

Windmill Surgery Feedback

April 2022

In April 2022 we visited Windmill Surgery to speak with patients about their experience with health and social care services. From this visit we received **14** reviews for Windmill Surgery. The reviews have an average star rating of **4.6** out of five.

Figure 1 below shows the average star rating for additional performance indicators. As the graph shows, cleanliness was rated highly with an average rating of 4.8 out of five, while on the other hand waiting time was rated with an average of 4.1 out of five.

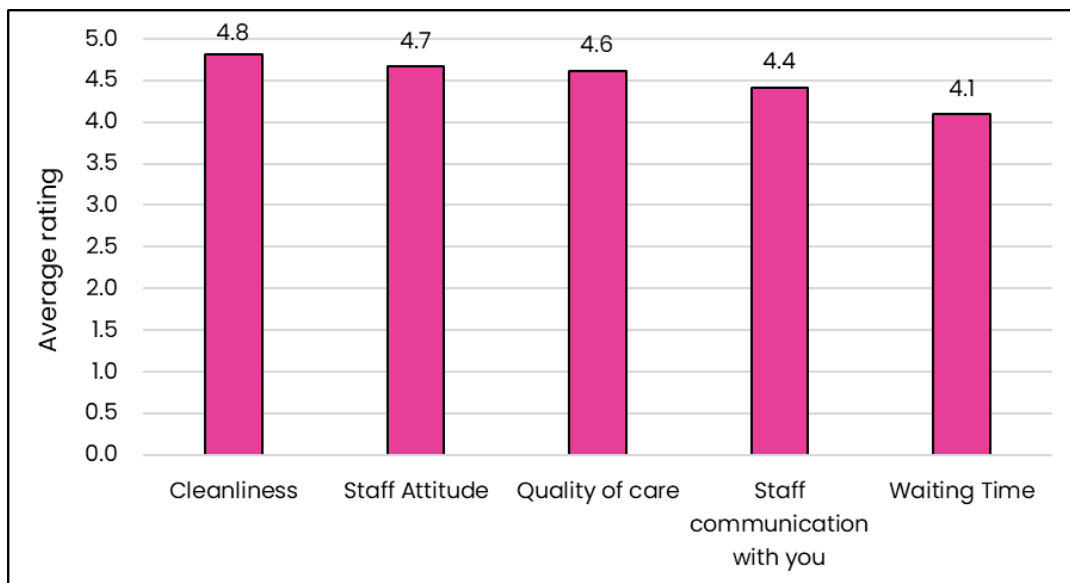


Figure 1. Average star rating (out of five) for performance indicators. Please note that these ratings were not compulsory.

Overall, patients were happy with their experience at the surgery, there were also mixed experiences with communication and using the online form.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/windmill-surgery-wymondham-nr18-0af>.

ID	Title	Review	Rating
107209	Great!	I think the surgery is great!	5
107205	Good communications	I think the surgery is very good they have good communications with me.	5
107204	Never had a problem	I've never had a problem sometimes there is a bit of to and fro with the communication waiting to hear and replies to online forms but all good in the most.	5
107202	Would like a few more advance appointments	I love it here I think they are really good but I would like a few more advance appointments available rather than ring/contact on the day as this is not always convenient. Their online communication is always quick but a month is a long time to have to wait for an advance booked appointment.	5
107201	Absolutely Brilliant	I think they are absolutely brilliant here - no matter who you see they're wonderful. I really like it here - they're courteous and they look after you. The nurses especially - Amy is always very careful and kind and Debbie is great too	5
107196	I think they're brilliant	In my opinion I think they're brilliant - really good. I always get a reply and see someone everyone here is really nice. I use the online system to get in touch as it is more convenient for me.	5

107195	Staff were good	I had a good experience today. I was seen on time with no waiting and the staff were good. The only is that I ring up at 8:30 and can't get through. You can't book it can take a few days to even get through to reception. I don't know why you can't book in advance.	5
107194	A great place	They always fit me in when I need. I only have to wait a few hours for an appointment.	5
107192	Doctor was lovely	Good experience. It was nice and quick and the doctor was lovely. Making an appointment was brilliant I got through okay.	5
107206	The Dispensary give a 5 star service	The dispensary on site are 5 star they really look after me and are wonderful. With the surgery I phone at 08.30 in the morning and the line is busy you'll be lucky if you get through by 12pm. I can't make an appointment face to face at the desk so I write a letter to my doctor and he usually gets back to me quickly or sends a prescription out. You used to be able to walk in and make an appointment at the desk and that was better. My Dr does talk quite fast when he calls and I do struggle to keep up sometimes.	4
107208	A bit different since lockdown	My experience has been a bit different since lockdown but I have no problem with communication or speaking to someone but haven't needed to see anyone recently.	4

107200	Everything was on time	Staff were good and everything was on time. It was easy to make an appointment. A good experience.	4
107199	Seen when need to be seen	I think this surgery is ok I've been seen when I need to be seen. I come in to the surgery when I need to speak to someone I don't use online	4
107197	Doesn't seem as many Drs as there used to be	I find it is impossible to get through on the telephones in the morning when I want an appointment. I try and time it exactly for when the phone lines open and I can not get through. It doesn't seem like there are as many Drs here as there used to be. My Dr sent me for a scan and I had to wait over a month to get another appointment to see him afterwards.	4