

# Swan Lane Surgery

## Feedback

### May 2024

In May 2024 we visited Swan Lane Surgery to speak with patients about their experience with this service. This doctor's surgery in South Norfolk is part of the Long Stratton Medical Partnership. From this visit we received 12 reviews for the practice. The reviews have an average star rating of 4.3 out of 5.

Healthwatch Norfolk Officers who visited Swan Lane Surgery noted:



The surgery has recently completed refurbishment of the waiting area and an extension which has resulted in a greater number of clinical rooms and a dedicated nursing wing. Parking spaces are planned to be increased although this work had not taken place at the time of our visit.

Overall, most patients we spoke to noted positive interactions with staff and awarded the service four or five stars out of five. The surgery was described as *"the best place to be when you're ill"* and *"first class"*.

Some patients said they can get appointments when required however others told us it can be difficult to book in. A need for more disabled parking spaces was highlighted and this was acknowledged

on the day by the Practice Manager who told us more will be available once the car park renovation is complete. One patient let us know they are reluctant to engage with the service as they no longer trust their GP and have been unable to register with a different doctor.

## Response from Wymondham Medical Partnership

We would like to thank our patients for the feedback received in the recent visit from Healthwatch. We have taken on board the points raised and will be taking action to correct where possible / necessary. As specific items were raised about car parking we can reassure our patients that our landlords have this in hand. New lines are going to be marked, the tarmac will be patched to improve the potholes, and there will be an extra disabled space added as requested.

We are very conscious that capacity and demand is an issue, and we are doing all that we can, within our financial constraints, to recruit and provide the best service to all of our patients. We have a lovely extended surgery here and, as our population grows, we will be able to look at expanding our clinical team with the funding generated.

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
237974	Swan Lane Surgery	Very helpful	Very efficient. I saw the social prescriber Sam who is going to help us get a grant for a wet room. Very helpful. For appointments we always get seen. The surface of the car park needs re-doing though. It has holes and it could be hard for someone with a walking stick.	5
237973	Swan Lane Surgery	Excellent every time	It's excellent every time we come. I rang for my husband and he was seen the same day. Staff are kind and helpful and I can always get appointments. It's the best place to be when you're ill.	5
237972	Swan Lane Surgery	Nice staff	Lovely. The doctors are very nice, the staff are nice, It's clean and tidy. Can't make it better than it is.	5
237768	Swan Lane Surgery	Absolutely superb	They're excellent - a really lovely surgery. Dr. Nelson is fantastic and all the staff are lovely. They have a great system of triaging to the right practitioner. Absolutely superb!	5
237767	Swan Lane Surgery	Get seen on the same day	They're quite organised and you get seen on the same day, I usually phone up. They've been good with going in-depth with what is needed and making referrals.	5

237766	Swan Lane Surgery	Always very good	They're always very good. They're helpful and do what they can.	5
237774	Swan Lane Surgery	Dr. Nelson saved me	I used to say it was brilliant but the new way of booking appointments early in the morning can be a nightmare. But, I've had first class service and Dr. Nelson has saved me twice. One time she ran a blood test which found something serious, and another time sent me to A&E. Because things were spotted both times I was saved.	5
237773	Swan Lane Surgery	The doctor's always very nice	It was good today. I have regular checks with the doctor and she's always very nice. I did have a problem in the past where I was getting lots of different doctors and this is a problem because I've got long-term health conditions. However, I spoke to them and asked for this to be changed and it was.	5
237971	Swan Lane Surgery	Excellent	Excellent, they're very helpful. Booking long term appointments can be difficult, it took me 3 attempts to see my GP who had actually requested to see me. Otherwise it's great, it's just getting the initial appointment.	4

237771	Swan Lane Surgery	Absolutely brilliant today	It depends on who you see! It was absolutely brilliant today. It's a good surgery that's got some good people in it - the nurses are brilliant, they're excellent. They have a lot of doctors who work here for a few months and then leave but I suppose that's to do with their training. They have 'thinking' people here and that's good. I like the doctor I see now and I can ask for him by name. The partners that I know of are also good.	4
237975	Swan Lane Surgery	Disabled parking	There needs to be more disabled spaces, there's only 2. Or maybe a disabled loading and unloading bay.	3
237770	Swan Lane Surgery	Not a very caring doctors	It's crap. I've got cancer and a terminal illness and I don't get continuity. I'd been going every six weeks with UTIs, kept getting given antibiotics and nothing was picked up. Turns out I had stage 3 bladder cancer, if it had been stage 4 I'd be dead. This has ruined my life, I had to stop working and the cancer treatment was awful. I avoid coming here and use the hospital consultants instead although they've told me to see my GP to get anti-sickness tablets as I have side effects from a treatment I'm on. I can't deal with trying to get seen and I don't trust the doctor who missed my cancer. I asked to change GPs and was told to fill in a form and explain why which isn't right. I didn't do it as I'm fed up. If I could see the doctor my husband has then I'd come in and get the medication for my sickness. The nurse practitioners are very nice but they're not a very caring doctors.	1