

Brundall Medical Partnership Feedback

September 2022

In September 2022 we visited Brundall Medical Partnership to speak with patients about their experience with local health and social care services. From this visit we received 11 reviews for the medical partnership. The reviews have an average star rating of 3.9 out of five.

Overall, patients told us that *“once you get in the service is fine”*. However some did also share that they found it difficult to get an appointment at the doctors’ surgery including long waits, and being unable to see a doctor face to face.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/brundall-medical-partnership-norwich-nr13-5rp

ID	Title	Review	Rating
197756	Brilliant	It's brilliant here. Much better than my old surgery in London. The staff on reception are fantastic friendly and always smiling. They put themselves out for us. I'm not the most organised of people and they are very accommodating with me. I'd give the nurses phlebotomists reception and doctors all 5 stars!	5
197739	Always good	I've always had a very good doctor. My new doctor is also very good. It can be a little bit difficult to make appointments though.	5

197754	Saved My Life	I've been coming here for 17 years and I think it's perfect. Absolutely brilliant care. They saved my life a few years ago when I walked in here and had a heart attack. I think they could probably do with a few more GPs. I know if I call first thing on a Monday I won't get through and they'll be no appointments left but if I call later in the week it's fine!	5
199690	Improving	I think it's improving now. But I do still have to wait 5 to 6 weeks to see a doctor in-person. I am glad that I can see a doctor now in-person I just wish I didn't have to wait that long. If I have an urgent issue I know I can be seen quickly.	4
197752	Quite Good	I had to wait quite a while today but I think there was a miscommunication about the time. I think this surgery is quite good really. I find that I can get appointments easily. I am more than happy to have a phone appointment if there's nothing I need them to look at.	4
197751	Fine When I Get In	I can find it quite difficult to get in and see someone but I think that's a legacy of Covid. When I do get in and have an appointment it's good. Once I can be seen it is fine.	4
197740	Efficient	I've always been able to get hold of someone even through covid. They're very polite and helpful and the surgery is clean and tidy.	4
197750	Frustrated	I requested a blood pressure monitor and was told I was on the list and it would be 2 weeks before I'd get one. I've now been waiting a month for it. I came to the surgery today to chase up the monitor and because I haven't had my new prescription issued. I've had to ask about it and they've told me they will resolve it now. I've had to do a lot of pushing and following-up. It's frustrating.	3
197749	Varied Experiences	I find that the surgery varies from being unhelpful to really good. I was able to get a GP appointment within 3 days and they immediately referred me to the hospital can't do better than that! On the flip side I've had issues with phone consultations. I've been told the doctor would call on a certain day and then I've not had a call and I've had to rebook for the following day. That's happened a few times.	3

197742	Good service once you're in	Once you get in the service is fine. I had a phone appointment recently but I would rather face to face. The online booking appointments were only for nurses not doctors. I rang up was given a phone appointment and then prescribed medication but it didn't do the trick. Once you get a face to face appointment the staff are very good.	3
197741	Hard to see a doctor	I find myself put off because it's hard to see a doctor. It's all very well over the phone if you can communicate well on the phone. There are more houses more people now it seems like its difficult to fill vacancies. They're under a lot more pressure. I'd have given 5 stars before covid but things haven't gone back to normal since.	3