

Parish Fields Practice Feedback

April 2024

In April 2024 we visited Lawns Medical Practice and Parish Fields Practice in Diss to speak with patients of both practices about their experience with local health and social care services. These two separate doctors' surgeries are based in the same building.



Figure 1. Main entrance for Lawns Medical Practice and Parish Fields Practice

From this visit we received 13 reviews for Parish Fields Practice; the reviews have an average star rating of 3.8 out of five. The reviews are displayed in the table below (page 3) and can be found on our website www.healthwatchnorfolk.co.uk. A separate report has been made for the Lawns Medical Practice reviews.

Healthwatch Norfolk Officers who visited the practices noted:

The reception was bright and airy and with easy access from the parking areas although we felt it could be clearer which areas are specifically for the practices. It was reasonably clear which practice was which and there were noticeboards up with public health information.

The Practice Manager was very welcoming of hearing patients' views.

Overall, patients we spoke to about this practice were happy with the care they received when they had an appointment. However there were some mixed experiences with booking appointments, including a few patients telling us that they struggled with online forms including difficulties communicating their concerns and finding that the forms were closed.

Response from Parish Fields Practice

We would like to thank all of our patients who took the time to provide this much appreciated and valued feedback. We were delighted to hear about all the positive aspects of the care received at the Practice. We will be carefully reviewing the feedback received on the areas where some patients felt we could further enhance patient experience, and will be updating on initiatives taken as a result via our Patient Participation Group (PPG), and regular Practice Newsletter.

ID	Title	Review	Rating
236299	I'm impressed with the care once you get to see someone	I think their appointment system could be better. You used to be able to go online for appointments but now you have to phone. You have to wait quite a long time. The care is fine. I'm impressed with the care once you get to see someone.	5
236298	I get the right answers, the right help	Absolutely fantastic. I get the right answers, the right help. I call in and get a call back very quickly. I see doctors and also a nurse practitioner and I'm happy with both.	5
236296	Excellent	Excellent, I've been here 30 years. The people; the staff and the nurses, they will speak to you. Getting through on the phone isn't easy.	5
235605	Never had a problem	I went online this morning and got an appointment today, they responded within the hour. I've never had a problem, nor my wife, we've found they're very good.	5
235603	Always get an appointment when needed	I always get an appointment when I need one, either phone or face-to-face, whatever is needed and I book online. They call me if I'm due anything as I can struggle to keep track and take action to book things in myself. I don't think my records have transferred properly from out of county, I can only see my recent ones on the NHS App. This means I've had difficulty getting them to understand that I am diabetic even though my results come up as pre-diabetic, but when I spoke to them about it they sorted it out.	5

235661	Generally ok	It wasn't too bad in my appointment. The online forms are a bit tricky, it's hard to get your full information across so I was told to use the pharmacy but my problem needed a bit more than that so I filled the form in again and got an appointment. They're generally ok.	5
236297	It's been fine	It's been fine. If we've needed to see a doctor they have accommodated us. I normally book online and that's fine. A family member had an Asthma diagnosis and the practice has taken us through that journey.	4
235662	Always good service	My appointment was fine, no complaints and I booked easily enough online. We always have good service.	4
235660	So far, so good	I rang for this appointment and booked ahead for a blood test. My actual appointment was good. In general so far, so good.	4
236295	When you can see the doctor it's quite good	When you can see the doctor it's quite good. They will phone if they think I need to come in face to face. I'm not too happy, how can I describe a bad knee over the phone? It's usually not too long to wait which is alright. I would like to see the doctor, not a nurse, but the nurses I see are lovely.	3
235608	Appointments are hard to get	Appointments are hard to get. The receptionists are pretty surly, you can see they're not listening, they're disinterested. When you do get to see a doctor, they're fine. The comms between here and the N&N is poor and irritating. There's been problems with prescriptions as the GP can't do repeats that were originally from the hospital. I've had to go back to the hospital and they're not efficient.	2

235606	It's slowly getting better	<p>I had a nurse appointment today which was very quick and very informative. However the online system is rubbish. You can't phone up as you're told to submit a form but then you can't do that as the form is closed.</p> <p>When we first joined last year we had a lot of problems getting appointments due to staff sickness. In the end I had to make a complaint as I had health conditions, after that my appointments were booked, a GP booked in the one I had today. It seems to slowly be getting better now.</p>	2
235602	You can't get an appointment	<p>I've not had an appointment recently as you can't get one. I'm here picking up my wife's results, she had an MRI and called to get an appointment but was told there was nothing for four weeks. The website is useless, the form's only available during office hours. It doesn't say whether the form's closed because it's out of hours or the appointments are full so you don't know whether to keep coming back to it and trying. I'm tech-savvy but trying to navigate the system is difficult. It's not clear how they've labelled the sections for where you should go on the website.</p> <p>When you do get through to an appointment it's ok-ish. Doctors in previous areas have actively acted like they care, they don't here, you're just a number. I had a reaction to the first Covid jab with stroke-like symptoms so I called the GP as you were advised to do to ask an opinion of whether it I should have the second jab. I told them I wouldn't sue or anything, I just wanted a medical opinion to make my decision from but they wouldn't give any comment or help which broke my faith in them. I know it was a difficult time and lots of things were unknown but if you can't get advice from your doctor then what are you supposed to do?</p>	1