

# School Lane Surgery Feedback

## September 2022

In September 2022 we visited School Lane Surgery to speak with patients about their experience with local health and social care services. From this visit we received 21 reviews for School Lane Surgery, these reviews had an average star rating of 4.6 out of five.

In addition to this, we also received six reviews through our website from promoting the visit on social media, these reviews had an average rating of 4.2 out of five.

Healthwatch Norfolk Officers who visited the surgery noted that:

The surgery was clean and welcoming with clear signage and the staff were very friendly and happy. There were a few steps to the entrance and also an accessible slope. The waiting areas were neat and tidy with an education board and information stands as well as a 'you asked, we did' section ensuring patients know they are being listened to.

There was a car park opposite the surgery, which was open for the general public, so was busy at times, but a small section of on street parking right outside the surgery meant people could pull up to go and get their prescriptions or drop off a sample. There was a pharmacy on site which was well used and there was a steady flow of people throughout the morning.

Overall, patients we heard from at School Lane Surgery were happy with the service offered. They told us that they found staff accommodating and that *"they are always very helpful, really nice and lovely"*. On the other hand, a few patients expressed some concerns about being unable to access in person appointments.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/school-lane-surgery-thetford-ip24-2ag>.

In response to this report, School Lane Surgery told us:

School Lane Surgery wish to thank our patients for their comments, which we will take on board in our continuous efforts to provide quality care.

ID	Title	Review	Rating	Source
176035	Quite good really	I think the surgery is alright, I've never really had to think about it before. I think they're quite good really - the attitude is generally very good. I have had my ups and downs but generally very good.	5	Surgery visit
176062	Never had any problems	I have never had any problems, there are no troubles here.	5	Surgery visit
176064	No complaints whatsoever	I love them, they're all really nice, happy and want to help me, the Drs, nurses and reception team. I feel you get out what you put in. I have no complaints whatsoever I can get an appointment when I want. I would say the form online is a little confusing, as in not too clear, but if you fill it in at 8am I think it is the same as calling at 8am	5	Surgery visit
176065	Accommodating	They have always fitted us in when needed, I know we will be seen whenever we want to be - that is both for myself and my daughter. They are also very accommodating, I have a disability so I cannot go upstairs to the rooms there and they always come and see me downstairs.	5	Surgery visit
176066	The staff are all great	They contact me when needed, I don't have a long wait. I have no problems with the surgery, the staff are all great.	5	Surgery visit
176067	Feel cared for	I think everything is just fine - they are always very helpful, really nice and lovely. I feel cared for, my prescription is always there when I need it.	5	Surgery visit
176069	They go the extra mile	The nurses are all lovely, every single one of them. The Drs are fine, they gave me what I needed - it is simple getting an appointment, they are always on time and a maximum of 5/10 minutes waiting. Reception are all brilliant, they go the extra mile.	5	Surgery visit

176089	Any concerns they act on it	I would say they are very helpful. They are quick with the children and if there are any concerns they act on it. I can't fault them. In my experience the kids and me are are treated really good.	5	Surgery visit
176091	Never had any issues	I have never had any issues at this surgery. I don't have to come very often but when I do I have no problems getting an appointment and the staff are fine.	5	Surgery visit
176138	You get politeness and confidentiality	I think they are very helpful, you get politeness and confidentiality. You feel really important, they try to fit in an appointment, if it is too far ahead they will try and fit you in with one sooner if you say. The staff attitude is all good, they really care, they ask how you are and that makes a difference.	5	Surgery visit
176143	Wonderful	I just want to say they're wonderful!	5	Surgery visit
176145	Nothing is a problem!	The staff on reception and the phones are excellent, nothing is a problem! They are always good when you make contact. I've booked a flu jab while I was here and have already had a confirmation text. It is a two way thing though you get back how you treat people	5	Surgery visit
176061	Staff are all good	I have not seen a Dr for donkey's years, I have COPD and have recently had a telephone call for my review, they are on the ball with that. The staff are all good, I am lucky I never need to come very often.	4	Surgery visit
176063	We have been treated very well	The treatment we have had has been good, we always get an appointment and have been treated very well. The Nursing team and Drs are all brilliant, I can't fault reception, they always listen.	4	Surgery visit

