

Swan Lane Surgery

Feedback

July 2023

In July 2023 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 the surgery. We have also received two reviews through our website this month for the surgery. These 17 reviews have an average star rating of 4.6 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

A spacious surgery which is currently undergoing building work to give more space. There was a steady flow of patients coming in and using the surgery and dispensary. The waiting area was clean and tidy with lots of seating. The toilets were clean. The large conservatory-style entrance allows for patients waiting for a taxi or lift to sit in comfort but outside of the waiting area.

Overall, patients we spoke to were happy with their experience at the surgery, staff were praised by nearly all people we spoke to and others mentioned how they felt the service had improved recently. Concerns mentioned included staff shortages, difficulties getting through on the telephone, and making appointments.

The reviews 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>

A response to this report from Swan Lane surgery follows the table (page 5).

ID	Title	Review	Rating
214920	Really improved	<p>Just recently they have really improved. I think they have really changed things even though times are still difficult.</p> <p>I suppose a few more staff would be great for them but I know it is not as easy as that!</p>	5
214919	All good experience	<p>When I need an appointment I have never had a problem getting one. I book by phone. I have had an all good experience. I speak as I find, everyone I have had contact with, nurses, doctors, reception I have always had a good response.</p>	5
214918	I'd give them 100 stars if I could	<p>Everything is good about this surgery. I have never had a problem getting in. The nurses are fantastic, they've been amazing. They see me same day if I need it, they refer me and I have bloods. I'd give them 100 stars if I could I can't fault them and I can't fault the dispensary either. Maybe sometimes they don't have enough receptionists but I don't mind waiting - this surgery is the best I have ever had.</p>	5
214917	My doctor listens, understands and explains	<p>I have seen the nurse this morning she was very good. My Doctor is great, she listens, understands and explains things. I would like easier access, when I phone to make an appointment I don't like saying what is wrong to someone. And I prefer face to face it is much better.</p>	5
214913	Never had a problem	<p>They are absolutely brilliant. All the staff are really friendly, helpful and polite and professional. They sort it out I have never had a problem and I have been here for 30 years. They go beyond, everyone is lovely</p>	5

214418	A thorough check up and blood test MO	Great to meet Dr Carl in person, having spoken to him several times on the phone for helpful consultations.	5
214272	Fantastic	I've moved here from Kent and this surgery is a breath of fresh air, what a difference. You can get an appointment easily and the pharmacy are very good. It's like going back 30 years, nothing seems too much trouble and they're lovely.	5
214270	Everything is good	They've looked after me well, everything is good. They do the best that they're able.	5
214266	Marvellous	This was my first visit to the practice. The registration was all very easy with reception. I was seen promptly and pleased with how things were handled. All good.	5
214261	Recently been good	The doctors have gone out of their way to call me back about things. The dispensary have been superb despite some medication shortages and the reception really try and help. I can see the service is under stress but the individuals are working really hard.	5
213933	HRT	I saw Dr Addison this morning and we discussed HRT in depth. She was very knowledgeable and understanding I felt reassured.	5
214912	this time they have been very cheerful	I have had a good morning this morning, this time they have been cheerful and pleased to see me. I have had a bad experience before, a year or so ago and it made me not want to come back but today was good	4

214911	I am channelled in the right direction	I am actually getting prompt appointments and channelled in the right direction many times. The big barrier is getting in. If they really want to look after us don't make us all call at 8am, accept calls at any time. You call and wait in the queue, so more reception on the phones at certain times would help. I think this system should be scrapped and just say call when you want and book us in 2-3 weeks ahead	4
214910	easy to communicate with	I was seen promptly and on time and they were very pleasant. They are easy to communicate with I have always been happy with them. It would be great if they had more doctors but I know they are doing their best	4
214909	in the past it has been more difficult	I phoned at 8.15 today and got an appointment to see the emergency clinician today. In the past it has been more difficult, but I think they are quite good with communication like texting us.	4
214282	Good but difficult to make appointments	It's good when you get to see someone. Its difficult to make appointments, you can end up waiting a long time. I can understand though, they're short staffed. Any treatment I've had has been good, the staff are all nice.	4
214265	Never met my GP	I've never met my GP despite being registered here for several years. I was put off by long waiting times and you can't make a diagnosis over the phone. Other than that it's okay	3

Response from Swan Lane Surgery

As a Practice Team we have reviewed the comments contained within this survey conducted, on our behalf, by Healthwatch. We are very pleased to see that we are moving in the right direction, and the positive responses really do mean a great deal to us. We are very aware that we have a long way to go – but the extension is an exciting opportunity – and every single individual in the Practice, from the Partners down, is committed to providing the best possible service that we can for our patients. We will continue to listen, and develop, and would like to thank our patients for their support throughout this transition period.