

Wymondham Medical Partnership Feedback

May 2022

In May 2022 we visited Wymondham Medical Partnership to speak with patients about their experience with health and social care services. From this visit we received 26 reviews for Wymondham Medical Partnership. We also visited Wymondham Library where we received 3 pieces of feedback for the surgery.

Alongside this, these visits were promoted on Facebook before and after and so consequently the following report also includes feedback received directly through our website or sent through the post from 1st May to 10th June 2022.

In total this report presents **40** pieces of feedback. The reviews have an average star rating of **3.7** out of five.

Overall, the main concern raised by patients was long waits on the phone when calling for appointments or for information or advice. Alongside this, many told us of positive experiences with staff and that they felt well looked after.

When visiting the surgery to speak with patients, Healthwatch Norfolk officers noted a very welcoming reception team, lots of parking availability, and clean large waiting areas with clear signposting.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/wymondham-medical-centre-wymondham>. Please note that reviews are left unedited to preserve originality.

A response from Wymondham Medical Partnership follows the table of reviews (page 10).

ID	Title	Review	Rating
109048	Great support	I have found the Wymondham Medical Centre to be great during lockdown and beyond. In the few times I have used the online system I have been contacted promptly and offered a telephone or face to face appt as appropriate. My daughter had mental health difficulties and was seen very promptly and offered counselling which was excellent. I have had hrt prescribed and the doctor was knowledgeable and sympathetic during my phone call. I can imagine that if you do not have access to the internet or if you want to have regular contact with the same doctor it could be tricky and frustrating as when I have called there are long wait times.	5
108989	Well run welcoming and efficient service	I moved to this area 1 year ago and the registration process was incredibly easy. I have had several health issues in the last year and everyone I speak to including reception staff are empathetic and caring. I get a response very quickly usually on the same day when I message regarding an issue through the website. I have seen a multitude of different HCPs at the surgery and they are all very open and welcoming and also seem to like their jobs!	5
108852	Everyone is amazing	I feel very lucky the nurses here - everyone in fact - are amazing.	5
108974	dont feel rushed	When I ring up for an appointment they fill in the form for me and the Dr rings back the next day or on the day I call and I don't feel rushed or anything. I am not online.	5
108973	no complaints	I always get to speak to someone when I need to - always get someone to call back when they say they will I have no complaints. I don't even mind being on hold because at least you can hear the number going down so I know if I have time to Hoover or wash up I just put it on speaker phone and get on with things.	5

108972	They get back when they say they will	I fill in the online form to get in touch with them they get back when they say they will (up to 4 days) or before. This time I had a text within 2 hours with an appointment for Today (Tuesday - form sent in on Thursday)	5
108943	They have been good with me	The staff are nice the nurses and doctors are nice. They ring when they say they will. I only object to the long queues on the phone. You can fill in an online form and they do get back to you in the time they say. However I am not techy so it is not my preference. I would only rate the booking system a 3	5
108930	I am perfectly happy	I am perfectly happy here. I have seen lots of negative comments online so thought it was important to come today to say how good they are. It works well for me. The email system works pretty well and I can't think of a time when they have not got back to me the same day. It is important to put as much information as possible on the form. Knowing what to put on the form is also crucial you do have to force the system. If you know how to ask you get the right thing. My personal experience has been very good. I think there is a need to convince people educate people that the NHS is not Amazon.	5
108916	No complaints here	We are so lucky to have this here. I have been coming for 23 years and it is different now. There have been delays with appointments over the COVID period. I prefer to see a doctor face to face it's comforting to see a doctor rather than just on the phone.	5
108913	Very impressed	I sent an email with the problem I am having had a phone call with the GP within an hour and a half. This was 3 days ago and I'm now in for a steroid injection today. Very impressed.	5
108912	Very efficient	I didn't have to wait long to be seen they emailed me an appointment and I'm satisfied with my consultation today - I saw a student Dr who discussed my issue with a GP and were very efficient.	5

