

Wymondham Medical Partnership Feedback

April 2024

In April 2024 we visited Wymondham Medical Partnership, a doctors' surgery in South Norfolk, to speak with patients about their experience with local health and social care services. From this visit we received 25 reviews for the practice. The reviews have an average star rating of 4.4 out of five.

Healthwatch Norfolk Officers who visited Wymondham Medical Partnership noted:

A new screen for people to sign in for their appointments was being installed. One patient commented they were happy as this would reduce the queue length at reception although queues were dealt with quickly whilst we were there.

There is clear signage throughout the building and plants which create a nice atmosphere.

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 through the telephone.

Response from Wymondham Medical Partnership

We would like to thank all of our patients for their feedback, which we will use to continue to monitor and improve the service provision we offer.

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

ID	Title	Review	Rating
236746	Reception team always very good	I find it difficult to book online so gave up and came down here this morning and got an appointment for this afternoon. The reception team are always very good. It can be a long wait on the phone.	5
236741	They look after me well	I have to come here twice a week and have never had any problems, no one at all! They look after me well.	5
236755	Always very good	This isn't my surgery, I only come here for micro suction on my ears, I have been coming here for 12 years and it has always been very good. The nurse is great and writes down the date I need to call to make my next appointment so I don't miss out. Everyone is really friendly on reception.	5
236754	Without them I wouldn't be here	The medical support is good. I never have a problem getting an appointment, I use the online form and if you fill correctly you can get an appointment. It can be a long wait on the phone. But I sent a form in at 7.30am, got a call back at 7.50am and an appointment at 9.30am The reception team are fine but they can get snowed under. I was taken ill 6 years ago and without them I wouldn't be here.	5

236410	Lovely people here	There's no issues, they're great. They've been monitoring my conditions for a long time and I'm happy with it. They call or email to let me know if it's time to book in. I booked this appointment online. Lovely people here. The only thing is if you miss the online form you can't get through on the phone, you have to come in to book.	5
236409	Six stars!	It's always good here. I've been to several over the years and this is the best I've been to. Phoning for an appointment can be a hassle and not cheap on pay-as-you-go phones, but I came in today and got one for tomorrow.	5
236395	It's always good	My appointment went better than I thought as I got some good news! I don't come often but it's always good.	5
236393	Overall good	My nurse appointment was fine, they're overall good.	5
236444	Really good	They're really good. I'm always able to get an appointment when needed by using the online forms, it's too hard to wait on the phone. I love Dr. Baker, she's great.	5
236441	Absolutely brilliant	I came in to get a copy of my medication which they dealt with straight away. They're absolutely brilliant, can't fault them. I came in once with abnormal blood pressure, saw a GP within ten minutes and had an ECG that afternoon.	5

236437	I'm very happy overall	My last appointment was fine, it was with a doctor. I called and got through ok, I was number six in the queue so not too bad. I can see my named GP if I need to. I know it's a busy practice but I'm very happy overall. They manage my medication well and they're thorough on phone appointments.	5
236748	Always very helpful on reception	I think they are very helpful on reception. If I manage to see my named doctor he is very understanding and patient. All the doctors are good but I prefer to see my own. I was feeling unwell had no appointment but walked in and got an appointment within 20 minutes. Sometimes there is a wait after you appointment time but it's understandable they need to write up after they have seen someone and if they have overrun then it takes time. I struggle with the text bookings but they are very helpful when I come in.	4
236747	Once in, they are good	They try and find out your problems and sort them out. It can be a struggle to get an appointment but once in they are good.	4
236744	When you get in it's very good	When you can get an appointment it is very good, but getting one is hard. You can't wake up ill and get an appointment on the same day. But when you are in it is very good. The reception team have got a lot better, they don't seem to ask as many questions. I normally phone but it can be a long wait but it has got better.	4

236743	They have been on the ball	<p>Since my Mum has been moved into assisted living they have been on the ball with her care. They come out and do routine checks and if I think something is wrong they come out and check on her. Both nurses and doctors go to the home to check on her and they are just genuinely very good.</p> <p>Everyone that has seen her has been caring.</p> <p>I normally come in the practice rather than phoning as there can be a long wait on the phone.</p>	4
236742	The reception team are outstanding	<p>I have always been able to make an appointment when I have needed to. One time they did suggest the pharmacy but when the pharmacist said I need to see a doctor they got me straight in. I find the reception team outstanding.</p> <p>I find they listen to you when you have an appointment and on the whole they have been brilliant.</p> <p>I did see one doctor who had no bedside manner but the rest have been fine. I don't get to see my own doctor which is a shame and this time I asked for a double appointment as I had two issues but was only booked in for one.</p> <p>They make the referrals they need to and once you are in the system you are well looked after.</p>	4

236408	Hard to be seen face-to-face	Very good appointment this week, it was on a Saturday. I had been told to use the pharmacy for advice but they couldn't help. I came back in, spoke to reception and they got me in for the following day. Getting an appointment could be a lot better, it's hard to be seen face-to-face. I have managed to see my named doctor a few times recently and she's overseeing my care but I think it's luck more than on purpose.	4
236392	Never have problems	It was great, I never have any problems. I came to see the pharmacist and got seen straight away.	4
236448	You get looked after	I had a good experience with the doctor and diabetic nurse. I came in with concerns about eight weeks ago and I've got a few different appointments already booked in, and I've been diagnosed. The only way to get appointments is to go in person, that's the best way. If you go in you get looked after. Always had good doctors here.	4
236447	The people are nice	My appointment today was routine which they book for me. Had no problems at all, the people are nice, they have a laugh and a joke.	4
236446	Very satisfied	I had an excellent appointment. The nurse is so efficient, always on time, extremely good - I'm very satisfied. Phoning here is terrible though, it's difficult to know the best time to call.	4
236445	Staff are absolutely lovely	I use the surgery on a regular basis and they're fifty times better than my old one! The staff are absolutely lovely, they've been absolutely brilliant. It's difficult to get appointments but that's life.	4

236443	Impossible to see your own doctor	They are good but it's impossible to see your own doctor which does make a difference as they know your history. I saw one I didn't know who wasn't concerned about my symptoms. When I saw my own doctor to check he sent me for scans as he knew my history.	4
236442	I was pleasantly surprised	I'm working with the mental health workers. They take their time in the appointments, I was pleasantly surprised that I was given time to talk properly. Some of the advice wasn't useful as it was about services out of the area but they've been really friendly and easy to talk to.	4
236399	Sometimes hard to get in but quality advice	It's different on different days. Sometimes you get in straight away, sometimes it's weeks. The queue at reception can be very busy. One time I was late for my appointment because of it. You can't call and book an appointment in the morning as the queue is too long so I call later in the day. When you do get to see a doctor they're brilliant - lots of help and quality advice. You see different ones but they're all good. The receptionists are very nice, very patient and very helpful.	3