

Birchwood Medical Practice Feedback

April 2024

In April 2024 we visited Birchwood Medical Practice, a doctors' surgery in North Norfolk, to speak with patients about their experience with local health and social care services. From this visit we received 12 reviews for the practice. The reviews have an average star rating of 4.5 out of 5.

Healthwatch Norfolk Officers who visited the practice noted:

There is a small car park with a walkway up to a wheelchair accessible door, leading into a spacious waiting area via a foyer. During our visit the practice was busy, but several members of reception staff dealt swiftly with queues at the desk. There are health information boards in the waiting area.





Overall, patients we spoke to at the surgery were mostly happy with the care they were receiving at the practice and praised staff for looking after them. There were mixed experiences with making appointments, in particular long queues when trying to book telephone. Also mentioned was the small size of the carpark.

Note: The Practice Manager reports that since the Healthwatch visit, the practice has had a new telephone system installed which the Manager suggests has helped with the lengths of time waiting in telephone queues.

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

ID	Title	Review	Rating
238276	If you have a problem, they will sort it	It's brilliant. They always look after you well, no problems. If you have a problem, they will sort it.	5
238271	They are excellent	I've been a patient 25 years. They are excellent, no problems here. I hardly see doctors but the nurses are fine, they do everything I need. I must admit, I don't bother with the phone, I come in personally to make appointments. The parking though... there is no space!	5
238266	It's just fantastic	I've been here 16 years, it's brilliant. The service, the people; all happy and helpful. The communication is very good. I get a reminder email when I'm due an appointment. I think it's just fantastic.	5
238265	They understand the needs of children with disabilities	It's all brilliant, I'm really happy. I have three young children and we're in and out all the time. They understand the needs of children with disabilities. Everyone is nice on the phone. The communication is good. Everything the surgery need to know from the Norfolk and Norwich Hospital, they know. I can't think of any improvements, it's all really positive.	5
238264	A very good experience today	A very good experience today. I saw a doctor. The communication is pretty good. It can be very busy. If you call on a Monday it can be a long wait. The rest of the week is okay.	5

238263	The communication is first class here	It's okay, no problems. My appointment was on time; I didn't have to wait. The communication is first class here. The parking could be a little better.	5
238262	It all happens quite quickly	Brilliant! Excellent! Getting appointments and results, it all happens quite quickly here. They call to invite you for appointments. There are no improvements I can think of.	5
238259	Everything has been fine here	Everything has been fine here, no complaints.	5
238261	Waiting times are long on the phone	Great, no waiting or queuing. Waiting times are long on the phone.	4
238260	Absolutely fine	Fine. The communication is good. It was the same as it ever is here; absolutely fine.	4
238269	It takes too long to get through	I have been with the surgery for 45 years. It's fantastic. I've been there twice a week for the last seven months. The nurses are absolutely brilliant. I get treated well, it's very efficient. However, the communication is iffy. I think it takes too long to get through. They should have someone on reception who is qualified to triage.	3

238267	We always struggle to get an appointment	We have been patients here for 28 years. It's busy. We always struggle to get an appointment. You can't get through on the phone; we have to come in person to book. The care is good, no quibbles there. The reception staff are nice. The carpark could be doubled.	3
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