

Church Hill Surgery Feedback

August 2022

In August 2022 we visited Church Hill Surgery to speak with patients about their experience with local health and social care services. From this visit we received 14 reviews for the surgery with an average star rating of 4.4 (out of five).

Healthwatch Norfolk officers who visited the surgery to collect the feedback noted:

The surgery has plenty of car parking available. The surgery building was clean, light and easily accessible. The team were welcoming to us and there was a steady flow of patients using the surgery for appointments and for the on-site dispensary.

Overall, most patients we spoke to told us that they were happy with their experiences at the surgery. We heard that most were able to get appointments including an ease with getting same day appointments. In addition to this, staff were largely praised and the surgery was seen as “*obliging*”.

One specific suggestion for improvement was around the car park. With one patient telling us that “*the only thing I'd change is widening the disabled bay, the spot is a bit narrow and as there's only two sometimes there isn't a space free*”.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/church-hill-surgery-diss-ip21-4tx>.

In response to our report, Church Hill Surgery told us: “*We are pleased with the feedback from our patients, and we will take on board their recommendations*”.

ID	Title	Review	Rating
174773	Drs, Nurses and Dispensary all fabulous	The Drs, Nurses and Dispensary are all fabulous and doing a brilliant job in my personal opinion. I recently had to go to hospital and the surgery contacted me for a follow up straight away. I had to come in for a BP check and when I came in I didn't feel well and asked if someone could listen to my chest and they had me back in at 4pm that day!	5
174775	I can't fault this surgery	I can't fault this surgery, honestly the nurses and drs are brilliant, I have been a patient a long time and they have always been lovely.	5
174777	Can't fault it	I phoned last week and got seen the same day, there was no wait. I got a referral for physio to start a week later. I can't fault it.	5
174779	Good service	The whole thing is good. Recently I came in with an insect bite and got seen by the nurse the same day and was given antibiotics, it was a good service. I never have a problem getting an appointment, when you ring you get one.	5
174780	Always look after me	I saw the nurse practitioner today, it was good. The practice is very good, they always look after me and I get on well with the staff.	5
174781	Always good	I get seen quickly and the surgery are always very obliging.	5
174782	Brilliant, I am very very happy	I think they are brilliant, I am very very happy - I have been a patient here for 8 months and am very happy here. I came in to book an appointment at 8.30 and was in to see someone at 11am!	5
174772	As good as it can be in expanding village	It is as good as it can be in a village that's expanding. It has doubled in size. They're a nice gang here but there are lots of locums so not great consistency. There is a normal wait when calling for an appointment but you usually get one straight away.	4
174774	90% of the time they are very very good	90% of the time they are very very good - all the staff and nurses are very good. Maybe the Drs would lose them the point, sometimes they are not helpful or interested.	4
174778	Very happy	We're very happy with the service, no hassle at all. The only thing I'd change is widening the disabled bay, the spot is a bit narrow and as there's only two sometimes there isn't a space free.	4

174783	Improved greatly	I have been a patient here for 40 years and they have improved greatly over the last 3 months.	4
174784	It's all good	Dr Gall is brilliant, the nurses are excellent and the reception team are good. It's all good.	4
174776	I'm not ungrateful but it feels like an effort	The Drs are alright here, but you can't see them any more it feels like an effort to get past reception. If it is an emergency or a child then you get in straight away but for us, the parents - nope. I'd go to a pharmacy first.	3
174946	Could be more efficient	The nurses here are excellent. Reception can be a bit off hand, there is no acknowledgement when you stand at the front desk to speak to them until they are ready to speak to you. A quick smile so you know you've been seen would be nice, it doesn't feel customer centric. The dispensary could be more efficient, I have to come every month for my medicine and then have to queue and wait when I get here	3