know that I tend to not always try because I know I will have to wait. I hurt my leg recently and I asked the sports therapist at the gym to help instead.	5
210772	I was very good	I attended the surgery today for an appointment with the physiotherapist and I was very satisfied with the feedback I got. I was given the information I needed.	5
210795	Staff are brilliant	The staff here are brilliant, they respond to seeing you as soon as they can. My mother was at roundwell practice and I could not get them to see her at all, I moved her here and within 3 days she was seeing a doctor. It is sometimes a struggle to get through on the phone but if I call in and explain the situation I have no problems getting an appointment.	5
210794	Really efficient	I am so impressed at how quickly they have acted. I only brought something up at a medical review, which then set off a full examination and I was sent for blood tests then up to the hospital really quickly. I fine Dr Blenk to be professional, clear and gets straight to the point which I like , she is really on it, she even offered me a chaperone during my examination. The receptionists are all efficient too.	5

210792	I always get an appointment when I need one	The reception team are really friendly and I always get an appointment when I need one. I've been coming to this surgery for years and I've not really had any problems. The waiting on the phone can be an issue and it can be quicker to come here to make an appointment.	5
210788	So far so good	Not been here long but so far so good. When you ring to do get to speak to someone not an automated system. All the staff seem very helpful. I saw a Dr last week and then a few days later they rang to check up on me which I thought was great service.	4
210786	No Problems	I have no problems with the surgery at all. All the staff are friendly and great and I can get here on my mobility scooter on my own. I just wish they would do the covid jabs here as I have to rely on my daughter to get me to it to have it done and she has a lot to deal with without having to drive me around.	4
210776	I find it very good for my needs.	For my needs I find it is all very good. When I need to get in to see a doctor I can. Dr MacNab and Dr Blenk have been very good. My husband is bed bound and I have struggled to get a doctor to come out to him in the past and one doctor who has now left point blank refused and he ended up in hospital, I feel hopeful now he has gone we will not be in the same position again. They do struggle to get his prescriptions right though, it's very frustrating that on top of everything else I have to deal with I have to double check and chase his medication.	4

210773	Once you get an appointment it's all good	Once you get an appointment it's all good, but to get an appointment is next to impossible. I called from 8am this morning and after 21 attempts with the message saying there was no one available to take my call I was put in a queue on the phone.	4
210791	It's always been okay	I don't come often enough to have a complete picture as I have been abroad, but whenever I have used it, it's always been okay. I came in today about my Covid jab but they don't do them here so I have to go to castle quarter.	4
210790	The doctor was very good	The doctor was very good, very polite. It was easy to book in on the screen. I did have to wait a long time on the phone to book the appointment though. I was also irritated by people using their phones in the waiting area and I think they should not be allowed to do so. They were too loud. The parking is not always easy. I've had to park in a disabled spot before which is definitely not right.	4
210796	Struggle to get through on the phone	It is a struggle to get through on the phone, I tried Friday and today and it was constantly engaged, then when it did ring no one answered. The staff are brilliant and I have had never had any problems with them or my care, it is just so frustrating that you can't get through on the phone.	3
210782	Difficult to get through on the phone	I was unable to get through on the phone this morning. I gave up waiting because I had to go out and decided to come down to the surgery now instead. I've just been in and apparently all the appointments have now gone so I've been sent to the walk in centre.	2