

Cromer Group Practice Feedback

June 2022

In June 2022 we visited Cromer Group Practice to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the practice. In addition to this, one patient completed a feedback survey and returned it to us in the post. The reviews have an average star rating of **4.5** out of five.

Overall, patients we spoke to were very happy with their experiences at the practice. They told us that the staff were friendly and helpful.

Concerns were raised around difficulties getting an appointment. Other suggestions for improvements included:

- *"The hold music on the phone is very depressing and drives you mad I think it puts people in a bad mood and they take it out on whoever answers the phone. The walls of the surgery are very blank it would be nice to have some artwork maybe from local school children to brighten it up and give you something to look at while you are waiting."*
- *"It would be good if they opened past 6pm some days it's difficult for people who work to make it in."*

Healthwatch Norfolk officers who visited the practice noted

Whilst at the surgery I heard the receptionist deal calmly and politely with countless patient enquiries. She took her time with each patient and was very friendly and welcoming.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/cromer-group-practice-cromer-nr27-0aj>.

ID	Title	Review	Rating
111161	Doctors are Wonderful	I find it hard to get through on the phone to make an appointment. Once you get past the front line the doctors are wonderful.	5
110169	Very Good Service	I think they provide a very good service. I don't need to use it often. The receptionists are great they go over and above to help. I would like to be able to request appointments through the online system again.	5
110162	Look After Me Well	I think it's excellent and easy to book appointments via phone or walking into the surgery. The surgery is very efficient. They all know me there and they know what I like. They're very good and look after me very well.	5
110158	Very Friendly	I find them to all be very friendly. It's great and easy for me to book appointments via phone.	5
110141	Very Attentive	Dr Blunt is amazing. She listens is attentive and she always follows through on referrals. I think the surgery is convenient there's a pharmacy on site and it's easy to park. I have to wait a while on the phone to get an appointment. Due to the circumstances I know it's not their fault. They're always helpful.	5
110106	A good surgery	I think this is a good surgery. It can vary depending on which doctor you see but on the whole it is fine. The doctor I have been seeing has done lots of follow up checks and looked after me.	5
109783	Friendly staff	I am lucky that I do not have to use the surgery very often but when I do I find the staff are very friendly I am taken seriously and feel well looked after.	5
110156	The Service Is Good	Everyone is pleasant which is very important. When I get to see someone the service is good. My only gripe is how long I have to wait on the phone to make an appointment.	4
110137	Brilliant Surgery	It's a brilliant surgery. I always do get an appointment and get good help and advice. When I need a doctor I get to see one. It often takes quite a while to get through on the phone for an appointment.	4

110139	Receptionists are nice and friendly	The receptionists are nice and friendly they are always lovely. I find the doctors are excellent and the surgery is kept clean and tidy. The hold music on the phone is very depressing and drives you mad I think it puts people in a bad mood and they take it out on whoever answers the phone. The walls of the surgery are very blank it would be nice to have some artwork maybe from local school children to brighten it up and give you something to look at while you are waiting.	4
109803	It's got better	I used to see the same doctor all the time and he was brilliant he has helped me no end with my mental health. He has now retired. I find the staff all friendly and polite and the practice is better than it was even before covid. I am not unhappy with the service.	4
110134	Doctors & Nurses Are Excellent	The doctors and nurses are excellent. The phone system could be better I have to wait quite a while. It would be good if they opened past 6pm some days it's difficult for people who work to make it in.	3