

Stalham Staithe Surgery Feedback

September 2022

In September 2022 we visited Stalham Staithe Surgery to speak with patients about their experience with local health and social care services.

From this visit we received 15 reviews for the surgery. The reviews have an average star rating of 4.5 out of five.

Overall, the patients we spoke to were largely happy with the service they were receiving from the surgery with no patients rating it as less than four stars out of five.

Patients told us that staff were kind and friendly, the surgery was convenient, and most told us that they could easily get appointments when they needed them as in the following experience:

I find that I can always see a doctor when I want to see one. I've been able to see the doctor face-to-face even through the height of the pandemic. I feel very lucky to have had that. I like all the nurses. Everyone is always very pleasant and friendly.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/stalham-staithe-surgery-norwich-nr12-9bu

ID	Title	Review	Rating
176151	Very Efficient	I find the surgery to be very efficient. Making appointments is fine and simple to do. Everything is good, no complaints from me.	5
176152	Really Good Service	It's a really good service here. The doctors always call when they say they will. They are very kind and patient on the phone. I always get an appointment when I need one. I genuinely feel like they're taking their time with me. The nurses are all cheery and are always smiling.	5
176153	Never Had Any Issues	They've always been there for me. I've never had any issues here. I find it easy to get appointments, no issues there at all. The way you speak to people matters, if you're kind to them they will treat you kindly in return. The surgery was even great throughout the pandemic. They're always very helpful.	5
176154	There When I Need Them	Never had any problems here, it's pretty good really. They are always there when I need them. I think the receptionists are really good. They always have plenty of time for me.	5
176155	Very Lucky	I find that I can always see a doctor when I want to see one. I've been able to see the doctor face-to-face even through the height of the pandemic. I feel very lucky to have had that. I like all the nurses. Everyone is always very pleasant and friendly.	5
176159	Wonderful!	It's a very nice surgery. The doctors are all nice, wonderful in fact! All the staff are helpful and always help me with any issues I may have.	5
176165	Works As It Should Do	Everything works smoothly and as it should do. I find the online appointment booking system to be very simple and easy to use. I think the nurses are all great.	5
176140	Good Treatment	The surgery is practically on my doorstep, so it's very convenient. The treatment I receive is good. I think they never have enough doctors, but I suppose that is the case everywhere now. I think they do quite well here really.	4

176141	Great	I think it's good here. It's very close to my house, so very convenient for me. It was great to be able to get my covid booster and flu jab here. I didn't have to wait long at all. They told me the doctor would call me and he called at the exact time they said he would, which was great!	4
176142	Very Good	It's fine here usually, pretty good really. The doctors I've seen have all been very good. I never have to wait long at the dispensary. Andrea who works in there is brilliant! I did struggle to get an appointment at the end of last week, but I think that was because of the sudden bank holiday. I walked in today to try again and they've told me the doctor will call me this afternoon and I'm happy with that.	4
176146	Fine	My only issues with the surgery is that they struggle to take my blood. I've had a few bad experiences with that and now have to go to the hospital to have it done. Everything else is fine. I emailed them about some issues I had with my leg and the doctor asked me to come in for an appointment. He clarified the issue I was having very quickly and put my mind at ease. I like that I can call or go online to book an appointment. I can always be seen.	4
176147	Very Friendly	I'm very pleased with the surgery. It's alright and they're here for me when I need them. Everyone is very friendly.	4
176148	Really Good Surgery	Generally it is a really good surgery. I find everyone there to be friendly and efficient. I've had the occasional hitch with them, mainly due to lack of communication. Overall I am very happy.	4
176149	Very Pleased	I'm very new to this surgery as I just moved into the area a few months ago. It's been such a smooth transition. They've sorted out all sorts for us and it's worked great. We had lots of hospital records to transfer over and it all happened quickly. I am very pleased so far.	4

176150	Nurse Practitioners Are Great	I think it's so good here, I think the nurse practitioners do a great job. I have ovarian cancer and it was diagnosed very early by a nurse practitioner here. Due to her fast diagnosis I was able to get treated easily and quickly. Everyone at the surgery is working really hard, I can't knock them at all. My only complaint is that I can never be seen by a doctor, it is always a nurse or nurse practitioner.	4
--------	-------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---