

# Castle Partnership Feedback

November 2021

In November 2021 we visited all three branches of Castle Partnership - Gurney, Mile End, and Tuckswood Surgeries. From these visits we received **38** reviews with an average rating of **4.6** (out of five).

Table 1 below displays the number of reviews we received for each branch and average rating. As the table displays, ratings were similar for all three branches. The reviews are displayed in the table overleaf and can be found on our website here: [www.healthwatchnorfolk.co.uk/services/mile-end-road-surgery-norwich-nr4-7qx](http://www.healthwatchnorfolk.co.uk/services/mile-end-road-surgery-norwich-nr4-7qx).

Table 1  
Number of Reviews and Average Rating for Castle Partnership Branches.

	Number of Reviews	Average Rating
Gurney Surgery	7	4.7
Mile End Surgery	16	4.6
Tuckswood Surgery	15	4.7
<b>Total</b>	<b>38</b>	<b>4.6</b>

We also asked patients to rate different aspects of the service, these ratings were not compulsory, average ratings are displayed in Figure 1 below. As the graph shows, across surgeries patients rated all indicators highly with only waiting time rated slightly lower.

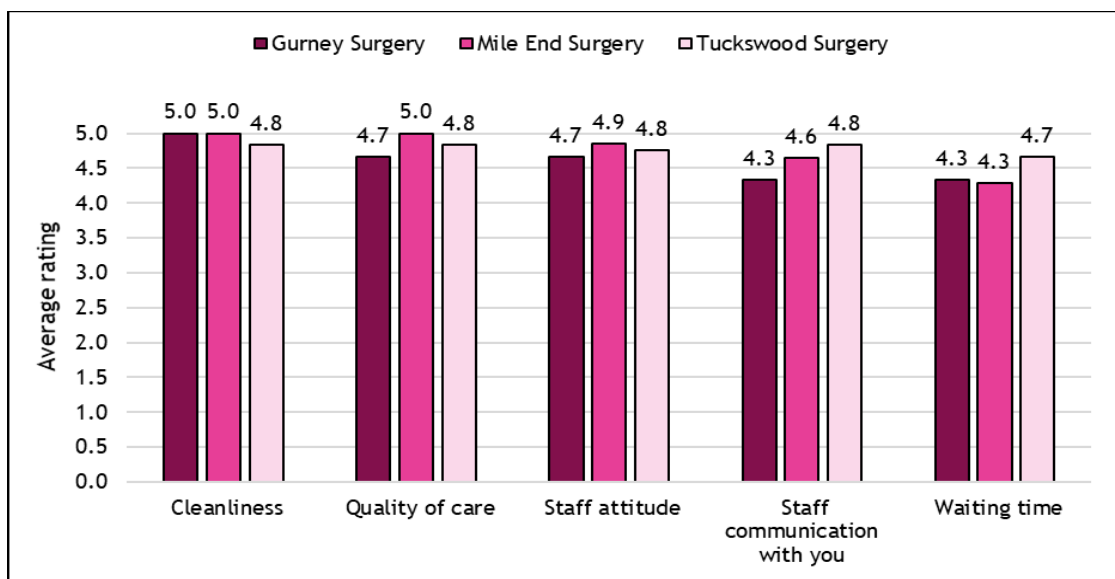


Figure 1. Average star rating (out of five) for performance indicators. Ratings are rounded to one decimal place.

ID	Branch	Title	Review	Rating
89742	Gurney Surgery	No Problems	I never have any problems getting appointments the staff are fine they listen and communicate well.	5
89741	Gurney Surgery	Nurse Lovely	My appointment was on time and there was no issues. The nurse was lovely but the receptionist not so friendly. I have no problems getting an appointment. I am very happy here if not I would move.	5
89732	Gurney Surgery	No Problems	Nothing went wrong and the staff were okay. I find getting an appointment straight forward. I do find there is a problem with the IT. Sometimes I have a reminder about an appointment from the surgery and NHS and other times nothing at all. I had to cancel my flu jab as I was ill I cancelled on the NHS text but it didn't go through to the surgery and they put me down as a DNA. This was frustrating as I had cancelled and let them know but the NHS do not talk to the surgery. The staff were understanding and took off the DNA but that is not the point.	5
88563	Gurney Surgery	Very happy	I am very happy with the way they have looked after me. I've been coming here a long time and the older I get the better they look after me.	5
88562	Gurney Surgery	Very helpful	Reception team are very helpful and all the doctors are great. Everybody here is good. Sometimes you can wait a long time to get an appointment and sometimes you sit in the surgery for a while before you go in. Waiting times seem worse since COVID	5
88561	Gurney Surgery	Totally pleased with the service	I have been coming to this practice for many years and it is always efficient. They always treat me well and I have not had any problems.	5

