

Watlington Medical Centre Feedback

October 2022

In October 2022 we visited Watlington Medical Centre to speak with patients about their experience with local health and social care services. From this visit we received 14 reviews for the centre. The reviews have an average star rating of 4.7 out of five.

Overall, most patients we spoke to were happy with their experience at the medical centre, with only three patients rating the surgery as less than five stars out of five. Most patients told us they generally found it easy to get appointments and that they were treated well by staff at the medical centre.

In addition to this, Healthwatch Norfolk officers who visited the medical centre noted our own experiences:

Staff made us feel very welcome on arrival and we found it very helpful to spend some time with Dr Kant. Dr Kant took time to explain the Medical Centre telephone and appointment system which helped us better understand patient feedback.

We also observed reception staff dealing with patient requests in a friendly and professional way.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/watlington-medical-centre-king-s-lynn-pe33-0tu

ID	Title	Review	Rating
201079	Happy customer	It's very easy to book an appointment. The nurse was really good and it felt like they had time for me. It was also really easy to collect my prescription from the dispensary as well.	5
201078	Got through quickly	I got through quickly on the phone had a call back and got an appointment right away. This is my experience 90% of the time. Whenever I need to see someone I get seen.	5
201076	Lovely staff	I always get seen when I need too and I really like the staff. I'm not sure why they're always closed for half a day every Tuesday though including the pharmacy.	5
201066	Always found them good	Generally when I've had to phone they're very helpful. I rang up the doctor booked me in and I had a follow up I've always found them good.	5
201058	Well looked after	They're always very good I'm here often. I get on well with the nurses and I always feel well looked after.	5
201052	They're very good	I was in to see the diabetic nurse she's very good.. We get on well with all the staff here the doctors are lovely. We've been patients here 20 years now and we've always been happy.	5
201021	I get the care I need.	I've never had any problems it's always worked well for me. There is one doctor I prefer not to see it's just a personality thing. Overall everyone is lovely and I get the care I need.	5

201023	Nothing but positives really good	Every time you call you get an appointment. If they say they will call you back they call within a short period of time. They always fit you in and I know they are busy. The people are friendly and it all works well for me. Once I had been unwell seen the doctor and the doctor actually called me at home a couple of days later to check I was okay. I thought this was very good service. I have nothing but positives it's really good.	5
201019	You can see a doctor the same day	I've always had a good service. You can see a doctor the same day always if you need to. The nurses are friendly and helpful. You are always dealt with and they call you back when they say they will.	5
201017	You can always get an appointment	You can always get an appointment. If I say it's serious I get one immediately. Sometimes if you see the nurse they also ask the doctor who comes through and sees you too. It's easy to make an appointment over the phone and I've never had a problem and I've been coming for 23 years.	5
201012	They always explain everything well	I've never had a problem here and I've visited quite a lot. It's easy to get an appointment. Everything is good. The staff are doing their job. They always explain everything really well.	5
201063	Very good	The opening hours for the surgery are very good. You can't always see the doctors quite as easily as I'd like but I can call the duty team and get a call back and appointment usually.	4

201013	It's usually very good here	I called this morning and I've just been seen. It can be hard to get an appointment with the doctor but today I was seen by a senior nurse and she was brilliant. She was able to deal with my problem. It was very efficient today. During COVID though it was more difficult to get hold of people.	4
201014	I would prefer to see the same doctor	It can be difficult to get seen. I call and they say they will call back. I think they do but sometimes I miss it and then I don't feel I can call them again. It's not like it used to be. I would prefer it if I could see the same doctor each time.	3