

# Lawns Medical Practice Feedback

## October 2022

In October 2022 we visited Lawns Medical Practice to speak with patients about their experience with local health and social care services. We also promoted our visit on social media and received some reviews through our website. In total we received 11 reviews for Lawns Medical Practice. The reviews have an average star rating of 4.1 out of five.

The majority of patients we heard from reported being happy with their experience at their doctors' surgery. They told us they were treated well by staff and most shared they found the practice efficient and were easily able to access appointments.

Healthwatch Norfolk officers who visited the surgery noted:

Lawns Medical Practice shares a building with Parish Fields. There were a lot of signs on arrival, some a little old and tired looking and possibly not needed now the surgeries are opening up again after the pandemic, but each practice was clearly signposted. Most patients knew which counter to go to, but often had to stop and think what their surgery was called – they tended to point to us or say “the left one”.

The surgery had a welcoming feel from the reception staff and the Practice Manager was very helpful and keen to have us visit. There is a dispensary on site for the surgery and council owned parking outside, although this is very limited as is also used by shoppers and visitors to Diss.

The building was easy to access for everyone and had a temperature scanner at the entrance which was well used by most patients.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/lawns-medical-practice-diss-ip22-4wg>.

ID	Title	Review	Rating	Source
197809	Can't fault them	Every time I try and get an appointment I always get one. I can't fault them.	5	Practice visit
197806	Very good with prescriptions and flu	I haven't seen a Dr here yet as have not lived here long but my experience with prescriptions and the flu vaccine is very good.	5	Practice visit
197805	They look after me carefully	I am a type 2 diabetic and they look after me carefully all the time. I see both nurses and Drs here. The only improvement could maybe be another Dr not to alleviate waiting times but to take the pressure off the whole team.	5	Practice visit
197671	Fast appointment	I rang the surgery today and got an appointment 5 minutes later. The nurse was brilliant as well.	5	Practice visit
197642	The Lawns	I am always well looked after from nurses reception doctors dispensary get a reminder for flu etc... during the pandemic we had phone calls well looked after good services.	5	Website feedback
197808	I find them very good	What is good about this surgery? Their efficiency and quickness. Now you don't have to wait long there used to be quite a wait. I find them very good I would say there is nothing they could improve.	4	Practice visit
197807	Always get an appointment when I need one	I think they are always polite on the phone I always get an appointment when I need one I got a call back within half an hour this morning which I feel is exceptional. I had a prescription done and collected within one hour.	4	Practice visit

197653	Excellent service	Amazing service every time - emergency appointments available or at least a call back. The most amazing bit is the doctors pre read the notes and get the right person ! Not like many surgeries !	4	Website feedback
197748	Majority of time you get a phone call	When you see a dr it is fine but it is a struggle to see them. The majority of time you get a phone call. I see the nurses once a year. More face to face appointments with a Dr would be better.	3	Practice visit
197655	Let down	Its difficult to get on the day appointments. I've rang at 8.30 only to be told at 8.31 all the appointments have gone. How? Also having to wait weeks to see a doctor. Its almost impossible	3	Website feedback
197713	Nurses excellent doctors terrible	Nurses have always been excellent both in knowledge and the way they communicate. Never been able to see a female doctor but the male doctors I've seen don't listen don't care and don't know much. I don't trust their abilities that they believe what I'm saying or that my health is in their interest. They also make me feel uncomfortable. Aside from that I dread needing to visit not because of my health but because before you even get there the receptionist is rude and bolshy the majority of the time. I understand she is busy but the majority of people call because they need to and have probably put off doing so until they absolutely have to. The stars I give below are unfortunately based on the general practice who let the nurses and their patients down.	2	Website feedback