

Toftwood Medical Centre Feedback

May 2024

In May 2024 we visited Toftwood Medical Centre to speak with patients about their experiences with this service. The doctor's surgery in South Norfolk is part of the Elmham Group of Practices. From this visit we received 15 reviews for the practice. The reviews have an average star rating of 4.6 out of 5.

Healthwatch Norfolk Officers who visited Toftwood Medical Centre noted:

The practice manager told us a new phone system had been implemented which they hoped would improve patient experience. Some patients told us, unprompted, that they do prefer the new system.



Overall, patients told us they appreciate not feeling rushed during appointments, staff are *"professional"* and *"friendly and polite."*

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

ID	Service	Title	Review	Rating
238964	Toftwood Medical Centre	I can't fault them	I'd come in for a blood test earlier this morning and had another problem needing to be looked at and they've booked me in later today. I've never failed to get an appointment. People complain but I think they're fantastic, I can't fault them. They're lovely!	5
238963	Toftwood Medical Centre	It feels human rather than clinical	Very good today, I saw a doctor. I never feel rushed. I can give lots of information and I'm listened to and it's acted upon. It feels human rather than clinical. When you ring in the morning it tells you to press option eight and they'll call you back. It's not clear if that means you lose your place in the queue so some information on that would be helpful.	5

238957	Toftwood Medical Centre	Can't speak highly enough of them	It's great, I saw Edwina two weeks ago and she's got me a hospital appointment tomorrow. I think they're great. Over the years I've had bits and pieces of medical things and they've always been professional and got me seen quickly. I've been with them 25 years and can't speak highly enough of them.	5
238953	Toftwood Medical Centre	Staff always friendly and polite	It was good today, it normally is. The staff are always friendly and polite, they explain everything they're doing. It's hard to get through on the phone to book on the day but I know that's common across the country. I'm not comfortable sending photos of my body parts, I'd rather see somebody but I don't use the service that often.	5
238952	Toftwood Medical Centre	The nurse was brilliant	The nurse was brilliant - very caring, took her time and had patience. She cleaned me up. It was easy enough to get an appointment, I've always managed to get in when I need one.	5

239066	Toftwood Medical Centre	Very efficient	They are quick and very efficient. They always help and all is good. I can call to make appointments and never have any problems.	5
239070	Toftwood Medical Centre	The phones are now good.	It's brilliant, especially lately, the phones are now good. You used to have to wait for them to answer the phone, now they ring you back. It's a big step forward. The staff are good, the doctors and the nurses. I have no complaints.	5
239076	Toftwood Medical Centre	I think it's a good surgery	It was easy to get an appointment and the person on the phone is always nice. All the staff are really nice. I came today and it's all been good, I booked an appointment a couple of days ago. It can be difficult to book appointments in advance as they are usually booked up.	5
239079	Toftwood Medical Centre	Always efficient, friendly and helpful	The surgery is really good. It is always efficient, friendly and helpful. The phone is now better, there is a queueing system which is good as you know where you are in the queue. I also got a quick appointment.	5

239095	Toftwood Medical Centre	It seems really easy here	I only come about once a year but it always seems really easy here. There can be some issues around getting an appointment and waiting on the phone but the staff are always polite. I am always seen and there are options around who you see. I can see a doctor or a nurse.	5
239064	Toftwood Medical Centre	It's got better over the last couple of months	Overall its generally good and I would have said 4 out of 5 but sometimes it's difficult to get to see a doctor. I've seen the nurse and she is very good but sometimes I would like to see the doctor. The nurse was very good, she doesn't rush you and takes her time with you. It has got better over the last couple of months as before you just got a phone call.	4
238962	Toftwood Medical Centre	Appointment system has improved	My appointment today was brilliant. I like the doctor, he's very thorough. They've always been good, I've got no complaints. They've arranged a better appointment system as you can be in a queue when you call instead of having to ring and hang up. A definite improvement.	4

238958	Toftwood Medical Centre	Always welcoming	Had my blood taken with a lovely nurse. I don't come often but they're always welcoming. The receptionists are always friendly. You can have friendly chats with all the staff.	4
238955	Toftwood Medical Centre	I'm happy	We've been to nine pharmacies and there's a national shortage of the medication so the surgery is trying to find an alternative. I'm happy with how they're handling it.	4
238954	Toftwood Medical Centre	You're not rushed	Very good today, he's such a kind nurse and he's got time for you. You're not rushed. The phone system isn't very good to book appointments. You're in a queue and when you get through they're gone. You can press to be called back but you don't get called back. It doesn't work. I like to see my own doctor, I don't like different ones, but you can't see them as they're at the other surgery. I like to stick to my own as they know me.	3

