

Ludham and Stalham Green Surgeries Feedback

June 2022

In June 2022 we visited Ludham Surgery to speak with patients about their experience with local health and social care services. From this visit we received 17 reviews for Ludham and Stalham Green Surgeries. In addition to this, three patients completed a feedback survey and returned it to us in the post.

The reviews have an average star rating of **4.7** out of five.

Overall, patients that we spoke to told us that they were happy with their experiences at the surgery. They told us that staff were very helpful and the doctors and nurses at the surgery were good.

On the other hand, concerns were raised around booking appointments, particularly for patients who are unable to use the online services offered and long waits on the phone were highlighted by some patients.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/ludham-and-stalham-green-surgeries>.

ID	Title	Review	Rating
111166	Excellent Service from My GP	Staff are helpful with emergency appointments. Can be a 3 week wait for non emergency or to see my own GP. I have had an excellent service from my GP over the years. The staff have been courteous understanding and helpful.	5
110122	Excellent	Very good as always. I've got no complaints. It's always been excellent.	5
110118	Brilliant	I call up to make appointments and it works fine for me. I think it's brilliant. The service is spot on the doctors are all helpful. There's nothing I'd improve or change.	5
110114	Very Good	I think it's a very good surgery. The doctors and nurses are all very good. I use the phone to make appointments and have no complaints.	5
110107	Perfect!	This surgery is perfect. It's the best on I've ever used. The staff are all very helpful. They are genuinely concerned about my problems and want to find solutions. I find it easy to book appointments online and by phone.	5
110101	Never Been Wrong!	It's brilliant nothing wrong. I've been a patient here since 1944. They've never been wrong. I come in early and get booked and then go home and have a call with the doctor. If you talk nice to someone you can get somewhere!	5
110095	Marvelous	When booking an appointment I never get quite what I want but I nearly get there. That's life! The surgery is marvellous! Everyone is friendly helpful and professional. It's very good no more to say than that!	5
110094	Quick To Respond	They are very quick to respond to suggestions I've had problems with my hearing in the past and they've been quick to respond in a sensitive way. The level of humanity here is very high. It's the extra bits that amount to quality.	5

110084	Brilliant	I find the best way to request appointments is online. It's brilliant and they respond very quickly. I emailed at 8:58am and got a call at 9:05am with an appointment that morning. It's brilliant. The doctors and nurses are great. They are always there when I need them.	5
110082	Easy To Make Appointments	I find it easy to make appointments through the online system and get quick replies. The doctors and nurses are great and very friendly and helpful.	5
110081	Very Friendly and Welcoming	I use the online system to request appointments and love it. They're always helpful on the phone and quick to get back to me. I find them to be very friendly and welcoming.	5
109726	Best GP surgery	I would give it 10 stars if I could. If all could be like this the NHS would be a far better place. It's easy and quick to make an appointment using the online system	5
109701	Queuing on the phone is not great	It's good fairly good but you can queue on the phone not great. Please change the music. Overall it's not too bad.	5
111163	They Make You Feel Like You Actually Matter	I make appointments online and sometimes it takes a while for the surgery to respond and allocate an appointment. The doctors are excellent and give you the time you need when you have an appointments without rushing you. It makes you feel that you actually matter.	4
110236	Polite and Cheerful	The staff are always polite and cheerful and try to be accommodating with appointments. I often have a long wait from requesting an appointment to being able to be seen. I contacted the surgery online and received a reply the next day. They made me appointments for blood test and sample and an appointment to see the GP in three weeks time.	4
110083	Nurses Are Excellent	It used to be 5 stars pre-covid. The doctors are all very good when you do see them. I think the nurses are excellent.	4
109722	They could improve the booking system	It's good but I come as a last resort and they could improve the booking system. It's age related. I find the online form difficult. I filled it in and then realised it was for the other surgery. I would prefer to ring but you have to wait.	4

109706	Information given not always good	When I arrived to see the doctor there was a notice saying the doctor was running late and he wasn't. So not such good information. It is okay but there is one thing. People on repeat prescriptions needing a review. They need to give better information and actually do what it says.	4
109704	Apart from wait it's good	I book my appointment on line using the online form which is good. However when you get to the surgery you then often wait a long while for your appointment Otherwise it's good.	4
109703	Once you get through it's fine.	Booking appointments can be difficult. I don't do computers. You can wait for a long time on the phone although I have learnt through experience when to call. Once you get through it's fine. It's just waiting on phone calls that's a problem.	4