

# Birchwood Surgery Feedback

## October 2022

In October 2022 we visited Birchwood Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery with an average rating of 4.5 out of five.

All patients we spoke to either rated their experience as either four or five out of five. Overall, patients we spoke to were happy with the surgery and told us they felt looked after. However, a few patients did express frustration with getting appointments with some telling us they had to wait several weeks for an appointment.

The reviews are displayed in the table below and can be found on our website here: [www.healthwatchnorfolk.co.uk/services/birchwood-surgery-north-walsham-nr28-0bq](http://www.healthwatchnorfolk.co.uk/services/birchwood-surgery-north-walsham-nr28-0bq).

ID	Title	Review	Rating
200745	Happy With The Service	I was able to get an urgent appointment for today and I am very happy with that. I find all the staff to be good and very helpful. Overall I am very happy with the surgery!	5
200744	Everything is Good	I'm new to the area and this surgery. I have some long term health issues that need to be managed by the hospital and the surgery have quickly referred me over. I really like all the doctors and nurses I have seen so far. Everything is good!	5
200743	Outstanding Care	I've recently had a life-altering diagnosis and the care I've received here has been outstanding. I feel so well looked after and cared for. I can never thank them enough for what they've done for me.	5

200742	Very Pleased	I find that they respond quickly to me. I called this morning and they've got me in to be seen today and I'm very pleased with that. They're really good and I've never had any problems with them. I saw a nurse today and she was lovely and took good care of me.	5
200741	Wonderful	I've never had a problem with them. They've been very good to me. I'm always attended to well and quickly. I've been seen by them for 30 years and they've always been wonderful. I see a lot of stuff in the news about long waits but that hasn't been my experience here.	5
200705	Brilliant and Supportive	Everything at the surgery seems alright to me. They got me in straight away when I had an urgent issue and needed to be seen. I feel like they're definitely there for me when I need them. My wife has vision issues and Alzheimer's and they support me really well. They're brilliant no complaints from me.	5
200703	Helpful and Convenient	Everyone at the surgery is very helpful. I find it to be very convenient. I am frustrated that I haven't been able to see my named GP at all it's been two years since I've had an appointment with him.	4
200702	Fast Treatment	They've been great for me. I came in for a regular check up and they found issues I didn't know I had. They got me really fast treatment and I am feeling great. I can't complain about the service at all.	4
200700	Lovely Nurses	I think it's a very good surgery and I find everyone to be helpful. The nurses are particularly lovely. Everyone on reception is very pleasant. My only gripe is that it can be a two to three week wait for an appointment.	4

200697	Friendly And Helpful Staff	I've never had any problems with the surgery but I think there's always room for improvement. The staff are very friendly and have always been helpful. I've had really good experiences with the dispensary I find them to be very helpful and are great with last minute issues. My biggest problem with the surgery is the parking it's bad here and once I was actually in an accident with another vehicle here.	4
200693	Staff Are Great	I think they do a good job it's not perfect but nobody/nothing is! I think the staff are nice friendly efficient and helpful. The doctors and nurses are very good I've got no complaints against them. Recently I did have to wait 6 weeks for an appointment with a GP which is frustrating.	4
200686	Excellent Care	I have a good relationship with my GP and think they're excellent. The care I receive is excellent and I am very happy with that. I do have a few complaints surrounding the administration of the surgery. I've had to wait 4 weeks to get an appointment with a GP which is far too long. I was told to go to Cromer for my covid booster which I did. I called Birchwood and asked for an appointments for my flu jab and was told that they were only doing flu and covid jabs at the same time I couldn't come and just get the flu jab. They've told me to find somewhere else to get it which is frustrating.	4
199686	Overall Good	I find that I can't get an appointment quickly. It can take 4 weeks to get one. If it's an urgent issue they will see me on the same day. The doctors are pretty good and overall I think the surgery is good but I think it's about time they got back to normal.	4