

Swan Lane Surgery Feedback

July 2022

In July 2022 we visited Swan Lane Surgery to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for Swan Lane Surgery with an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

The surgery has a large car park, with an open and welcoming entrance and 'outside' covered seating area before you get to reception where people who had brought friends and family were waiting. The reception team were friendly and welcoming, and there is a dispensary on site. The surgery stay open all day and do not shut for lunch. It was a very busy site with lots of people coming for appointments and the dispensary. The surgery uses social media to update its patients not only on things happening in the surgery, but also shares other health advice too.

In addition to our visit, we received 20 reviews as a result of promoting the visit on social media. These reviews had an average rating of 2.7 out of five. Figure 1 below shows the average star rating for additional performance indicators, as the graph shows cleanliness at the surgery was rated highly, while patients rated all other indicators much lower. Please note that we did not collect these additional ratings when we visited the surgery.



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

All reviews from our visit and through our website are displayed in the table below and can be found on our website here:

<https://healthwatchnorfolk.co.uk/services/swan-lane-surgery-norwich-nr15-2uy>.

Swan Lane Surgery responded to our report and told us:

We have read the comments in the report and are keen to work hard going forwards to improve the service provided to our patients of Long Stratton and the surrounding areas. We are pleased to see a number of very positive comments, but are focussing our attention on the areas highlighted where we can try and make a difference. Please be assured that we are working hard in the background to secure an extension of our physical building, and are actively trying to recruit at the GP Partner level, as well as other allied health professionals such as Advanced Nurse Practitioners. We keep the wellbeing of our patients at the forefront of our minds at all times

ID	Title	Review	Rating	Source of review
110946	They are the best surgery	They are the best surgery - Dr Douglas is superb she picked up on problems and sorted them with no issues whatsoever. It is easy to book an appointment on the phone or face to face.	5	Surgery visit
110927	Happy with everything	I think they're pretty good I am not a frequent user I tend to stay healthy. I am happy with everything.	5	Surgery visit
110925	Never had a problem	I have never had a problem getting an appointment I just think they are compassionate they listen and do what they can to help and are very efficient	5	Surgery visit
110863	Never had any problems	I think the surgery are excellent I have never had any problems.	5	Surgery visit
111204	I'm very happy	Making an appointment is fine. Over the phone it is very good. I'm very happy	5	Surgery visit
111202	I can't complain at all	The staff attitude no matter who or your mood they are always very good. They always find you a solution. However if they had more people to respond quicker when you try and make an appointment.	5	Surgery visit
111193	The attention they have given me is good	I have not had to wait for an appointment but the wait on the phone could be less.	5	Surgery visit

111192	Everybody is so nice.	Everybody is so nice. My husband had lots of issues and they were always very supportive. If you want to book an appointment there can be a long wait on the phone. Once you get through they are lovely	5	Surgery visit
110962	Fair to Middling	I think with me and my complex health needs they're fair to middling. Some improvements are needed Respect is one of them. Most are helpful but sometimes you are spoken to like we know nothing. They should be consistent in the way patients are cared for.	4	Surgery visit
110939	No complaints but getting appointment is hard	I am happy with what we get here - no problems. The only disquiet is getting an appointment. I am happy to book ahead but you can't. I have no complaints just getting an appointment is hard. The new system of ordering medicine and reminders is great. The pharmacy is marvellous. Young Sue is brilliant.	4	Surgery visit
110932	When there's a real problem they do sort it	The actual care you get from the Dr's and Nurses is 4 star +. 4 years ago I had major surgery and a lot of issues post surgery and when there is a real problem they do sort it. I think continuity is so important - having different drs they don't always join things up and some conditions interact with medicines.	4	Surgery visit
111198	I can't complain it's normally fine	I can't complain It's normally fine. The service seems good and it's all free so I can't complain.	4	Surgery visit

