

Ludham and Stalham Green Feedback

April and June 2024

In April 2024 we visited Stalham Green, a doctors' surgery in North Norfolk, to speak with patients about their experiences with local health and social care services. Each patient gave a star rating. In June 2024 we visited Ludham, the second surgery of the partnership. From these visits we received 10 reviews for Stalham Green (with an average star rating of 4.2) and 9 reviews for Ludham (with an average star rating of 4.6).

Healthwatch Norfolk Officers noted:

Stalham Green Surgery has a reasonably sized car park. This leads to a ramp up to accessible doors. Inside the small foyer are information boards about local services and the surgery's Patient Participation Group. The waiting room appeared bright and clean.



Ludham Surgery is a smaller size with car parking leading to steps and a ramp. There is an accessible. The waiting room felt a little cramped but seemed clean and welcoming. Inside there is a community noticeboard.



Patients at Ludham Surgery praised staff as being attentive, caring and responsive.

Patients at Stalham Green Surgery praised doctors as fantastic but some expressed dissatisfaction at the waiting times when calling the surgery by telephone.

Overall, patients we spoke to at the two surgeries were mostly happy with the care they were receiving and praised staff for looking after them. There were mixed experiences with making appointments, including some dissatisfaction with online booking and wait times when telephoning.

The Practice Manager has added the following comment.

“The only thing to point out in response to the issue with waiting on the phone is that we now have a “call back” facility so the patient can choose option 8 and then hang up, their place in the queue will be held and we will automatically call them back (3 times) when they are first in the queue.”

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

| ID | Title | Review | Rating |
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| 240266 | Patient with patients! | <i>Ludham Surgery</i> Oh, it's brilliant. Attentive, caring, can't do enough for you. The staff here are always lovely and understanding and caring. Doctors are very thorough and very... patient with patients! Today there was just seamlessness. It's consistency. They go the extra mile. I've been looked after here. | 5 |
| 240264 | They're easy to talk to | <i>Ludham Surgery</i> Very good! They're easy to talk to. I can always get an appointment when needed. The wait time works for me. No improvements that I can think of. I see different doctors but they're brilliant. | 5 |
| 240263 | We're very lucky here | <i>Ludham Surgery</i> It's all very good. I'm always seen when required and never have to wait. You can always get an appointment; we're very lucky here. | 5 |
| 240260 | We need more doctors | <i>Ludham Surgery</i> It's been my surgery for 55 years and I've seen doctors come and go. We need more doctors and a bigger building! | 5 |
| 240258 | Quick and easy! | <i>Ludham Surgery</i> It's fine, quick and easy! | 5 |
| 240249 | They've been fine | <i>Ludham Surgery</i> They've been fine. They are always about, there is always someone to see you. | 5 |
| 240248 | Absolutely excellent | <i>Ludham Surgery</i> Absolutely excellent. They are responsive, you don't get forgotten. I get emails from the surgery and texts about appointments. I can't think of any improvements. I think we're incredibly fortunate here. | 5 |

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| 240252 | Excellent! | <i>Ludham Surgery</i> Excellent! Straight in, no hanging around. Not a problem getting an appointment. | 4 |
| 240257 | Trying to get appointments isn't as easy | <i>Ludham Surgery</i> It's gone down. Trying to get appointments isn't as easy as it was once. They expect everything to be done online now which I don't like really. | 3 |
| 238000 | The doctor I see is fantastic | <i>Stalham Green</i> Ten years a patient. The doctor I see is fantastic. She is how doctors used to be. She doesn't rush, she talks to you. She is very easy to get on with and she has a sense of humour. I don't like to go online to get an appointment and I don't like to tell reception what I think is wrong with me. When you call in it's not too bad. On the whole they really are very nice. | 5 |
| 237999 | It's good | <i>Stalham Green</i> I've been a patient here 20 years. It's good. The communication is okay and it's okay to get an appointment. There are no improvements I can think of. | 5 |
| 237996 | Generally, pretty good! | <i>Stalham Green</i> Patient since 1968. They've been fine. It's nice to be back to normal. You can't just ring for an appointment; you have to wait for a call back to confirm. The communication is pretty good here. Reception is pretty good. Generally, pretty good! | 5 |
| 237994 | Good experiences | <i>Stalham Green</i> 28 years here. Good experiences. Good communication but it would be good not to have so much Coronavirus information on the recording when you ring in. | 5 |

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| 237989 | We're very well looked after | <i>Stalham Green</i> I've been here 26 years. My experiences have been very good but in the latter months it has been very busy. Communication is good. Sometimes there is a telephone queue but you just wait. I left a message yesterday and they called me back at 08:15 this morning which I was very impressed by. I'm happy with the surgery. We're very well looked after. | 5 |
| 237986 | We're satisfied | <i>Stalham Green</i> We've been with the surgery about a month. We're satisfied. It's quite good. Communication has been good. Sometimes it's a little confusing as to whether to pick up medication from here or Boots. There's not really anything else we can think of to improve. | 5 |
| 237997 | I can't really say I've had any problems | <i>Stalham Green</i> They don't tend to get my prescription correct. I usually telephone at 09:30 and I'm usually in a queue. I don't call any later, it's not good. Reception is fair, not great. I can't really say I've had any problems with my treatment here. | 4 |
| 237987 | The pharmacy here is second to none | <i>Stalham Green</i> I have been a patient for two years. The pharmacy here is second to none. I guess they are a busy surgery, but it seems incredibly difficult to see a doctor. I've seen lots of nurses. I'm not online which is a bit of a problem. Calling in on the phone takes a while. | 4 |
| 237984 | They are normally superb | <i>Stalham Green</i> They are normally superb but today they are running an hour late and I work seven days a week. It was fine getting an appointment. | 3 |

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| 237985 | The communication is fine... | <i>Stalham Green</i> I have been a patient over 50 years. I arranged my appointment online. The communication is fine. It's just that the wait this morning (16/4/24) hasn't really been acceptable. I have waited an hour and a half. It should be within five or ten minutes. It is not fair on my husband who has been waiting such a long time in the car park. | 1 |
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