

Plowright Medical Centre Feedback

February 2022

In February 2022 we visited Plowright Medical Centre to speak with members of the public about their experiences with health and social care in their area. From this visit we received 12 reviews for Plowright Medical Centre with an average rating of 4.7 (out of five).

In addition to an overall rating for the surgery, Figure 1 below shows the average star rating for performance indicators. Please note these star ratings were not compulsory so not all patients answered the questions. As the graph shows, 'staff attitude' and 'staff communication with you' were rated highly with an average rating 5.0 out of five stars whereas patients were less satisfied with waiting time, rating it an average of 3.9 out of five stars.

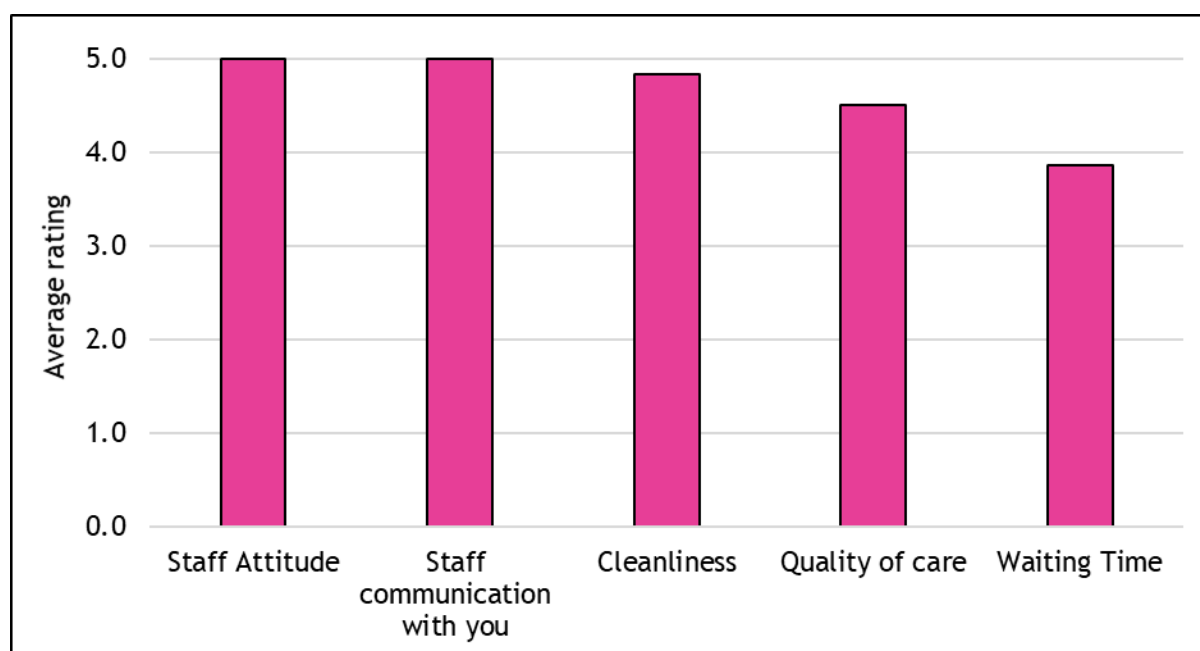


Figure 1. Average star rating (out of five) for performance indicators.

Overall, patients we spoke to were happy with the surgery and in particular praised staff for being polite, helpful, and friendly.

The reviews are displayed in the table overleaf and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/plowright-medical-centre-swaffham-pe37-7hj>

ID	Title	Review	Rating
105432	The whole experience here is good.	The staff are very friendly and helpful. I have been coming for a while and I have never had any problems. I have been seen and sometimes you have a telephone call appointment.	5
105172	Helpful	I like the surgery everyone's helpful and obliging I don't usually have any problems getting an appointment and the nurses are great.	5
105162	Excellent!	My wife and I have been here for around 30 years since it opened and we've never had one complaint. The staff are very polite and helpful and it's easy to get an appointment. We have to attend the surgery quite often and they make sure to coincide our appointments. It's first class care. Medication access also works really well you can get in touch over the phone.	5
105143	Very good experience	I attended the surgery today to see the midwife. The reception staff are very friendly and the surgery has a good atmosphere.	5
105141	Excellent staff	I called this morning and was told a doctor would call back. Doctor called 1 hour later prescribed some treatment and I am now here collecting prescription. Fast and efficient. The staff are good and Kirsty the head receptionist is excellent. She listens and is very good.	5
105139	Today was brilliant	My experience today was really good but I have had other experiences a while ago now when it was difficult to make an appointment.	5
105132	Always perfect!	I attend once a year for screening and they are always perfect. The staff are friendly and I don't mind coming.	5
105131	Staff are very very good	This is a good practice. It would be nice to see a doctor face to face as I was concerned about my leg but I was able to send a picture and I saw the nurse the next day. Not all people are able to take photos and send though.	5

105173	Long time patient	I've been using the surgery since 1984 and in general I've had no problems they give you what you ask for. I've always been able to see a doctor but I think it would be good to have a few more because you always see a different doctor each time. The dispensary is brilliant.	4
105140	Overall this is a good practice	It is easy to get through on the phone and the staff help. It can be difficult to get a face to face appointment but they will contact you by phone.	4
105134	Generally good.	I have found it difficult in the past to get an appointment for a neighbour and my wife who I care for. It took lots of phone calls. The staff are very good and when you attend the surgery everything is good.	4
105129	The staff are really good.	The staff are good and caring. Sometimes I need to be a little bit forceful to get what I want but otherwise it is good.	4