111207	Telephone appointments are great.	Having a telephone appointment is a good use of resources. However it would be helpful to have a time slot when you know the doctor will call. I work in a job where it is impossible to pick up the phone so I miss the call. I then have to join the queue again when I call back. There is also a problem with consistency. I spend a lot of time re telling my story to different doctors. However you do always get a courteous service when you speak to people.	3	Surgery visit
111201	You have to exaggerate to get an appointment	You have to exaggerate to get an appointment. It feels dishonest but you have to do it. You call and then wait for them to ring back. The receptionist takes the information down and I don't mind this but my friends find it intrusive. It's a clunky way of doing things. The system is not that efficient. Individuals are always very helpful but the system is not so good. I want to see my own doctor and wish there could be more consistency. The doctor did come out during COVID to see my husband which was good.	3	Surgery visit
110921	I'd like more availability	They're ok for emergency appointments but a bit rubbish for booking ahead. I'd like more availability. I work in the healthcare sector and I work as normal - I feel like GPs have run away and abandoned patients.	2	Surgery visit
110694	Great Doctors Surgery shame this is no longer	Swan Lane Surgery could be described as a doctors surgery of greatness! That is sadly until recent times. You were Always able to get an appointment somehow and always assisted with medication. Even throughout covid Swan Lane Surgery did a splendid job. Such a	5	Healthwatch Norfolk Website

		shame this is no longer the case. Now getting an appointment with a doctor is sadly a black art. Hopefully this is just a short term glitch!		
110516	I was worried about a skin issue.	I wanted an early diagnosis that it was either benign or possibly cancerous	5	Healthwatch Norfolk Website
110304	Faultless	Despite covid restrictions Swan Lane Surgery continued to dispense prescriptions. Recently I contacted them about some vague symptoms: they were ready to speak to me on the phone and then in person gave me blood and other tests and examinations without stinting or question. On one occasion a gp spent 25 minutes with me. Within weeks of my first consultation I was diagnosed with bowel cancer. I can't praise and thank the staff enough for their time and compassion.	5	Healthwatch Norfolk Website
110188	My visits to Swan Lane surgery	I attend regularly for warfrin checks and cannot fault the service I always receive.	5	Healthwatch Norfolk Website
110352	Different doctors	I dislike not being able to see the same doctor on the majority of visits. I accept if it's an emergency that you may have to see someone different but for continuity I think it is beneficial for one doctor to know their patients. I visited the surgery on multiple occasions over a period of 3-4 years with the same leg pain each time seeing someone different & was repeatedly told it was a muscle strain. Then I was blue lighted into hospital with pulmonary embolisms caused by a DVT which had been the most likely cause of my leg pain according to the hospital. I was extremely lucky not to	4	Healthwatch Norfolk Website

		have died and only through the promptness of work colleagues am I here to talk about it.		
110317	Administration problems	I was diagnosed with cancer which resulted in an operation. I had to chase the doctors for my medication i.e cancer tablets they had a letter from hospital advising which tablet I should be on it took 2 weeks after my op before I got my prescription. Adenbrooks wrote to my doctors advising my prescription for angeoadema it seems if you don't chase you have to wait and hope someone will see what's in the in tray or emails. If you put in bp recordings you have to chase to get them to read them it's simply not good enough they need to be more on the ball fortunately I don't go to the doctors that often. They do need to be more on the ball with administration.	3	Healthwatch Norfolk Website
110667	need to a start getting back making appointme	Need to get back with starting making appointments to see your GP and just a telephone call and if want appointment in the future should be able to doctor need to start people again as that's what they are there for	3	Healthwatch Norfolk Website
110303	Mixed	Impossible to get an appointment with your gp. Often phone calls which are not always suitable for you and the reason you rang to see them. But very supportive in other areas.	3	Healthwatch Norfolk Website
110281	Medication	None of the doctors suppliers can get my medication so they print up a medication slip and I have to drive elsewhere to get my medication this is usually norwich or attleborough are the doctors going to pay for my extra fuel chasing around out of my doctors	3	Healthwatch Norfolk Website