108240	Supportive surgery	Excellent surgery for my family. Considering the volume of patients they are dealing with on a daily basis me & my family have received excellent care within a good time frame. The online system makes the process easier & I'm able to explain things in detail without being rushed. We have lived here 12 years and always have felt supported with our health care needs. I would like to say a big thank you to all the medical nursing & admin staff who work really hard to provide excellent care in unprecedented times.	5
108169	Easy to book appointments	I have a better service now than I did at a different doctors I find it easy to book appointments online on the phone or at the front desk	5
109142	I visit twice weekly	I visit twice weekly for appointments. I think to improve on booking appointments they could reduce the details required online or reduce the waiting times on the phones. Because of my frequent visits I have found the best ways to use the organisation.	4
109015	Tried to have by eye problem looked at.	Was told like stitches eye issues were not reviewed at Wymondham and given a number to call and be triaged but no call on my phone to discuss given a link to call but it did not appear to be available went into the city 'walk in centre' and treated well 2 days later a call from the triage team was received but too late what is the NHS doing with all these non services and why do Wymondham Doctors go to Attleboro to do Covid jabs?	4
108856	Difficult if no computer	I think for elderly people with no access to computers it is very difficult. My elderly neighbour has to be on hold on the phone for a very long time	4
109035	Good at getting back to you	There seems to be one way to have access and make an appointment. I was here in the building for something else and was told to go home and do it online but it would have been easier to know when my appointment would have been given I was here in person and would have liked to book it but they are good at getting back to you when you do the form. My parents have health needs and through the pandemic Dr Chesterman has been wonderful. Generally they are very good here.	4

108963	Can be complicated	I feel like it can be complicated making appointments I use the online forms and if you have more than one person to make an appointment for in the family its difficult to get in easily at the same time - that would be easier to do over the phone and just be able to book.	4
108961	Doing their best under pressure	They could improve on giving appointments when best needed but I understand the pressure they are under and they're doing their best.	4
108956	If you manage to get in they're great	If I manage to get in to see a Dr they are 5 star but the problem is getting through the triage process. The first time I had to see a nurse and then as I wasn't better I then got to see a Dr. I saw a Dr last week and was in for 45 minutes with her she was so thorough and fantastic. Both Drs I have seen recently have been exceptional - Dr Pereira and Dr Smith. They have saved my life and if not for them both I wouldn't be here now. I don't find the front desk confidential at all some people have to shout their problems through the plastic screen and everyone can hear everything. This can be elderly people who are not using the computer and also cannot hear well. I have been 20 something in the queue on the phones before and I am confident online but when you are unwell you just want to speak to someone.	4
108950	A good experience today	I can't say everything is perfect but it was a good experience today. The doctor was lovely. It is good to be able to come in and see the doctor face to face. Talking on the phone is not the same	4
108948	A lot of time taken to book appointments	I feel like I take up a lot of my time trying to book appointments. We are here a lot of the time due to health issues and it can be a lengthy process just to get booked in. You can't get a face to face with the Drs mostly all done by email now. The nurses here are amazing no complaints there at all and if they book a follow up appointment while in with them it saves so much time for us which is great.	4

108946	I think it is good	Once I called at 8.15 was called back by 9am and by 10 I was in the surgery seeing the nurse. I like using the online service.	4
108939	It's not as good as it used to be	Things were easier but I feel they do their very best. Online is okay as long as it is not switched off. I wouldn't complain but it is not as good as it used to be.	4
108914	I think the booking system needs rethinking	Considering how many people they deal with I think it is remarkable. I am always treated well and the nursing staff are amazing. However I think the booking system needs rethinking. The new system is not good it is rubbish. I don't want to tell the receptionist my details I only want to tell the doctor. The doctor patient relationship is not there. The system is too prescriptive. Whilst I have given it a 4 overall I would only give the booking system 2	4
108179	physio great	I have knee pain and the person I saw said they'd send me for an x-ray and gave me some pain relief gel - I was then called later in the week and told that I wasn't able to be sent for an x-ray and couldn't have the gel prescribed again after this time as can buy it (but I don't think I can get that strength over the counter) I self referred to physio who saw me face to face and he requested an x-ray and just 2 weeks after seeing him I had the results. I do have damage and will need to see the ortho team at hospital.	4
108885	Difficult to contact	As a working employee I have found it difficult to get in contact with the surgery as access replies too.	3
108857	Difficult to get an appointment	I feel like it is difficult to get an appointment I have to telephone up as do not use online and it is not back to 'normal'. I appreciate everything they have been through but getting past reception at 8am is difficult instantly in a queue	3
108951	very concerning right now	When you get in there the staff are lovely and amazing. But. Being able to get an appointment right now is very very concerning for both me and my children. I did the form they asked me to as my child had a rash and a temperature. But it took 5 days for	3

