

Snettisham Surgery Feedback

April 2024

In April 2024 we visited Snettisham Surgery in West Norfolk to speak with patients about their experience with local health and social care services.

From this visit we received 11 reviews for the surgery. The reviews have an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

Healthwatch Norfolk officers received a friendly warm welcome from surgery staff.

Inside the building it appeared clean and tidy, however the entrance porch appeared less clean with cobwebs and dirt around a dustbin area.



During our visit Healthwatch Norfolk officers were joined by two members of the Heacham Group Practice, Patient Participation Group. This was to observe our approach to patient engagement sessions with a view to carrying out their own patient engagement sessions at the surgery.

Overall, patients we spoke to were mostly happy with the care they received from the surgery.

However, there were mixed experiences with being able to book appointments. In addition to this, two patients mentioned how they would prefer to have their appointments at the Heacham branch as that would be more convenient for them.

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

| ID | Title | Review | Rating |
|--------|----------------------------|---|--------|
| 236352 | Well organised | Very good. They're organised. I was phoned to be asked for a follow up blood test. It all works very well. | 5 |
| 236350 | Very good | Very good! They do everything you ask, you get everything you need here. | 5 |
| 236063 | All very good | I came for a blood test and it didn't hurt too much so I think it was all very good. | 5 |
| 236061 | Nice and quick | I just came for a blood test today and it was nice and quick. I don't come very often but it all seems fine. Nothing to be improved. | 5 |
| 236050 | Easy to get an appointment | It's very good and I never have a problem. It's easy to get an appointment. Today I was in and out. Very good. | 5 |
| 236665 | All seems good to me | I think it's okay, it all seems good to me. I can get an appointment if I need it but I don't need to come very often. Staff are friendly, no complaints | 4 |
| 236351 | Good | I get everything I need. My experience making appointments varies, today was good. I would prefer Heacham site because we don't drive so we have to catch the bus to get here. | 4 |
| 236348 | Perfect | It's easy to make appointments, I do it in person. You know when your appointment is and they run on time. I do prefer to go to the Heacham site because it's closer for me. I would sometimes like to see the doctor more. | 4 |

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| 236057 | Usually on time and good | I think it's fine, they are usually on time and good. Messaging around location of the appointment can be a bit hit and miss. The text message gives the location of the appointment but on the phone it can be different. I had one experience when the person told me on the phone it was at one surgery and when I turned up I was told it was at the other location. This meant I nearly missed my appointment and so I now I check. It would be better for me if there were more appointments available at the Snettisham surgery. | 4 |
| 236346 | Good surgery but long phone queue | The surgery is good once you get in. When it comes to booking an appointment if you're in the surgery they say to go and phone to book and then you could be 20 in the queue. | 3 |
| 236054 | It's difficult to get the information you need | The staff are all very good and they try to help but it is difficult to get the information you need from the doctors. I know they try but the doctors don't seem able to help as much as I would like. | 3 |