

# Brundall Medical Centre Feedback

## April 2024

In April 2024 we visited Brundall Medical Centre, a doctors' surgery in North Norfolk, to speak with patients about their experiences with local health and social care services. From this visit we received 21 reviews for the practice. The reviews have an average star rating of 4.6 out of 5.

Healthwatch Norfolk Officers who visited the practice noted:

Brundall Medical Centre has a small car park. From the parking area there is a slope upwards to some sliding, accessible doors. The waiting area is spacious and there are several health information boards around the walls, including information about the Patient Participation Group for the surgery.





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. One person we spoke to mentioned difficulties using their wheelchair on the slope up to the entrance. Issues with parking were also mentioned, especially around school start and end times.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Title	Review	Rating
238192	Excellent	Excellent, it was very quick. Also, I didn't have to wait. Communication is generally good. It takes a while on the phone in the morning.	5
238188	It all went really well	It's a fine experience. Nice nurses. I was in and out before my appointment time. I get texts with reminders. It all went really well.	5
238187	It's very pleasant	You can always see someone. It's very pleasant. I'm always listened to, we're lucky here. No complaints.	5
238186	Just what I needed	It's very good. I saw the wellbeing practitioner. Very good, just what I needed. It's nice to have someone who isn't a relative or friend to talk to. The communication is very good. I use the NHS app no problem, although I don't find the app as easy for hospital stuff. The only thing is the limited parking at times. I've got no problems with the surgery.	5
238185	All the staff are friendly	I'm treated with courtesy. The communication is very good here. I normally telephone and it used to be much longer to wait. All the staff are friendly.	5

238183	We're very lucky here	Really brilliant, we're very lucky here.	5
238182	It's a fine experience	I've been here 30 years. It's a fine experience. I know everyone here so I feel comfortable. Most of the time I see the same person. The communication is fine. Parking can be an issue at school drop off time.	5
238181	Lovely staff, lovely nurses	I've been with the practice for 30 years. It was fine today. Lovely staff, lovely nurses. I've never had a problem.	5
237184	It went as well as I thought it would	Today I saw Emma, a healthcare practitioner, for a blood test. The appointment went as well as I thought it would as the staff are always very pleasant. I was even able to bring my appointment forward which is great.	5
237183	I can't fault them!	We're very lucky here because the surgery is excellent! They are very proactive with health checks and keeping on top of issues. They get in touch with me when my blood pressure needs checking so I don't have to think about it myself.	5

237175	Painless and efficient service	<p>I came for a blood test which I was very worried about. I was seen on time by a nurse who really put me at ease. She distracted me so well that I did not notice what she was doing. It was painless!</p> <p>I tried to book online today but could not find a way to do it so I called.</p>	5
237170	Staff are excellent	<p>I rang up the surgery and was given an appointment that same morning. Within half an hour I saw a nurse practitioner and collected my antibiotics from the pharmacy. Staff are excellent!</p> <p>Parking is a bit hit and miss though, especially getting in and out of the carpark at peak times.</p>	5
237167	They look after me well	<p>The surgery provides an excellent service. I can usually be seen on the day if I call around 8.30am. If I need a follow-up appointment, then I call reception in the afternoon and they let me know when my doctor is available. They look after me well.</p> <p>I also get a call from the pharmacy when it is time to collect my repeat prescription, and this works well for me.</p>	5
237164	Going above and beyond	<p>I have been a patient at the surgery since I was born and I think that it is always brilliant. I can't fault the pharmacy either: they call me when my prescription is ready to be collected so I don't have to worry about it myself. We're very lucky!</p>	5

237162	Always punctual	I think that the surgery and the prescription service are very good. The receptionist always fits you in to see the doctor, appointments run on time and my prescriptions are always ready when I need to collect them. Maybe it would be nice if there were more doctors to take the pressure off.	5
237161	Very attentive and kind staff	I managed to get an appointment very quickly and saw my usual doctor. My questions were answered, and the doctor was very good talking to me about next steps. The staff at the reception desk were very kind so I did not feel on edge.	5
237157	I always get an appointment on the day	I have been coming to the surgery for many years now. I always get an appointment on the day when I ring early. This morning, I was 26th in the queue to talk to the receptionist and 20 minutes later I was given an appointment. I think that's pretty good! You also get the choice of having a face-to-face or a phone appointment and this makes me feel that I am in control. Doctors have changed a lot recently. It would be nice to know which are locums.	5

238190	Today it's been very good	Today it's been very good. I've seen the mental health nurse, and she was very good. If you want an appointment, you must ring early. The NHS app is good for reminders. The reception staff are great. They know me and they are always very good and professional. The new doctor has been very good. The only thing that could be improved is more doctors and more appointments.	4
237159	Brilliant surgery	I called this morning at 8.30am and was given an appointment for 10.30am. As it is usually the case, I saw the person I wanted to see. The nurse practitioner was very friendly and talked me through some options. You also get very good advice from reception and support for booking follow-up appointments. Not the surgery's fault but unfortunately referrals do take time...	4
237158	Parking is not disabled friendly	Today I came in for a blood test and both nurses (one was a student) were friendly and knew what they were doing. I am in a wheelchair, and I think that parking here is not disabled friendly. My wife really struggles pushing me up the slope to the main entrance.	3
238189	The waiting list was endless.	I found it hard to get an appointment here for my particular issue. The waiting list was endless. I was a bit disappointed with the nurse.	2

