

Mundesley Medical Centre Feedback

October 2022

In October 2022 we visited a flu and COVID vaccination clinic at Mundesley Medical Centre to speak with patients about their experience with local health and social care services.

During our visit, we found that there was a steady stream of patients moving through the surgery and the queue was well managed by volunteers from the surgery. From this visit we received 29 reviews for the medical centre with an average star rating of 4.7 out of five.

Overall, most patients we spoke to at this visit were very happy with their experience with the medical centre. Patients told us that they found staff to be friendly, kind, caring, and helpful.

On the other hand, there were slightly more mixed experiences with getting appointments; particularly with some patients reporting feeling like it was a struggle to get an appointment with a doctor.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/mundesley-medical-centre-norwich-nr11-8ar.

In response to this report Mundesley Medical Centre told us:

We wish to thank our patients that gave their time and comments to the Healthwatch team. We appreciate that we have limited number of GPs but are pleased that patients feel they are able to get the care they need, when they need it, by our extended clinical team. It is lovely for the staff to hear such positive comments.

ID	Title	Review	Rating
201069	Kind And Caring	I think they are a very kind and caring surgery. I've been through cancer treatment and they've supported me very well. I find that I can get through on the phone ok no issues there. I can get appointments with the doctor and nurse practitioner easily. Very happy.	5
201067	Doing A Great Job	I find the staff to be very friendly and helpful. When I have a medical issue the doctors and nurses are good at explaining it to me they do that very well. I think they're doing a great job here. I can't think of any way that they could improve.	5
201065	More Than Happy	I think all the staff are friendly and efficient. I don't have any issues getting appointments no problems there. I think it is a very good service. I am more than happy with it.	5
201062	They Listen Well	My appointments are always on time and I manage to get them easily. Today I saw the doctor and I didn't feel rushed at all. He took his time with me and I really felt like I'd been listened to.	5
201022	Efficient	I think it is a very efficient surgery. I manage to get appointments without too much trouble. I always get my repeat prescriptions easily and on time. I think they offer good care.	5
201007	Quite Good	It's quite good here. I can't always get a face-to-face I usually get phone appointments. The care I get is good here nothing I'd change.	5

201006	Always Helpful	I always find them to be helpful. I don't have to come here often but they help me with advice when I need it. I think that the doctors and nurses are all great. Everyone is friendly and the building is comfortable.	5
201002	Well Looked After	It can be quite a job to get to see a GP. It's not always convenient or helpful to have a phone call. When I do go in I am very well looked after.	5
200816	Brilliant	I think this surgery is brilliant! The receptionists are all very polite and cheery on the phone. They are always pleased to help if they can.	5
200812	Kind And Courteous	They've never done me any harm always done us good I'd say. They're always kind and courteous to me. I haven't had any problems getting an appointment. I usually have to wait about 5 days and I am ok with that. If I call with an urgent illness they always fit me in that day. I couldn't do without them.	5
200856	Great Receptionists	I think this surgery is very good. The doctors are great. The staff jump to it as soon as you need them. The receptionists are very good.	5
200855	Always There When I need Them	Every time my late husband or I needed them they were there. I've been seen very quickly and get put through to who I need to see fast. The response time is very quick. I find that I can always get appointments when I need them. They always phone back when they say they will and things have always happened within a few hours. Recently I was able to get a face-to-face appointment on the same day I called the surgery. I've been a patient here for over 20 years and have always got help when I needed it.	5

200852	Works Well For Me	It's alright and works well for me. I only really have appointments with the nurses but they are who I want and need to see. I think that the parking is very bad here not enough spaces and too many cars parked blocking the road.	5
200849	Works Well For Me	I rate the surgery highly and have never had a problem with them. I can get appointments when I need them. I think the doctors and nurses are fine everything works well for me as it should do.	5
200846	Excellent	I think this surgery is absolutely excellent. I am always offered help and appointments when I need them. I think the services they provide are excellent considering the cutbacks. It's not their fault they have less funds and staff.	5
200843	Can't Knock Them	I think it's a good surgery. The staff are very good and I find that I can get an appointment when I want one. I can't knock them at all. Even through Covid they're been absolutely excellent. They're only trying to do their jobs to the best of their abilities and with limited resources.	5
200827	Never Wait Long	I think they are very helpful here. I never have to wait long. On the few occasions that I do have to come they are always on the ball. I always tend to try and look for help elsewhere before calling them. The surgery is always there when I need it and the care is good.	5
200826	Kind And Caring	I am happy with the speed of my appointments. Sometimes they are via phone and depending on circumstances that can be fine. All the staff have always been kind and caring with me.	5

200823	Great Support	This has been my surgery for 40 years and they've always helped me and provided great support. I find the staff to be very friendly and caring. My only slight issue is that in can sometimes be tricky to see a doctor.	5
200822	Brilliant Service	I am very pleased with the surgery and always feel very welcome. I moved away from the area but stayed registered here as I rate it so highly. I think they're friendly helpful and I never feel like I am being fobbed off. A while ago I called up and was having an asthma attack the surgery called me an ambulance to my house. Brilliant service. I even manage to get face-to-face appointments easy enough!	5
201071	Good And Easy To Access	I find that I can usually get through on the phone ok. I think the staff are all caring and very friendly. They are good at managing my repeat prescriptions. I think that sometimes the receptionists appear to be a little too inexperienced. I rarely manage to see a doctor but I think the nurse practitioners do a good job.	4
201024	Friendly And Easy To Get Appointments	I find everyone to be very friendly here. I have no trouble getting an appointment when I need one. I think the nurse practitioner I see is very good. Overall I am very happy with the care I get here.	4
201008	Overall Happy	I sometimes find it hard to get an appointment. I usually just have phone calls with a doctor or nurse. When I do get treatment it is good and overall I am happy with the care I receive.	4

200818	There When I Need Them	Generally speaking I can find it hard to get a face-to-face appointment. I have had to wait quite a while recently. The surgery was very good to me last summer when they put me through tests for suspected cancer. I was pleased with that.	4
200811	Happy With The Care	I would prefer to always see a GP but I usually get an appointment with a nurse. My wife is a recovering cancer patient and has received good care from the surgery. Overall I am happy here.	4
200851	Very Good Care	I do find it difficult to get appointments with a GP. I always seem to see a nurse of some kind. Recently I have had to wait a long time to be seen sometimes 3-4 weeks. When I am seen I think the care is very good.	4
200825	Friendly And Caring	I find the staff to all be very friendly and caring. They do well managing my repeat prescriptions. It can be hard to get an appointment especially one with a doctor. I usually get given appointments with a nurse practitioner.	4
200820	Pretty Good	I think the surgery is pretty good. They usually listen well to me although some of them are better at that than others. I can always get same-day urgent appointments. I think the waiting room is quite pleasant and all the doctors are nice.	4
201005	I Find It Difficult To See A Doctor	When I call I often can't get through and can't get to see a doctor I find it quite difficult. Unless it is urgent then I can get seen. I'm part of the older generation who finds it hard with all the stuff online now. The nurses are all nice and helpful.	3