

Cromer Group Practice Feedback

February 2024

In February we visited Cromer Group Practice to speak with patients about their experience with local health and social care services.

From this visit we received 16 reviews for the practice. The reviews have an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited Cromer Group Practice noted:

Cromer Practice has a large carpark with accessible automatic doors into the building.



In the foyer there is a wall mounted telephone and a clear poster showing local taxi details which is an excellent feature. The waiting area is spacious and the staff friendly.

Most patients that we spoke to told us that they were happy with the care they were receiving from the practice and that they felt well looked after.

Where patients had problems they mentioned difficulties getting appointments, including face to face appointments. We also heard how changes to notification systems meant that a visually impaired patient was no longer able to read these messages.

The reviews are displayed in the table below and can be found on our website. www.healthwatchnorfolk.co.uk.

ID	Title	Review	Rating
227351	Brilliant!	Brilliant! Nothing to complain about. They have looked after me so well since my heart attack and my wife has been so reassured. Tracy here is brilliant.	5
227347	I can't fault the doctors.	I don't think they are managing the new NHS app prescribing system very well. They could have more people there to help patients. I think the surgery is great though; I can't fault the doctors.	5
227043	Always looked after us	Excellent. I came yesterday for an appointment and was given one for today with a doctor I knew. She was very good. They've always looked after us, there's nothing to improve.	5
227042	Generally good	It's very good here. The only thing is that you don't get to see your actual doctor, I haven't seen mine for 2 years. In general though they're good.	5
227038	Brilliant	They do a brilliant job, I really can't fault them. They do their best.	5
227027	So thorough	They're fabulous, the doctors, nurses, everything. They're so understanding. If you have a real problem they're on the case straight away. So thorough. The diabetic team are great.	5
227017	Working well	I'm very happy with the service. It all seems to be working well for me. I don't think there's anything to improve.	5
227008	Very good	They're very good here. All the receptionists are brilliant, they do their best to fit me in. Everyone does a very good job.	5

227353	They've been helpful and obliging	The NHS has served me well and I understand the pressures they are under here. This surgery is great. They've been helpful and obliging. The longest I had to wait for an appointment was six weeks. My own experiences have been good.	4
227352	It takes too long	Brilliant once you get to see someone. It takes too long for them to call back. It would be better if you could get in quicker.	4
227393	We don't have to wait long	We don't have to wait long, quite often you can get an appointment within a couple of days. Sometimes I have a phone conversation with a GP. When I go in person it is often to see a practice nurse but that is fine. I have had no negative experiences at the surgery.	4
227053	Hard to get an appointment	The surgery as a whole do their best but it's hard to get an appointment. It's often over the phone. The doctors do their best but I'd rather a face to face. I had to wait 4-6 weeks for a face to face. It's not their fault though.	4
227049	Good when you get in	They're amazing. You have to wait a long time to see a doctor but it's good once you're in.	4
227004	Good surgery	The surgery is very good. They can't cope with the numbers of people so it's hard to see a GP, but it's not their fault. We're very lucky to have the health service.	4
227349	Why am I no longer receiving texts?	Why am I, a visually impaired patient, no longer receiving texts and now have to go online? I don't go online. I used my phone to read the text to me. There will be many people in the same situation... I don't like reception, they ask too many questions.	3

227398	A doctor overrode my referral	I booked an appointment in early January to ask for an x-ray. I saw a nurse and was hoping to get a referral. When I got home the nurse rang me to tell me that a doctor had overridden her referral and that I would have to wait six months! I am managing the pain but the drugs mean I'm not as sharp as I should be. I'm a full time carer for my husband. I'm going to make a complaint.	1
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