

Chet Valley Medical Practice Feedback

July 2022

In July 2022 we visited Chet Valley Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 10 reviews for the practice. Alongside this we received two additional reviews as a result of promoting our visit on social media. The reviews have an average star rating of **4.2** out of five

Overall, patients we spoke to were largely happy with the practice and in particular reported how staff they spoke to always seemed to have time for them. However concerns were raised by some patients about difficulties getting appointments at the practice.

In addition to this, Healthwatch Norfolk officers who visited the practice noted:

A bright, open, clean, large waiting area with welcoming receptionist. A large car park and dentist on the same site. The dispensary on site meant plenty of footfall throughout the morning with people coming and going and hardly having to wait.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/chet-valley-medical-practice-norwich-nr14-6qh>. A response from the practice to this report follows the table of reviews (page 4).

ID	Title	Review	Rating	Source of review
114555	Marvellous best doctors I've ever had	You can always get an appointment. They are always so nice which makes a massive difference. Very good.	5	Practice visit
114553	Apart from making an appointment its good	Making an appointment is very frustrating. You call and then have to wait for the doctor to call back. It's difficult to get to see a doctor. Rather than a phone call I would like to see a doctor face to face. Apart from the appointment system its wonderful. Good as gold. Reception and nurses are good.	5	Practice visit
111160	They always have time	Normally when I come if it is urgent I don't mind who I see and that's the crux of the matter - if you insist on someone that's not always possible. I think they're great. I feel its a good safety net. If I don't want to talk to reception face to face I can ring and chat - they always have time	5	Practice visit
111158	Absolutely fabulous can't fault them	The receptionists are really good I've never had a problem getting an appointment. I think they are absolutely fabulous - can't fault them. Never a problem	5	Practice visit
111156	They all know what they're doing!	Reception are always informative. They all know what they're doing!. The efficiency is just brilliant	5	Practice visit
111145	I think they are a great team	I am a huge supporter of this surgery we are so lucky to have it and they are generally fantastic. I have not needed an appointment for 3 years and I feel like I can't get one now and I don't know why. I think they are a great team there is a problem but that is by the by. We are exceptionally lucky to have this team.	5	Practice visit

111046	The Drs give you so much time	I think the Drs give you so much time. Dr Morgan has so much time. You never always have just one thing and they always ask is there anything else.	5	Practice visit
114560	They are really good to me	Lately they have been really good to me. The doctor has always got time to talk even though they are rushed off their feet. Also a phone consultation is a bonus as I don't have to drag myself down to the surgery	4	Practice visit
111154	I think it's ok	When I come in for bloods she picks up on things. I think it's ok. It is hard to get an appointment you cant see a Dr for over a week.	4	Practice visit
111069	the admin team are excellent	I give them 3 stars because I've had one or 2 experiences with a Dr where I don't think we really understand each others personalities. The admin team are excellent. whenever I call up I always get a very nice receptionist.	3	Practice visit
110432	Need more face to face and less phone calls	We are now 2+years into our pandemic and living with it. However we need our GPs to step up and start seeing more patients. The Ansaphone message is still the same 2 years on we are NOT in a current Coronavirus outbreak change it make the message more friendly. I have a health issue which was checked with an ecg no phone call to say you are ok no follow up to enquire whether the symptoms are still there and what can be done to resolve it. This is not caring this is a case of ticking a box ecg done. Go away. Very unhappy diillusioned and fearful for my future health.	3	Healthwatch Norfolk Website

110291	Awful	You virtually need a papal blessing to get a face to face appointment with the GPs. Had 7+phonecalls including one nurse and 2 receptionist. Still no joy I appreciate the past 2 years have been tough on everyone but this lot are taking advantage. Complacent...	1	Healthwatch Norfolk Website
--------	-------	--	---	-----------------------------------

Response from Chet Valley Medical Practice

We would like to thank Healthwatch for coming to the practice once again to seek the views of our patients.

Patient feedback is important to the practice as we like to continually improve the service we provide. The partners and staff were thrilled with the outcome of the feedback sought by Healthwatch.

The practice team have worked relentlessly through the pandemic, and it is uplifting to know that our patients feel we are there for them and we continue to deliver high quality care, thank you.

We are not complacent in the feedback we receive from our patients.

We appreciate that patients are individuals and that different consulting methods will be received in different ways. This was echoed by the feedback in that some patients felt telephone consultations were a 'bonus' so they often do need to come to the practice, especially with work commitments while others sometimes feel frustrated in receiving a telephone consolation before being asked to come to the practice if clinically appropriate. However, we are improving the number of appointments available for booking in advance which will hopefully improve patient experience for those patients wanting to book straight into see their doctor.

The practice telephone message has now been changed to reflect where we are with our provision of care and the COVID Pandemic. This was done using our new telephone system that the practice has

invested in to greatly improve our capacity in answering calls from patients especially during particularly busy times of the week and vaccination programmes.

We do appreciate it is sometimes difficult for some patients to understand why practices have not returned to pre covid ways of operating but the affects of COVID continue. Our clinicians continue to see increased demand looking after patients waiting for hospital services delayed by the pandemic and mental health services are also under considerable pressure which also impacts our workload.

Thank you again to our patients for all their support and consideration throughout these challenging times.

Gerard Whitfield
Managing Partner
Chet Valley Medical Practice