		<p>surgery area to source my medication. Why can other pharmacies get it? But not my own doctors surgery. This is an absolute disgrace. This has been going on for 4 months or more. The dispensary blame it on their suppliers not being able to get it maybe change their suppliers is the answer. I would be stuck indoors not able to go out if I couldn't get this medication what a life I ask myself would I lead. Something really needs to be done what with the cost of petrol at the moment do I need extra journeys? (NO I DON'T) I have to go to the surgery to pick up my other meds then off to another town to find my other meds. Why is it so hard for them to be able to get my 2 meds together? Nightmare situation. Really not happy about this. Good job I'm not elderly with no means of getting elsewhere to pick up meds the surgery claim they can't source but I can get elsewhere.</p>		
110459	Can't ever see a Dr	<p>The pharmacy and nursing staff are excellent and it seems to me that the paramedic is doing nearly all the work that the Drs used to do. I've tried to see a Dr but was told the Drs are only dealing with life threatening situations and I should use 111 go to the walk in centre or A and E. Such a shame as pre covid I would not have faulted their service. It is bizarre that the government wants us to all start using the NHS app to start booking appointments get results etc which is what is what always used to happen but know it is impossible to make an appointment. I feel sorry for the reception staff.</p>	2	Healthwatch Norfolk Website
110438	Rude staff to start with	<p>Certain reception staff are beyond rude! Can't get to see a Doctor pointless trying!</p>	2	Healthwatch Norfolk Website

110313	Do they still have doctors there?	I have not been able to see a doctor face to face for months. On speaking to receptionists it's always "we only have emergency appointments" so I say 'it's not an emergency but I wish to see a doctor' then it's "there are no routine slots available try tomorrow" and round it goes again day in day out. I also don't get why they insisted on allocating people to a particular gp then say that gp hasn't got any appointments It's 2 years since I have seen 'my' gp	2	Healthwatch Norfolk Website
110423	Mixed messages	I find my experience of the surgery to be inconsistent. For instance my 'accountable' GP has changed twice in the last 18 months. I am currently unaware who it is. I did express my unhappiness with the first change and was told by a receptionist that it was on Facebook; I am not. Next that a message was in the Long Stratton newsletter I do not get it. I asked why it wasn't sent as a letter to be told that would be too time consuming. I suggested a generic text as for prescriptions for which there was no answer. I can only assume the database manager needs to upgrade the software. Earlier this year March I saw the primary care practitioner for an emergency appointment. I cannot speak highly enough of him. Friends who have chronic conditions seem to have a great relationship with their accountable GP who they are often on first name terms with. Other friends who only need the GP occasionally find it difficult to navigate the system and often have to wait weeks to talk to or see a GP. I know recruitment and retention is an issue generally but this is a lovely area to live and work in and most people are polite and respectful. I do not really understand why the GPs seem mostly to be part time.	2	Healthwatch Norfolk Website

		Presumably lifestyle choices as I know that some have private commitments in their non practice time. Speaking to other people I have heard the same feelings expressed. Anecdotally I spoke to someone in the surgery who was very upset about not being able to make an appointment they were in tears and said they had been told if they complained they would be struck off! This person was understandably distressed and bewildered. Overall then I think the practice presents as inconsistent and sometimes uncaring. This does not engender confidence with some patients but not with all as I said previously.		
110238	No good getting sick	I have had a few visits to the hospital who have informed the surgery what has been going on. I was discharged to Swan Lane surgery and notes sent. This was confirmed to me over the phone the hospital also informed the surgery of my ongoing medication the surgery then said the medication would be available after a telephone consult.. three maybe four months later and still no call meaning no medication. It's all ointments but that is besides the point! They are supposed to be professional and provide a service. Is it down to me to keep chasing having made two calls already?	2	Healthwatch Norfolk Website
110092	Inadequate	It is impossible to see a doctor your doctor is changed without any notice or thought and then when you request you can't see a doctor other than your own. The surgery is not flexible the 2 week window of releasing appointments is utterly ridiculous. Phone calls are never able to be at set times and if you work that is impossible to just	2	Healthwatch Norfolk Website

