

# Mattishall Surgery

# Feedback

## May 2024

In May 2024 we visited Mattishall Surgery to speak with patients about their experience with this service. This doctor's surgery in central Norfolk is part of Mattishall and Lenwade Surgeries. From this visit we received 18 reviews for the practice. The reviews have an average star rating of 3.6 out of 5.

Healthwatch Norfolk Officers who visited Mattishall Surgery noted:



The car park appeared difficult to navigate during the busiest times. There was limited space for pedestrians to safely avoid moving vehicles and several drivers opted to reverse their cars out onto the road when leaving.

Overall, some people told us they can access appointments easily whereas a greater number of patients said it's difficult; it's not always possible to book same day appointments and there are long queues on the phone line. It was suggested larger premises are required. Another patient recommendation was to open ahead of the first appointment of the day to prevent a backlog.

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
238591	Mattishall Surgery	Spot on!	They're excellent, the doctor listened to what I needed and is helping me cut down my medication. You can't get any better than just one minute late, that's spot on!	5
238587	Mattishall Surgery	Fabulous	Fabulous! I was referred for an MRI, it was dealt with quickly. Brilliant, can't fault it.	5
238452	Mattishall Surgery	A lovely practice	The doctors are brilliant here, I can't fault them. It's a lovely practice	5
238423	Mattishall Surgery	Always been good	It's been brilliant. The doctor chased something up three times for me to get me into the TIA clinic. Very helpful, they've always been good.	5

238600	Mattishall Surgery	They open the same time as the first appointment	I sometimes go to Mattishall (registered at Lenwade) and I've tended to have the first appointment of the day but it's already running late as the doors open the same time as the appointment. It would make more sense to already be open before patients come in so they're ready to see people. The implication is that the patient's time isn't as valuable as the doctors.	4
238593	Mattishall Surgery	All the doctors are nice	I was not diagnosed properly with a heart condition however all the doctors are nice. They've got it right now after a bit of a battle and I got an apology. It puts pressure on you when you have to fight to get the right help and medicine.	4
238592	Mattishall Surgery	Need a bigger surgery	The blood test today was fine but took too long to come through, over two weeks. The lady who did it was lovely. It was fine with the doctor too - she told me to have the blood test and she got me an appointment for an MRI. The doctors and nurses are fine but trying to get an appointment is frustrating. They need a bigger surgery.	4

238580	Mattishall Surgery	Things are slowly improving	<p>I'm a PPG member and things are slowly improving; they've been making changes people have suggested like moving the layout of the waiting room to make it more accessible. There's too much information in there though! We'd like to see something done about people who regularly don't turn up for appointments. It's a hard thing to deal with but something needs doing. Maybe info in the waiting area about that and the PPG. We've got wonderful doctors but I think they and the admin staff are overwhelmed.</p>	4
238435	Mattishall Surgery	No problems	<p>It's all okay, I've got no problems. I get appointments when I want. There needs to be a bigger car park though.</p>	4
238425	Mattishall Surgery	Difficult to get an appointment	<p>It's quite difficult to get an appointment. You can phone up on the day and then you're lucky if you get one. For a routine appointment I had to wait 5 weeks. They're doing their job under difficult circumstances though. The surgery needs a bigger premises.</p>	4

238419	Mattishall Surgery	No complaints	I can come in and make appointments, I can speak to someone face to face and explain what I need. Considering all the pressure they're under they're very good.	4
238584	Mattishall Surgery	I don't have problems seeing anybody	I don't seem to have any problems seeing anybody here. I've not been well lately and everything's gone smoothly. I've booked to see a named doctor in July however I got an urgent appointment the other week within five minutes. They gave me a letter to take to hospital for fast-track, my husband drove but they were going to call me an ambulance.	3

238578	Mattishall Surgery	The focus is on niceties not patient care	<p>They're telling people you have to drive down and queue outside to get a same day appointment. I've done this and there's no guarantee you get one. There's an issue with patient confidentiality, you have to give your name, address, date of birth and also details of why you want to be seen in front of other patients. There is a law about this. There's some very nice and dedicated doctors but the focus of management is on the niceties instead of the clinical. Patient care and appointment accessibility are the important things. The medical care when you do get there is excellent but the organisation isn't there to provide that access in a timely way.</p>	3
238518	Mattishall Surgery	Hard to get an appointment	<p>It has improved over the last few months, but it's still difficult to get an appointment. There's a long wait on the phone queue and when you get through there's no appointments and if I go in to the surgery there's no appointments either. I think you should be able to book online, there should be a mixture of ways for people to book appointments.</p>	3

238461	Mattishall Surgery	It's changed a lot	I've been here since 1974, it has changed a lot but not for the good. Access to doctors is not as good. I used to be able to walk in and make an appointment. I was seriously ill not too long ago and they dealt with me very well though. I'm not happy about having to do my own blood pressure monitoring now, I used to come in and have it done by a nurse.	3
238420	Mattishall Surgery	Never seen a doctor	We've been with the surgery 6 or 7 years and we've never seen a doctor, only nurse practitioners. I have spoken to a doctor over the phone but not face to face. When we joined the practice we weren't seen by anyone. I do understand it's very busy. I phoned up for my husband due to a cancer scare and couldn't see a doctor, it was a nurse practitioner. I understand but it can be frustrating. They've lovely over the phone	3

238586	Mattishall Surgery	Very disappointing	<p>My recent appointments were hopeless. They had to make an urgent appointment for me to see a cardiologist, after a month I rang the hospital and they hadn't received it. When I queried it here, it had been sent to the wrong email! So I had to go back to stage one and wait another three weeks. You always have to double check here whatever they do, so bad in general. Reception staff just get busy chatting amongst themselves while you stand and wait, I haven't had good experiences here in a long while. It's very disappointing that they don't seem to have got the hang of it. I'd like to be able to ring and get an appointment, you're 20th in the queue and can get cut off. You can come in to book but that's not always possible.</p>	1
238463	Mattishall Surgery	Couldn't get an appointment	<p>I rang for an appointment because I couldn't breathe and was told that there was no appointments and to ring at half 8 the next morning. I wasn't happy. I called an ambulance in the end and they came within 10 minutes. It turns out I had a pulmonary embolism and I was kept in for a week.</p>	1



