

# Great Massingham and Docking Surgeries Feedback

## June to July 2022

In June 2022 we visited Great Massingham Surgery to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the surgery. These reviews had an average rating of 4.8 (out of five).

In July 2022 we visited Docking Surgery. From this visit we received 13 reviews for the surgery, again with an average rating of 4.8.

Please note that for both visits we also handed out some feedback forms and these figures include those returned to us in the post.

Healthwatch Norfolk officers who visited the surgeries noted:

Healthwatch Norfolk observed and experienced very friendly and welcoming staff. Patient requests were dealt with in a helpful and friendly way. At Great Massingham the Practice Manager was also very friendly and appeared to know many patients by name.

Overall, most patients we heard from were very happy with the service they received from their surgeries and feedback was positive with no patients rating the surgery as less than four stars out of five.

The reviews are displayed in the table below and can be found on our website here:

- Great Massingham: <https://healthwatchnorfolk.co.uk/services/great-massingham-surgery-king-s-lynn-pe32-2jq>
- Docking: <https://healthwatchnorfolk.co.uk/services/docking-surgery-bayfield-surgery-kings-lynn-pe31-8nh>

ID	Branch	Title	Review	Rating
109797	Great Massingham	Always helpful	They are always helpful face to face or on the phone.	5
109630	Great Massingham	My doctor is wonderful	My doctor is wonderful and helps me a lot. They always see me face to face and I've never had a problem. They are lovely doctors.	5
109622	Great Massingham	They are understanding	They are understanding and I think being another professional helps. It's an excellent service	5
109618	Great Massingham	Everyone is helpful.	Everybody is here to help and they do. Once you get through to them it is okay.	5
109609	Great Massingham	All very good	It's all very good. It's easy to get an appointment. When I call they give you the appointment.	5
109600	Great Massingham	Everyone is always very helpful	I have never had any problems. Every time I have seen the doctor everyone is always very helpful and understanding. I never feel like I am being rushed. Every time I ring I am given clear information and if I email they always get back quicker than the time they say. They are very pleasant and want to help.	5

109596	Great Massingham	Excellent I've never had any problems	It's excellent I've never had any problems. The doctor was very helpful. I had been waiting a long time for a hospital appointment so the GP made some enquiries and then I was seen within a week. It turned out there had been a mix up with my name at the hospital. The surgery is always very helpful.	5
109583	Great Massingham	I can't fault it	It's brilliant I can't fault it. It's all very good.	5
109582	Great Massingham	Approachable lovely friendly	The surgery are very good the staff are lovely and friendly and the Drs are approachable.	5
109579	Great Massingham	Honoured to be a patient here	They're caring and they listen to you - they phone when they say they will. I have been a patient for 3 years and I know I am so lucky. It is brilliant here	5
109577	Great Massingham	They sit and listen	It's very good here. If you see a doctor they will sit and listen. They give you time and don't show you the door.	5
109574	Great Massingham	I feel looked after well	I have been a patient here for 4-5 years they are excellent I feel looked after well. The dispensary is handy.	5

109573	Great Massingham	Gold stars all round	You are not restricted on where you book for an appointment reception are really helpful and there is usually a choice of clinicians at either site (Great Massingham or Docking) I worked at a GP surgery many years ago and when we moved here we fell on our feet they get gold stars all round.	5
109532	Great Massingham	Always do everything they can	I think this surgery is great they always do everything that they can. I might not get to see who I want quite as quickly as I want that that is no matter - I always get an appointment.	5
109501	Great Massingham	Always very accommodating	We moved house but we wanted to stay here and the surgery said we could. They are very good and always very accommodating and helpful.	5
109721	Great Massingham	Very friendly desk staff	The desk staff are very friendly. But it is not good practice to expect local people with serious mobility problems to attend the surgery instead of receiving a visit.	4
109620	Great Massingham	Overall it's quite good.	There are some niggly things at times but overall it's quite good. I needed an appointment for my husband and couldn't get to see a doctor. We had to call an ambulance later on that day. The ambulance crew told us my husband needed antibiotics. The GP then came and saw us the next day. The clinic today was good.	4

109575	Great Massingham	most experiences are brilliant	I rarely see who I want to see but also I wouldn't want to see certain drs for some things for example my mental health - there is a very good dr here I would always want to see about that. Some of the front facing staff attitude could be better. Better 'bedside manner'	4
193160	Docking	All okay	I came for a routine visit and it was okay.	5
162173	Docking	Treated with efficiency courtesy & kindness	Usually I am treated with efficiency courtesy and kindness. There was only one exception when during COVID lockdown I came to the surgery for a sample bottle which I was given but refused access to surgery toilets. This meant I had to drive home and come back again. 10 miles. The dispensary service is excellent.	5
114718	Docking	Staff are professional and friendly	I have never had any issues. Every member of staff is professional and friendly. They always have a smile on their faces. They have always made sure I could get an appointment when needed. Very good surgery indeed.	5
114715	Docking	I have felt supported by the surgery	I have had various issues and it has all worked. It is easy to make an appointment either in person or on the phone. I have felt supported by the surgery.	5

114615	Docking	Superb	The consideration of staff is good they are very helpful. I have been here for years. I had a fall and they rang to see how I was. Excellent service. I came in on Friday and I had a routine appointment on Tuesday. The system works well for me.	5
114612	Docking	Top Dog!	The appointment system is top dog and it's all good.	5
114611	Docking	I think it's all good	No problems I think it is all good. The system works well for my nurse appointments. I could be biased as I used to work here	5
114609	Docking	Feel lucky here	This is a small practice everyone is good and reception are very friendly. All the professionals that work here are good. It's the same at Massingham. If you need an appointment you can usually get one the next day. I moved from Derbyshire and it's much better here than my previous surgery.	5
114583	Docking	Top marks!	Today it was top marks. It all went very smoothly. I only called one and half hours ago and I have already seen the nurse	5
114578	Docking	They respond quickly	If you make an online request you get a rapid response. It's easy to get an appointment I have no issues and so far I am happy. I have only been here 1 year.	5
114572	Docking	All good	The surgery is all good. The phone appointment system is okay.	5

156099	Docking	The dispensary is very efficient	I am usually given an appointment when I want one and I am reasonably happy with the surgery.	4
114576	Docking	Overall it's good	Booking an appointment is fine over the phone. Online is difficult for me. The system as it is is fine for me.	4