

# Lenwade Surgery

# Feedback

## May 2024

In May 2024 we visited Lenwade Surgery to speak with patients about their experience with this service. This doctor's surgery in the parish of Great Witchingham, Norfolk is part of Mattishall and Lenwade Surgeries. From this visit we received 9 reviews for the practice. The reviews have an average star rating of 4.4 out of 5.



Overall, patients were satisfied with their care at the surgery. The doctors were described as “*very good*” and the receptionist “*fantastic*”.

One person said they'd like advanced availability for appointments, not just 'same day' slots, however another patient told us they regularly book ahead. Electronic prescriptions and the ability to book appointments online were suggested as options to increase convenience for patients.

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	Service	Title	Review	Rating
238597	Lenwade Surgery	Better than before	It's better than before because they have two days where they're open in the afternoon. The doctor I see is very good and I don't know her name but the lady in reception is very helpful. Maybe one thing to do better would be to also open on Wednesday afternoons as there's more people in Lenwade now and it would be better for when things are urgent.	5
238595	Lenwade Surgery	Absolutely cracking	The staff are lovely, excellent. The car park's just been done which is an improvement but could have been bigger although this isn't a complaint. Absolutely cracking, first class!	5
238524	Lenwade Surgery	Fantastic	Very very good. Remarkable, I just walked straight in and the doctor was there in 2 or 3 minutes. I had a good consultation, everything was explained clearly. Fantastic. Getting an appointment can cause stress so coming to Lenwade was good because it was nice and quiet and less stressful. No panic, no rush and very understanding.	5

238522	Lenwade Surgery	All fine	Everything is fine, I've been using the surgery for years. Does everything it says on the tin.	5
238465	Lenwade Surgery	Very good	It's alright, the doctor was very good.	5
238601	Lenwade Surgery	The doctor takes extra care	The doctor in there is amazing, always takes extra care. The receptionist is also fantastic. My only gripe is that you can only book 'on the day' appointments which affects work. Generally I'm very happy. I get the majority of my appointments here, occasionally Mattishall but I'm ok with that.	4
238599	Lenwade Surgery	I can usually get an appointment	On the whole I can usually get an appointment because I'm happy to book ahead and I can go to either surgery. Nothing I can think of to improve.	4

238523	Lenwade Surgery	Very good	Very good. Polite staff and excellent health care. The ease of getting appointments could be improved. Booking online would be a good option, I prefer to be able to do that.	4
238598	Lenwade Surgery	Electronic prescriptions would be better	The main issue I have is that they won't do a prescription to be collected elsewhere. It's really difficult to keep coming in so electronic prescriptions would be better. The best way to book appointments is to come in. You can tell they're busy and under pressure but they're always really polite.	3