

# Hingham Surgery Feedback

## May 2022

In May 2022 we visited Hingham Surgery to speak with patients about their experience with local health and social care services. From this visit we received **15** reviews for Hingham Surgery. In addition to this, we received two further reviews for the surgery from promoting our visit on local community groups on Facebook.

All patients we received feedback from rated their overall experience with the surgery as **five stars out of five**. Alongside this we also asked patients to rate cleanliness, quality of care, staff attitudes, staff communication with you, and waiting time. Although not compulsory, the ratings we did receive were all five stars out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

The practice had a friendly and welcoming feel, the clinicians came to get their patients personally from the waiting room which clearly put them at ease. We asked about the parking, as is limited and this did not come across as a problem for most people – many recognising the surgery is small and parking availability can be limited, but there is ample parking on the road outside, although school drop off and pick up times can make it trickier as the school is close by. The surgery was clean and well organised and open to all patients to just pop in. There was a side window with canopy over where people were going to collect prescriptions.

Overall, the patients we heard from were extremely happy with the service and care they received from the surgery. They reported being able to get appointments when they needed them and they felt that staff “*genuinely care*”, they always have “*time to listen*” and will “*go above and beyond*” to help patients.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/hingham-surgery-hingham-norwich-nr9-4jb>.

A response to this report from Hingham Surgery follows the table of reviews (page 4).

ID	Title	Review	Rating
107935	Great Service	I find everyone at the surgery to be polite and very approachable. They always have the answers to my questions. They provide a truly great service and everything is catered for.	5
107934	Always Happy	I like that it's local and close for me it's easy for me to get to. I never have to wait long to get an appointment and I am always happy with the care I receive. I saw the doctor today and am returning tomorrow for a blood test very efficient!	5
107933	Very Personal Service	I think that the staff here go above and beyond. I can always get an appointment even at short notice. I think they provide a very personal service.	5
107931	It is the Best	I think it's the best surgery. I've been coming here for 25 years and I love it. I have nothing but great things to say about it!	5
107930	They all genuinely care	You can instantly get hold of someone I have never had a problem with availability. The Drs here are fantastic and hugely supportive I can't speak highly enough of them. The nursing and reception team cannot be improved on at all - they are perfection. They all genuinely do care.	5
107928	The staff and service is amazing!	The staff here are amazing and the service is too. The staff spend the right amount of time needed with you there is no rush. They make you feel like they have all the time in the world for you. Dr Conway especially. I waited an hour today and I am more than happy to do so because it is worth waiting for.	5
107927	Friendly and nice	The surgery is a five star surgery it's local to me and everyone is so friendly and nice. It's easy to get in touch with them I phone up for appointments but have used the online system too. Parking is good here.	5
107926	Marvellous	I think the surgery are marvellous absolutely cannot fault it here.	5

107925	They're always helpful	I'm very happy with my surgery no complaints at all. They're always helpful and I find Dr Conway so easy to talk to and he always has time to listen. I feel very lucky.	5
107923	Easy to get access	I think the surgery are very good - easy to get access to. I have to go to the chemist in town for my prescriptions which is not as good but it is what it is.	5
107922	The best!	My opinion of the surgery is they are the best! I'm very impressed with the amount of Drs working here.	5
107921	Would do anything to help	I feel that the staff here are all very pleasant they really would do anything to help you.	5
107920	Very very pleased and happy	I feel we get very good attention here I am very very pleased and happy with this surgery - I am grateful we moved to this area	5
107919	All so helpful!	I am diabetic so come frequently and the nurses keep on at me for my sugar levels. They're local the nurses so I see them out and about and makes it more personal that they are local too. I would have to say the attitude of all the staff here is perfect!	5
107918	They're great!	I think the surgery are great! They see you when you want to be seen. No complaints	5
107865	Always get an appointment if required	Whenever I've contacted the surgery either for a telephone or face to face consultation I've managed to get an appointment at a time to suit me.	5
107797	Excellent service	I have to attend the practice for regular blood tests as have rheumatoid Arthritis. So easy to get appointments and everyone from receptionists nurses and doctors are welcoming and helpful. It's a shame all surgeries are not run as this one is	5

## Response from Hingham Surgery

We are grateful for the lovely comments given by our patients. Our aim is to provide our community with a caring, friendly, and efficient service and to be approachable, accessible, and safe. The responses given to Healthwatch suggest we are doing our best to deliver upon this.

We have a one-team culture, and everybody works together to support our patients. We are very proud of everyone who continues to deliver for our patients and have done so even through the pandemic.

Thank you Healthwatch for visiting us and collating the thoughts of our patients.