176068	Always found the service excellent	The Drs are always available, it can take time to get through on the phones, maybe 5 minutes - but just pick the times you call. The nurses are all brilliant, very caring and reception are not bad, I have always found the service excellent - and I have been a patient for 24 years.	4	Surgery visit
176090	Pretty efficient	I find them pretty efficient and appointments run on time. I find the staff friendly and helpful. I phone for an appointment and the doctor phones back and sometimes they can prescribe something over the phone which saves a journey and time.	4	Surgery visit
176092	Always had a good reception from reception	Always had a good reception from reception they are clear and concise. It can be a wait to see a Dr, up to 2 weeks. I have had phone appointments but I prefer face to face. When drugs are prescribed they are sent to Tesco and always there. I have been booked in for a med review next week which is good.	4	Surgery visit
176093	Staff Friendly and Helpful	The quality of care is good and the staff are very friendly and helpful. We have been here a year and it is much better then my previous surgery. I do hate doing everything on the phone or online though. I wish you could just come in and make an appointment.	4	Surgery visit
176137	Friendly and competent	I think the surgery are friendly and competent. I feel like you never see the Dr, you ring up and say you want so and so and then you get tests but you don't see him. I go get blood tests at the healthy living centre, the care there is very good.	4	Surgery visit
176144	Trying to see a Dr is impossible	Trying to get a Drs appointment is impossible. You ring up and on the odd occasion the Dr phones and has a consultation. Trying to see a Dr is impossible. I came for a blood test this morning. The staff have a very good attitude, but it can feel like trying to get through barbed wire to get in here	4	Surgery visit

176217	Feel looked after in the main	<p>In the main we feel looked after but I do feel the aftercare is missing I had an operation and no one has checked in on me since.</p> <p>Today was very good but it did take a months to get this appointment, but I am pleased with the service we received today.</p> <p>I think it has improved in the last 6 weeks. The reception staff have been really helpful lately. The website can be difficult to navigate. Sometime phone calls can be hard especially it the doctor does not have English as their first language. They sometimes talk so quickly you do not have time to ask questions.</p>	4	Surgery visit
176054	Great surgery and all staff	<p>Since covid started, everytime I have requested a doctor, I have seen one, so absolutely no problem.</p> <p>From the reception, to the nurses, doctors and pharmacy.</p> <p>The query I have is the surgery are asking us politely if we could carry on wearing masks, but what is the surgery doing, I would have thought at the very least, there should be cleaning done daily where people are going, touching etc, never seen a cleaner during open hours .</p>	5	Website feedback
176088	Brilliant	<p>Myself and husband recently moved and signed on at School Lane, nothing has been to much trouble any queries answered promptly I have medical issues which need lots of different meds and husband is on meds recently having a check up at the healthy living centre brilliant service really are on top of our conditions we would highly recommend them the ladies in reception always greet you with a friendly smile putting you at ease</p>	5	Website feedback
176087	A wonderful GP Practice	<p>Hearing so much moaning about the NHS and GP appointment etc, however I cannot fault our GP practice. Even through the pandemic, appointments were available to those that really needed them, always been fantastic with my children, never had an issue with being able to speak to a GP, nursing staff fantastic and receptionists polite and do their utmost. All of this in a stressful environment.</p>	5	Website feedback

176059	Always excellent service	Whatever we have needed they have always responded and fulfilled with utmost care and appropriate attention.	5	Website feedback
176058	Disappointed	Trying to get a face to face appt is hard. How on earth can a doctor diagnose over the phone or by email? It's a joke. Once in appt your not really listened to, hurried up and just dismissed!	3	Website feedback
176060	Room for improvement	<p>Everyone knows the health staff is understaffed but I had few issues which needed urgent care but I was unable to fill out the form online and the waiting time while calling was impossible. I also was told to change surgeries when I called regarding a lump in breast. The receptionist clearly stated she will pass on my concern but I will still have to change surgeries due to living at partners place now in Suffolk ( I am still inbetween places and 50% of time Im in Thetford). A week later following the phonecall I was then told the concern wasn't even noted in the system and the referral to the breast clinic wasn't made. A week later from my 2nd call (my now new surgery in suffolk) organised a biopsy at Ipswich Hospital. Luckily it was not cancer but what if it wasn't?</p> <p>I also was often offered antibiotics while the cause of pain was never investigated (I suffer from endometriosis , and blood tests often show low immunity) I often spoke to the doctors I think it's the low immunity and then the infections lead to bacterial vaginosis and I requested appointment with Gynecologist for this. I had to have 5 infections (ear, throat, chest, ear and throat again) to actually feel like I'm being heard. I don't think doctors investigate enough especially in case of young women who often are ignored and we are being told that ginger, garlic and honey is an answer-even with already very healthy diet in place which again the information passed on to GP's seems to be ignored. I feel like a more holistic approach is needed. And a better online system.</p>	2	Website feedback