		<p>them to get back to me. Luckily I live with a clinician so they could advise me but this sort of thing really worries me as not everyone is lucky enough to live with someone medically trained. I have had a Mental Health need in the past and was just emailed a link to try - no one actually spoke to me and I did feel quite let down. Also before for simple things you could be in for - the Dr would pick up on other stuff - things the person might not be openly talking about - which will now be being missed which is a safeguarding issue. I feel like you send a form in and have no idea what it happening with it apart from an automated response. Before on the phone or face to face you left knowing you had something booked you knew what was happening.</p>	
108947	Lack of information	<p>I feel like there is a lack of information coming from the surgery if their situation was explained and they tell us how they're working maybe in a simple newsletter it would be easier to understand. It just feels like there is no-one here why are they not seeing patients again? The hospitals are up and running the nurses here seem to be doing everything but the GPs have disappeared into a black hole it is so frustrating. They are paid per person but we are not getting value for money. I do feel happy to see other staff members it is better than nothing. My GP did actually call me 2 weeks ago about some test results but as I wasn't expecting the call it caught me on the hop and now I have follow up questions I struggle to get to speak to him again.</p>	3
108312	Collapsed on A and E floor	<p>On Mon 16 May around 11.00am as other complainant was unable to contact Practice by phone (13 in queue and position did not move) and Website closed until Wed 18 at 8.15. By then I had been in the N and N for 32 hours following an emergency admission at Midnight on the 16th. I must raise this further. To be uncontactable for a life threatening condition is just beyond the pale. Had a basic consultation been available I would not have ended up collapsed and vomiting on the floor of A and E at midnight.</p>	3

108248	Unable to contact surgery all day	Sadly this surgery like many is suffering from too few staff for the ever increasing number of patients. This week you couldn't even contact them using the online form for 2 days as they turned it off due to staff shortages. So I rang up and found I had to listen to an endless message telling me to use the online form!!!! After all the waffle i found I was number 21 in the call queue...its not possible when you are at work to sit on hold for hours. The staff are helpful when you do get through but its so difficult and time consuming.	3
108861	Work shy	I feel like they are all work shy here its like the Mary Celeste in there. I'm a teacher and I haven't stopped we are totally back to normal - these guys need to get back to the real world. My wife needed stitches out - it took 3 emails back and forth - a call like we used to do would have been easier and saved everyone a lot of time as we could have had a conversation. We got here this morning and were told by the clinician we could have taken the stitches out with kitchen scissors and didn't need to come in!	2
108936	Not good	I haven't seen a doctor for over 2 years myself I am here with my husband today. You can't walk in and get an appointment you wait in a queue on the phone. I have been number 20 in the queue and waited for 1 hour to reach some triage system. When I have been here with my husband there is no one in the doctors waiting area. I had a diagnosis over the phone I was not seen and no tests were done. I do not think the diagnosis is correct. A nurse decided I needed to see a physio. I have now seen a physio and I was very pleased with the experience. X rays are now being arranged.	2
108170	Quick questions can't be dealt with promptly	I was 22nd in the queue when phoning I've not needed the surgery for over a year. A 6 hour online form turn around time when you have an enquiry is not good enough. Quick questions can't be dealt with promptly	2

107688	Weekend contact	It is really isn't good enough that you prevent patients from contacting the surgery at weekends. The admin and management at the surgery is not aligned to patients best interests.	2
109038	Not impressed	I am not impressed there was confusion in reception trying to make an appointment but the attitude towards me - we are all supposed to be tech savvy I was just told to make an appointment online they make too many assumptions - sometimes it would be nice to speak to someone who can explain things an experienced person - I will ask for a senior receptionist next time. It makes you feel like I shall not bother but I feel like if I give up it could be serious.	1
108835	This medical practice is fundamentally broken	I always thought it was bad enough that you couldn't contact the surgery at weekends let alone see doctors at the weekend (Sat and Sun) but now you can't even get appointments via the online form during the week. I can't believe that the practice management don't know something is wrong. What I can't fathom is why they don't change something that is fundamentally broken?	1
107694	Absolutely appalling service.	The online help and contact service was not available so I phoned (10th in queue) Was told that it had been switched off and try again tomorrow! Eventually got an email to tell me I will be contacted within 5 days to make an appointment. If this was a private business it would go out of business in 2 days. Absolutely appalling service. They all should be ashamed of themselves.	1
107545	Unable to contact practice in a timely manner	Unable to send form to request help either at the weekend and now during half of the working week! I work at the main hospital and we have no such restrictions in place despite being continually short-staffed. No wonder GP practices have got such a poor reputation now. People who work are unable to complete the forms during the restricted hours offered and so will no doubt be adding to the long queue to speak to someone at the practice instead. What terrible service for working local people.	1

Response from Wymondham Medical Partnership

Wymondham Medical Partnership would like to thank Healthwatch for their engagement with our patients. We are very appreciative of all of the feedback provided as we work quickly to improve access for all of our patients and we look forward to providing a continued high level of clinical care for our local community.