		answer a call at any time. Why can't the surgery be open in the evenings or weekends when people can access the service.		
110520	Seriously deteriorating and worrying.	It's impossible to get an appointment or speak to a professional. Constantly told to ring back the next day when the mantra is repeated yet again. I had a problem that I felt needed to be addressed so ended up writing a letter asking the GP to leave a prescription and had a phone call straight back in return slapping me across the wrist for writing and not phoning. The person was rude speaking extremely fast and talking over me. She said I did need an appointment and begrudgingly gave me one but I couldn't have got one if I hadn't written which she didn't want to hear. So how then was I supposed to get an appointment? They obviously have far more patients than they can deal with at the surgery but are STILL TAKING ON MORE! I know this because I have checked. I am very concerned especially with enormous number of houses being built or now in the planning stage around the new Long Stratton by-pass. Surely they must close the list now. The actual GP care when I have seen anyone has been good but the care as a whole is very distressing when you are feeling ill and low so I am giving a lower care score on that basis.	1	Healthwatch Norfolk Website
110315	Can never get to see a doctor	Doctors appointments are almost impossible to get. The girls that answer the phone seem to have a script aimed at stopping you seeing a doctor. I'm normally told that there are no appointments or to callback first thing the next morning only to be told that there are still no appointments! I last time I was told to go to A&E for a swollen	1	Healthwatch Norfolk Website

		<p>knee. Upon arrival A&E were fuming that the gp hadn't seen me as it could've been dealt with there. Pre Covid the surgery was very good. Since the pandemic began it has got progressively worse with no signs of improvement.</p>		
110307	Are there any GPs actually there?	<p>The access to GPs is non-existent. I am a cancer patient. If I have any worries I now telephone the hospital direct as I get nowhere at Long Stratton. It is IMPOSSIBLE to see a GP. I wanted to speak to a GP recently with a quick question about medication. After much discussion I got a phone call back from a 'paramedic' who didn't know the answer anyway. I then had to book a phone call 10 days in advance! And if that wasn't bad enough they never called on the day. When I chased it up a couple of days later I was told they'd been off sick yet no-one called me to tell me. My GP has changed at least 4 times in 3 years but I never get told so when I fill in forms I am unknowingly giving the name of a non-existent GP. I currently have no idea who my named GP is! Last week my husband phoned to make an appointment for a phone call and he was told he couldn't even make an appointment because it was the wrong time of day. Apparently you can now only make appointments (even for phone calls) if you phone first thing in the morning and potentially wait on the phone for up to half an hour. I find talking on the phone difficult anyway. Before the pandemic I could go online and book to see someone (even then it was rarely my named doctor) Now that option has been removed. In 2020 a relapse of cancer was undiagnosed because nobody saw it. I tried to stress that with my</p>	1	Healthwatch Norfolk Website

		<p>medical history it needed to be seen. I ended up showing it to a consultant in London whilst at a routine appointment and they referred me straight to the NNUH where it was discovered I also had cancer in 2 other places. When I was originally diagnosed in 2018 I repeatedly saw locum GPs who fobbed me off with 'menopause' One even tried to refer me for alternative therapies. It turned out this delay of several months meant that by the time the cancer was discovered it was stage 4. I am now physically disabled permanently. THIS 'SERVICE' IS COMPLETELY UNACCEPTABLE! The only reason I have given a star is because the receptionists are always helpful and polite</p>		
110297	Feel like an inconvenience	<p>I will do everything I can to avoid making contact with this surgery as previous experiences are so poor - impossible to get through on the phones and appointment times are ridiculous and when I did get an appointment I was then just referred to a third party three weeks to just get a different telephone number (I ended up going private)</p>	1	Healthwatch Norfolk Website
109977	Sores on inside wrist and on left calf	<p>Went to nurse for blood test showed her my sores on left calf and inside left wrist that I have had for over six months without being able to heal it the nurse HUH SHE SAID IT WAS AN ALLERGY ye alright never had an allergy in 73 years another stupid quack nurse what has happened to the Surgeris Doctor there on only Thursday rest of week must be seeing other patients not NHS</p>	1	Healthwatch Norfolk Website