

St James Medical Practice Feedback

August 2022

In August 2022 we visited St James Medical Practice to speak with patients about their experience with local health and social care services. From this visit we received 12 reviews for the practice. In addition to this we received one review through the post from a feedback form we handed out at our visit. The reviews have an average star rating of 4.1 out of five.

Overall, patients we spoke to were mostly happy with their experiences at the practice. However, concerns of access to appointments, in particular in person appointments, were raised by patients.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/st-james-medical-practice-king-s-lynn-pe30-5sy>

ID	Title	Review	Rating	Source
174852	Everyone is so friendly	Everyone is so friendly and I personally have no problems - they are easy to get to, I get a lift down but the public transport is good to here too.	5	Practice visit
174854	No complaints	I have no complaints with the surgery, all the staff are fine - I wonder if they could send reminder messages when you have been unable to book a flu or covid vaccine, as if you call and they have no appointments (which I understand) a reminder when they do have appointments would be really helpful.	5	Practice visit
174922	Everything is fine	Everything is fine, I don't come here much but I do come for routine bloods - they invite me in for and for that they are great. The online service is bad - we pay for a service and we should get it and it is not one size fits all - you cannot diagnose if you are not seen.	5	Practice visit

174923	You have to be assertive	It is just getting an appointment which is a problem, we had to do it online for a long time which is fine for us but not the elderly - it took the surgery a long time to get back to normal. All the staff are always good. But if someone vulnerable and not assertive called they could get left as they don't like to be a bother, whereas I am happy to say no give me a face to face appointment, I need one, some people wont do that and that isn't fair.	5	Practice visit
175659	Always been really good with me	They are great, they have always been very good with me. I feel listened to and I always get an appointment. They are helpful and flexible.	5	Practice visit
174897	They are good once you are in	They are good once you are in. Amazing Drs here. It is just getting through that initial barrier. I put things off and don't bother because I can't be bothered to wait. I had a lump in my breast and was given a phone call! You cannot do that on the phone. If you are meek and mild you won't fight for an appointment and things will be missed.	4	Practice visit
175529	Really friendly staff	The staff are really friendly. It's always been a lovely experience for me and my wife during the pregnancy. It feels like I'm a valued patient.	4	Practice visit
175658	I wish they could work weekends	It is difficult to get an appointment with your own doctor. There is always room for improvement. I do wish they would work weekends as it is difficult to get an appointment when you work.	4	Practice visit
175660	Generally they are fine	There are problems making appointments, but otherwise they are generally fine. They have needed a new premises for years and the parking here is not good.	4	Practice visit
175657	The staff are very positive and helpful	The staff are very positive and helpful. There is room for improvement like there is everywhere but I can ring and book an appointment. When we completed the online form during COVID I found it helpful to explain what was wrong and what I needed. It would be good if we could use that again.	4	Postal feedback

174941	You have to wait so long for an appointment	You have to wait so long for an appointment, I have to wait three weeks to be seen. I just lost my husband and I want to speak to someone. Sometimes you do get quite good care from the Drs and Nurses, but you have to get to them first.	3	Practice visit
174942	Not back on track	I did have some good experiences but that Dr has now left. I should have regular check ups but they now don't happen. I understand through the pandemic but that has calmed down and Drs surgeries are not back on track. They are very good for the children. There is one Dr I refuse to see he is not very polite. Sister Roberts is amazing - friendly, caring and gives you the information you need.	3	Practice visit
174924	It is too slow, too laid back	You are waiting too long to even talk to someone, it is three weeks to talk to your named GP. It is too slow, too laid back. I only contact them when I need to see someone - when I contact I need help, not to then wait another three weeks. They are on top of things like bloods and follow ups for things like my medication. But accessibility is a priority so I give them two star	2	Practice visit