

# Beaches Medical Centre – Sussex Road

## Feedback

### June 2023

In June 2023 we visited Beaches Medical Centre to speak with patients about their experience with health and social care services. From this visit we received **12** reviews for Beaches Medical Centre.

The reviews have an average star rating of **4.6** out of five. As noted below, this is a big increase compared to a report from March 2022.

Overall, patients were happy with the service received and spoke highly of staff, frequently stating that they are friendly and helpful. Several patients reported being able to easily get appointments and being seen quickly.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/central-healthcare-centre-great-yarmouth-nr31-6qb>

### Previous feedback

In March 2022 we published an engagement report covering a range of services, including Beaches Medical Centre. In this report 10 reviews for Beaches were included, with an average of **2.7** out of five. The main theme emerging from feedback was difficulty getting appointments or reaching the surgery via phone.

There has been a significant increase in positive patient experience within the last year.

The report can be found here: <https://healthwatchnorfolk.co.uk/report/gorleston-engagement-feedback-march-2022/>

| Review ID | Title                      | Review  | Rating |
|-----------|----------------------------|---|--------|
| 212597    | Brilliant                  | They're brilliant. When I ring up they know that I'm at higher risk ever since I've had my heart attack. They work really hard. I saw a lovely doctor and they've given me all the information I need. They printed everything off for me.    | 5      |
| 212522    | Very good experience       | Today the lady was lovely. I made my appointment by coming in and it was very straight forward.   | 5      |
| 212519    | Wonderful Service          | It's a wonderful service. They spoke to me on the phone and ordered a blood test, all sorted really well  | 5      |
| 212516    | It's improved a great deal | The people who work here are really friendly and helpful. It has improved a great deal recently over the last 6 months. It was getting a bit dire. It's better now and quicker to get an appointment. It feels like they have got more staff. | 5      |

|        |                           |   |   |
|--------|---------------------------|---|---|
| 212512 | A friendly prompt service | <p>The staff are friendly and it's a great prompt service. They call me regularly and it's easy to get to. I can walk here. The staff are lovely.</p> <p>The only improvement would be if some of the services that used to be here were still here. I used to be able to come for foot care, my ears and diabetic eye checks. The eye screening is now over near B&amp;Q and it's not on a bus route which makes it difficult. I have to rely on getting a lift.</p> | 5 |
| 212898 | What an improvement       | <p>Came to desk very helpful an Happy lady.. Vicki. Got me booked in later that day and the doctor Dr May, was amazing Happy to listen to what I needed.</p>  | 5 |

|        |                                |   |   |
|--------|--------------------------------|---|---|
| 212710 | Excellent and thorough service | <p>Over the last 2 months I have booked 3 face to face appointments at the Beaches surgeries. On each occasion the response to my appointment request has been speedy and efficient and the treatment at the surgery each time was excellent. All three of the clinicians were friendly and helpful and I feel that the treatment received was very thorough and professional. well done to all at the Beaches whether it be Sussex Rd, Shrublands or Hopton. Thank you again</p> | 5 |
|--------|--------------------------------|---|---|

|        |                  |  |   |
|--------|------------------|--|---|
| 212891 | best in my years | <p>Since i moved here a year ago myself and my family have had to use several of your services the gps plus referal to JPH or prescriptions. Whatever our need the Beeches has always been more than helpful polite and very accomodating ihave lived in several areas in my 63 years and i have to say this has been my best experience of any GPS and i for one cannot thank you and ALL the staff enough. you also made our transition from one gp to another very easy your the best</p> | 4 |
| 212604 | Excellent        | <p>Whenever we come here the appointments are on time, things are sorted out quickly. Getting an appointment quicker would be an improvement though, we booked a month ago for our appointment today.</p>  | 4 |
| 212601 | Excellent        | <p>They've always seen me when I've needed to be seen and follow up on problems I've had. I'd prefer to see a doctor each time though, sometimes I see a nurse instead.</p>  | 4 |

|        |                              |  |   |
|--------|------------------------------|--|---|
| 212596 | Helpful staff                | I saw a very nice nurse practitioner, very helpful. The only issue is sometimes with getting an appointment. Online seems to be best, you can end up waiting a long time on the phone. When you get seen it's good and the doctors are great.  | 4 |
| 212527 | Overall the service is good. | The service is good but they are never on time. Today we waited for half an hour and this often happens. If we call to say we are running a few minutes late they say they can't guarantee we will be seen. It would be good if there was less waiting. More seating and space between seats in the waiting area would also be good. | 4 |