

Gayton Road Health Centre Feedback

March 2022

In February to March 2022 we visited Gayton Road Health Centre and also local libraries to speak with members of the public about their experiences with health and social care in their area. From these visits we received **19** reviews for Gayton Road Health Centre with an average rating of **3.4** (out of five).

Overall, patients reported frustrations with trying to access appointments at the practice, in particular difficulties with the phone system and a feeling that they were unable to see a doctor face to face.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/gayton-road-health-and-surgical-centre-king-s-lynn-pe30-4dy>

| ID | Title | Review | Rating |
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| 157742 | Friendly staff | The staff are friendly. It's hard to get an appointment, it has to be over the phone now, I miss face to face. I prefer being face to face, it makes it easier to understand. | 5 |
| 158482 | I am very happy with the service | I called the surgery and told them my problem. I was called back promptly by the doctor and then seen promptly by the doctor when they realised the seriousness of the problem. I am very happy with the service. | 5 |
| 158484 | I think it's excellent | It's a good surgery, staff are friendly and helpful. I think it's excellent. | 5 |
| 158486 | I am happy, it's a good surgery | The staff are always friendly, they always call back. I am always happy with the service. It is a good surgery. | 5 |
| 158487 | I have had a very good experience today | This is my first visit since the pandemic and it has all been very good. It feels a bit different with masks but still good. | 5 |
| 158496 | Overall it is a very good service | It's very good, a very good service here. We did have to make some allowances for COVID but overall very good. | 5 |

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| 158479 | Things not working well for me. | It seems like it is madness that we still can't see them face to face. My daughter had an asthma review over the phone. The appointment was when she was at school so they just spoke to me. It seems I have to keep asking for everything, I asked for the asthma review, I should have had a follow up appointment myself following surgery but this has still not happened. I'm waiting for a physio referral. I need to see a physio now and I think I might pay for a private appointment. Whilst overall I am not pleased with how the surgery is working for me I have had a recent experience with a very good doctor and would rate this as 5 out of 5. | 4 |
| 158481 | I'm a bit frustrated today | Generally the practice is good but today I am cross with the doctor. I was prescribed a treatment and the doctor told me it would be ready to collect. I came to collect it but the prescription had not been signed. I was told it would be signed but could I come back tomorrow to collect it. I am now here and it is still not ready. I was told it would be sent to Woottons pharmacy. That means another bus ride away. It seems ridiculous when there is a pharmacy here. | 4 |
| 158493 | It helps if you know what to ask | It helps if you know what to ask, some people may not be as pushy as me. I have been coming here for a while and I have never had any problems. It always seems good, some people complain but I have never had any problems. | 4 |
| 158469 | I want to see the doctor | It is difficult to get to see a doctor. It's all phone calls but you have to wait in for them to call back. They told me to go to St Augustine's surgery but I said I couldn't get there and so I didn't bother. | 3 |
| 158473 | I think the doctor was rude | I had been trying for ages to make an appointment. I don't like telling the receptionist my problems, I should be able to speak to a doctor. I then had to wait for the doctor to call me back, I didn't know when they would call. Eventually I got to speak to the doctor and to start with it was fine. However I did ask more than one question and then eventually the doctor said "If you have any more questions, call back, I'm too busy" This really upset me and I told my family. We should be able to see the doctor. | 3 |

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| 158477 | I find the phones system so difficult | If I was rating the surgery for their phone system I would only give it 1 out of 5. However once you get past the phones I would rate it 3 or 4. It doesn't seem like they have enough staff. They ask you to call at 8.15am and they might be 50 in the queue. I rang, waited for 45 minutes on the phone and when I got to 3 or 4 in the queue the phone cut off. The phone system doesn't seem right. The main issue is trying to get an appointment. | 3 |
| 158478 | I would like to see a doctor face to face | You can wait a long time to get through on the phone. When you get through on the phone they are fine but I would like to see a doctor face to face. I think I need antibiotics but they just told me to take more hot lemon. Somethings you just can't describe properly over the phone. | 3 |
| 158483 | I think I should be seen face to face | I have had chest pain and felt something was not right. For the last 3-4 weeks I have been waiting to get things sorted. I called the surgery and was told a GP would call me back. They never called. I have had some tests but I have not been seen. I also had to check my own blood pressure. I still don't know what is wrong and it makes me anxious not knowing. I think I should be seen face to face by a doctor. | 3 |
| 158845 | Okay but could have been better | I have not been able to see a GP for ages. I did get a telephone appointment but I didn't feel the doctor listened properly. I don't think they understood what was really wrong with me. It would have been better if I could have seen them face to face. | 3 |
| 158485 | I don't understand why they can't see me | I have seen my dentist during the pandemic and I don't understand why I still can't see my GP. I know they are busy but they have such long waits on the phone and then you are told to call back again at a different time to get an appointment. I eventually spoke to the doctor on the phone and they said "you sound alright". I was not happy as I think I should be able to see them. If nurses and health care assistants can see patients face to face why can't doctors? | 2 |

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| 157727 | Won't see me face to face | They wouldn't see my face to face, I finally managed to convince them to do a blood test, I was having problems and they said it was stress and wouldn't see me. It's a 45 minute wait on the phones. The GP was so rude to me on the phone when I raised a concern, they were very dismissive. I never get to see the same doctor. When I brought my child in for a jab I had to bring my other child with me as well and the staff made comments about the fact I had a second child with me. I have no family in the area and no child care so what am I meant to do, it really wasn't nice. I'm considering changing surgery. | 1 |
| 158489 | Why can't we see a doctor? | I have rated it 1 but this is only because I can't enter 0. It is too difficult to make an appointment to see a doctor. "A mechanic can't fix a car without seeing it so how can you fix people if you don't see them?" It feels like they are not doing the job they are paid for. | 1 |
| 158503 | Nothing seems to work | Nothing seems to work, everything takes too long and is complicated. I don't like the phone call appointments. I don't like telling the reception staff what is wrong with me, it's not right. I have had a problem for a while that needs sorting. It's all so frustrating. | 1 |