89740	Gurney Surgery	Today was good	Today I managed to get an appointment with the nurse who was good and helpful. But previously I felt the doctor did not refer me quick enough and just put my symptoms down to old age. I felt they did not believe how much pain I was in a scan would of solved it. I ended up going private which I couldn't really afford but they scanned me and I had a cyst on my back.	3
89548	Mile End Surgery	Marvellous Doctor	I lost my wife two days ago and this surgery has supported me well. I have had the doctor phone to check up on me and in her last week he collected her medication and brought it round to the house. Me and her did not realise how ill she was but the doctor did and looked after her. I do not like the new waiting room I find it a bit cold and clinical but know why they had to do it.	5
89547	Mile End Surgery	Really Pleased	I saw a nurse today and they were very professional I was really pleased with how my appointment went. Sometimes it can be a little difficult to get an appointment but when you do it is fine.	5
89545	Mile End Surgery	Efficient	My appointment was quick. The Doctor was nice kind efficient and clear.	5
89544	Mile End Surgery	All good	I find it a smooth operation here it is all good. The staff are friendly and they communicate well.	5
89543	Mile End Surgery	Fantastic	I had a blood test today so far this year I have had 3 covid jab and my flu jab and each time the surgery has been amazing. I phoned on a Monday morning at 8am and was seen at 3.25 for a face to face appointment on the same day. Castle practices are totally fantastic	5
89542	Mile End Surgery	Very Happy	I am very happy at this surgery. I have been registered here since the 70s which shows how happy I am. I like the staff they do a good job and give good advice. I have got to know the staff over the years and it is nice to be greeted by my name.	5

89541	Mile End Surgery	Excellent	Excellent service from the nurse and the receptionist. They booked in a further appointment for me while I was here. I have been with this surgery a while and always find them fantastic.	5
89540	Mile End Surgery	No Problems	They always call back and answer emails normally within a few hours. I do feel that is you need to be seen you get a face to face appointment. There is good communication and the receptionists are nice. I like the new flooring	5
88518	Mile End Surgery	Always proactive and always respond	Very good. They're always proactive and always respond. When it's urgent they will drop things and do what they can. It is all over the phone at the moment but they will see me when needed. I would like to get back to more face-to-face appointments but happy with things. They're so much better than my previous surgery. My last surgery missed so much and we moved here. They missed my wife's cancer and my heart problem. Since moving here they've taken over and have been great. We've been here three months and they've been much better.	5
88509	Mile End Surgery	Happy with how they've treated me	It's the first time we've come. Very happy with how they've treated me. Staff were very nice and very friendly. Lovely people!	5
88505	Mile End Surgery	Never had a problem at Mile End Road	All good. They were efficient. Booked me in fine went in on time and seen on time. I've never had a problem here they've always been really good. It's very clean it's just been painted so it's immaculate.	5
89539	Mile End Surgery	It suits the area	I was in there a little longer today as the computer crashed. I find the new decoration too clinical and do not like it the old look had less of an echo. I find getting appointments fine. The staff are very nice and Dr Whitehead is excellent. He has build up a good rapport with me which takes time. I find all 3 practices are good when you go to Gurney surgery it feels more hospital like which is quite reassuring if you are not feeling well.	4

