

# Feltwell Surgery Feedback

## August 2022

In August 2022 we visited Feltwell Surgery to speak with patients about their experience with local health and social care services. From this visit we received 12 reviews for the surgery with an average rating of 4.8 out of five.

Overall, patients we spoke to were very happy with their experience at the surgery with only two patients rating their experience as less than five stars. Staff and the surgery were praised as in the following patient review:

I think the surgery is fantastic, superb, so personable, professional and helpful. They are in a different league to previous experiences I have had. The reception, the nurses, the pharmacy they all go the extra mile. I hope they get loads of good feedback they deserve it.

In addition to this, Healthwatch Norfolk Officers who visited the practice noted that the reception team was very welcoming and helpful for patients and Healthwatch Norfolk Officers.

The reviews are displayed in the table below and can be found on our website here: [www.healthwatchnorfolk.co.uk/services/feltwell-surgery-thetford-ip26-4ay](http://www.healthwatchnorfolk.co.uk/services/feltwell-surgery-thetford-ip26-4ay).

ID	Title	Review	Rating
174928	They have time for you	No complaints. I am very lucky for my age. When you see a doctor they have time. They don't rush you and the nurses are the same. I can't see anything wrong. It's all good.	5
175379	Friendly and helpful	I have always had a good experience when accessing my surgery. I want to mention in particular the medical secretaries, the people behind the scenes. I had a request that I needed the medical secretaries to help me with and they did what I requested promptly and kept me informed. The staff in the dispensary are also friendly and helpful. I have also never had any issues with getting appointments for my young son. I'm very grateful to have access to my surgery.	5
175395	Absolutely fabulous	Compared to lots of places it's absolutely fabulous. As things have been over the last two years I think they have handled it very well.	5
175396	I think it's pretty good	It's always a good experience. Prescriptions are ready quick too.	5
175398	I feel treated as an individual	I find the practice very responsive to requests and they get back to you quickly. But sometimes you have to wait for an appointment. Given the challenges recently they are very caring. I think they are caring and do their very best in difficult circumstances. Their caring attitude make you feel like an individual. It would be good to have more information about the GPs working at the practice. Are they locums or permanent.	5
175399	Usually very good.	It depends on the day and how ill you are but I've found it usually good. Through extreme difficulties they have done very well. I'm not sure what they can do but if you have an appointment with the doctor near to lunch the pharmacy is closed so you have to go home and come back again.	5

175400	I think they are very good.	I'm fine with it. I have not had any problems and I think they are very good.	5
175401	The people are really nice	It all works well. It's easy and the people, the staff are really nice. I make my appointments on the phone and it works.	5
175403	Personable and professional	I think the surgery is fantastic, superb, so personable, professional and helpful. They are in a different league to previous experiences I have had . The reception, the nurses, the pharmacy they all go the extra mile. I hope they get loads of good feedback they deserve it.	5
175513	I'm happy here	I'm quite happy here. I don't have to wait too long and the doctors are very good. I make my appointments on the phone and it's easy. I just ask and I get an appointment.	5
175397	Can be bit of a wait for an appointment	Sometimes it's difficult to get the doctor you want. Sometimes it can be a bit of a wait to get an appointment. The doctors' appointments are good generally but it depends on who you see.	4
175402	Generally all good	Some days you can get in fine and some days it is difficult to get through. Generally though it is all very good and okay	4