

Carole Brown Health Centre Feedback

May 2022

In May 2022 we visited Carole Brown Health Centre to speak with patients about their experience with health and social care services. From this visit we received **13** reviews for the centre.

The reviews have an average star rating of **4.7** out of five. Figure 1 below shows the average star rating for additional performance indicators, all indicators were rated highly with patients being least happy with waiting times.

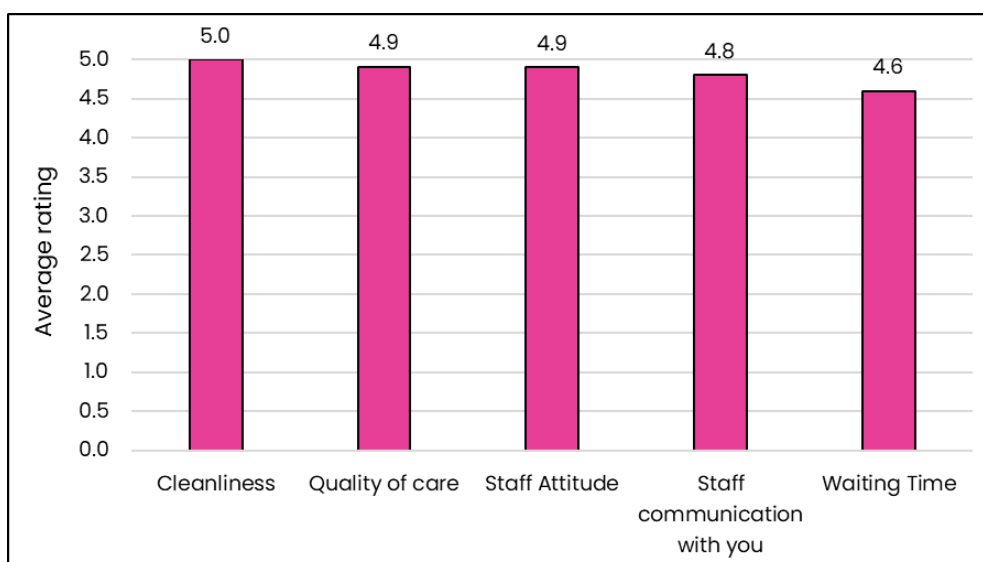


Figure 1. Average star rating (out of five) for performance indicators. Please note that these ratings were not compulsory.

Overall, patients were pleased with the surgery and staff were praised. Healthwatch Norfolk officers saw the reception team interacting with patients and noted they were friendly, helpful, and appeared to give patients plenty of time to explain their queries and patients appeared very happy with their responses.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/carole-brown-health-centre-king-s-lynn-pe31-6gz>.

| ID | Title | Review | Rating |
|--------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 108442 | Today was excellent | Today was excellent and most of the time they are good. Sometimes you don't get to see a doctor but it is still good. Sometimes it's a phone call and not in person. | 5 |
| 108105 | The staff are all very pleasant | I think the staff are all very pleasant particularly Mr Coleman who is very charming. | 5 |
| 108102 | They will try their best to fix it. | The surgery is clean. You ring with a problem and they will try their best to fix it. I have been asked to see a nurse sometimes but the problem is always sorted. | 5 |
| 108100 | It can be difficult to get an appointment. | It can be difficult to get an appointment but this week it has been excellent. I spoke to a nurse and she was really good. Two years ago it was amazing but not quite so good now. | 5 |
| 108099 | I like it here. | The service is excellent. It is always very good. I like it here. | 5 |
| 108098 | I think it's excellent | I saw Mr Coleman today and he is excellent. The reception team are very good. | 5 |
| 108093 | I always feel cared for | I can always get an appointment with the children. I have not had any problems and it feels really good. I always feel cared for. | 5 |
| 108091 | I'm new to surgery but so far very good. | Appointments are on time the nurse was very polite and nice. So far it is 100% better than my previous surgery. The appointment process seemed to work well too. | 5 |
| 108087 | I think the service is brilliant | It's perfect I think the service is brilliant. Mr Coleman is very good and all the other staff are good too. The appointment system works and is good. | 5 |
| 108085 | It's all very good. | I can't stop to talk but it's all very good. | 5 |
| 108440 | They have always treated me well | Overall I am pleased with the surgery. It can be difficult getting an appointment but when you see them they are good. | 4 |

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|--------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 108095 | It always seems good | Today was very good although I did come for something else but I think I got it wrong. The rest of the appointment went very well. It's always good. | 4 |
| 108084 | I don't think communication is good | I had blood tests taken 10 days ago and I have had nothing back. I don't think it is satisfactory. I assume that means they are okay but it would be good to know for sure that all is well. I would also prefer to see a GP face to face. | 3 |