88510	Mile End Surgery	A few issues when being signed in but okay	Okay but they were having trouble with the thermometer in reception. Then after nearly 30 minutes I realised the receptionist hadn't booked me in due to the issues when I arrived. I found out because I got a text in the waiting room telling me I had missed my appointment.	4
88507	Mile End Surgery	Poor timing of refurbishment but care is good	Very impressed. The staff were nice. I'm a bit annoyed they did the decorating after COVID had ended. They shut it a week after COVID when they could have done it during the lockdown. You can see a fair improvement now it's been decorated though. I would like making an appointment to be a bit easier. But it's understandable that everyone is ringing up so I guess that's understandable.	4
88517	Mile End Surgery	Nurse was terrific but a few improvements	The nurse was terrific. I'm not quite sure about the receptionist. Have to have a call but they can't give a time. They said some time in the afternoon. Where I work I can't have my phone on me so it's difficult to make sure I can take a call. I'd like to see reception improved and them to give precise times they will call. The nurse was prompt and lovely though. They were really quick and I was seen on time. I would give the nurse 5 stars for attitude and communication but it was mixed during my visit.	3
88513	Mile End Surgery	Difficulty getting COVID jab	Having a really bad time. I'm having chemo in Cambridge and I needed a COVID jab. I came round to the surgery and the surgery was shut. I saw on the website they were doing COVID jabs for vulnerable people. I'm in my 80s have asthma and cancer - how vulnerable do you need to be? I called one surgery and was told I needed a form. Called the other and they said I didn't need it. I came back to tell them I didn't need the form but I still couldn't get an appointment until November so it would fit in with my chemo treatment. I had to try get in as a walk-in but that also wasn't easy.	3
89633	Tuckswold Surgery	Efficient	I found the whole experience today efficient clean quick and friendly. I find getting an appointment okay.	5

89631	Tuckswood Surgery	Appointment Very Quick	My appointment today was very quick and my problem was dealt with. I find the staff very pleasant. I found it hard to be seen over the lockdown which I felt was strange as I work at the hospital and that was still going be it seemed that GPs stopped. I have had phone appointments but find face to face better.	5
89629	Tuckswood Surgery	Staff are Wonderful	I find the staff wonderful and helpful. They always fit me in when they can. It is just a nice surgery. Today at my appointment I was in and out within 5 minutes.	5
89628	Tuckswood Surgery	Good Communication	Every time I have needed a face to face appointment I have been given one. I find the surgery very proactive they have asked me my needs and called to check on things. It is much better than my old surgery in Essex. As it is small I find it more friendly and has an old fashioned doctors surgery feel about it which I like.	5
89627	Tuckswood Surgery	Very Nice Staff	I had a blood test today and everything was good. The staff are very nice and friendly. I have no problems getting an appointment. I am very happy with how this surgery is now run. It has improved as it was not always as good.	5
89433	Tuckswood Surgery	Efficient	They are really quick and very efficient. I was in and out quickly today. Everyone there is really friendly.	5
89432	Tuckswood Surgery	Very Helpful	I enjoy being able to use the online system to get help. I couldn't use it today as the issue I had meant I had to go and see someone in-person. The staff are all very helpful. I work in social care so I know they are short staffed and overloaded.	5
89431	Tuckswood Surgery	Excellent	It's excellent. Dr Patel listens to me carefully and then diagnoses and treats me accordingly. The staff are all alright. No complaints!	5
89430	Tuckswood Surgery	Marvellous	It's absolutely marvellous. I have no complaints at all. 5 stars!	5

89428	Tuckswood Surgery	Polite and Helpful	I've been coming to this surgery since 1972. I've outlived a few doctors in my time here! It's always been great. The staff are all polite and helpful.	5
89427	Tuckswood Surgery	Well Organised	The staff are always great. They seem to be well organised at this difficult time.	5
89626	Tuckswood Surgery	Staff very good	I find the surgery easy to contact I prefer using the online system and find they get back to me quickly. I think the surgery is better managed now the use a triage system. The staff are good and always friendly but I do find the nurses are more approachable then the doctors. I do find the car park is not big enough.	4
89434	Tuckswood Surgery	Very Good	It works all right for me. Everyone is very good. I lost my partner this year and they've been very good to me. During the last two weeks of my partner's life they came to our home and saw us regularly. They're very helpful.	4
89429	Tuckswood Surgery	Humble and Nice	English is not my first language and the doctor takes time to understand me and to explain what he's saying. Dr Patel is very humble and nice and he always understands me when I speak. My husband doesn't speak any English so he sometimes needs an interpreter and when we ask for one he does get one.	4
89636	Tuckswood Surgery	Not as good as it used to be	I do not find this surgery as good as it used to be as you used to get more personal care. I find it hard to get in for an appointment and I don't like having to tell the receptionist what is wrong.	3