

Watton Medical Practice Feedback

April 2024

In April 2024 we visited Watton Medical Practice, a doctor's surgery in South Norfolk, to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the practice. The reviews have an average star rating of 3.4 out of five.

Healthwatch Norfolk Officers who visited Watton Medical Practice noted:



The surgery was experiencing a technical fault when we arrived which meant patients received multiple appointment messages, generating increased reception enquiries. We noted the large queue was reduced quickly.

Overall, patients told us it can be difficult to book appointments over the phone or in person as there are none left when they reach the front of the queue. Some felt this was due to the demands of the growing population in the area. Staff attitudes were described by multiple respondents as "very good" and "helpful".

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

| ID | Service | Title | Review | Rating |
|--------|-------------------------|---------------------|---|--------|
| 237200 | Watton Medical Practice | Excellent | Very good. Excellent in fact. The service I get is very good. I saw a nurse today. It was easy making an appointment. I'm generally happy. | 5 |
| 236860 | Watton Medical Practice | They're very good | I think they're very good, I've never had any problems. It takes lots of money to call up for an appointment, it costs a fortune when you're 35th in the queue. It would be easier to book in-person. | 5 |
| 237857 | Watton Medical Practice | Good service | Very good, I get the service I need and everything was fine making an appointment | 4 |
| 237198 | Watton Medical Practice | They try their best | They do the best they can in the circumstances, we have a growing population around here and a lot of elderly people. Demand outstrips supply. It is difficult because they only have on the day appointments. Yesterday there was only one receptionist on and it's too much for one person, elderly patients can't queue for too long. Today was good for me though, they're very nice and very approachable, and I got everything that I needed. | 4 |

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| 237860 | Watton Medical Practice | Really helpful | I haven't got anything bad to say. It's frustrating at times but that's the system not the people, and my issue there has been with the hospital not communicating well with the surgery. 90% of the time you can get seen. They're really helpful and today I got my question resolved. | 4 |
| 236867 | Watton Medical Practice | They're doing fine | Given that they've got too many patients in a growing area, they're doing fine. What idiot keeps accepting planning for more housing? I've managed to get an appointment and be seen within three hours today with a really nice doctor. I'm not a major fan of phoning and being in a queue, it causes a morning frenzy. I've been putting off coming in for something else because I can't face the phone calls. I miss the walk-in facility in Thetford. I don't use the online system, I prefer to speak to a person. I'd rather be able to pop in and book at reception. | 4 |
| 236865 | Watton Medical Practice | The receptionist was very good to me | It's ok here but I'm not someone who's always up here. They've been alright but it does depend who you get on the desk. Today the receptionist was very good to me. | 4 |
| 236863 | Watton Medical Practice | Receptionists are always helpful | Whenever I request an appointment for my children I always manage to get one and I'm always happy with the outcome of the plan. I've always had a good experience. I usually book online. I know they're really busy and the receptionists are always helpful. | 4 |

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| 236862 | Watton Medical Practice | They do a good job | I find it alright here, I've never had any problems. They always seem to do a good job. I'm not very good at computer things so I phone to book and you do have to wait. | 4 |
| 236861 | Watton Medical Practice | Everybody tries to be helpful | My appointment today was fine, the doctor's trying to work out what it is and I'm satisfied they're doing all they can. It's always difficult to book. I called yesterday at 8.30 on the dot and the message was that they're all taken. I booked today's on the internet. They do try, everybody is courteous and tried to be helpful. The phone system is a mess, the hold music is hideous. The online messages are out of date and it takes me ages to navigate the website. I'm learning but older people who aren't computer literate haven't got a chance! | 4 |
| 236859 | Watton Medical Practice | Don't think they could do anything better | They always do everything I want. Every time I've been it's been ok and I don't think they could do anything better. | 4 |
| 236858 | Watton Medical Practice | Never had a problem | My appointment was alright today with a doctor, I contacted online and got in today. They're good at everything, never had a problem. The only thing that could be better is if you could book online out of hours because it's difficult when you work. | 4 |

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| 236866 | Watton Medical Practice | Long wait for test results | I find it sometimes very difficult to get an appointment. I had to ring eight days in a row to try to talk to somebody. I was getting a message at 8am to say they're at full capacity. I tried to do it online but it also says full capacity. I had test results showing on the NHS App as abnormal and need to speak to doctor. It said on there 'patient informed' but nobody had contacted me. I had to call and ask. The receptionist couldn't tell me what the results were about and booked me for a phone appointment in four week's time, it was a bit worrying. | 3 |
| 236869 | Watton Medical Practice | We need another surgery | I've tried to book in person but I left the queue as they're too slow. I'm going to try on the phone. We need another surgery as there's so many people. | 2 |
| 236868 | Watton Medical Practice | Hopeless | They're hopeless. The receptionists talk too much and they're very slow. They chat too long to patients. It's a nightmare. You never see a doctor come out. Although there is one good doctor called Toby. | 2 |
| 236864 | Watton Medical Practice | Not good at all | They're not good at all. You can't get appointments, we try by phone. There's a long queue and then they're all gone. They don't very often see you in person, they do appointments over the phone. I've not been happy with what they've said in these phone appointments, I think they need to see us. | 2 |

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| 237863 | Watton Medical Practice | Cant get appointment | I can't make an appointment for my husband to get his hearing sorted, I've not been able to book in person on site. When I ring in the morning I can't get an appointment, you could be 25 in the queue. He can't have his hearing test until the ear infection is cleared up but I can't get an appointment. | 1 |
| 236870 | Watton Medical Practice | Zero stars | They're generally terrible, it's a joke. You book to see a GP and you get a physio or nurse practitioner who can't help you and say that you need to see a doctor! I'm going to go private because it's laughable. | 1 |
| 236857 | Watton Medical Practice | Never see the same GP, it erodes confidence | <p>9/10 times you don't get an appointment either by phone or online. A few weeks ago I was fobbed off with a paramedic after already having had four courses of antibiotics. It wasn't resolved and I had to use the out of hours service. You never see the same GP so it erodes confidence as you have to go over things. I had a phone appointment a few days ago which was cancelled, I was told the doctor hadn't turned up and there was nobody else to see. It was urgent but I was told I could see someone in two day's time. This appointment did go ahead but it didn't help the situation as I was in serious pain. I've been on some of my medication for around ten years and have never had a review. I've not asked for one but I will do.</p> <p>Several months ago I put a prescription in on a Thursday for two items. When I went to the pharmacy there was only one item. I spoke to reception and the other one was on a separate prescription which hadn't been signed. When it finally got done on the Monday the pharmacy was closed so I couldn't get it! I find it hard when you call here and people have lots of accents that are difficult to understand. The queue at the desk is constant as usually there's only one person on the desk.</p> | 1 |

Response from Watton Medical Practice

The practice would like to thank all patients who took part in the engagement for their feedback.