

Chet Valley Medical Practice Feedback

June 2024

In June 2024 we visited Chet Valley Medical Practice to speak with patients about their experiences with this service. This doctor's surgery is in the town of Loddon, South Norfolk. From this visit we received 22 reviews for the practice. The reviews have an average star rating of 4.2 out of 5.

Healthwatch Norfolk Officers who visited Chet Valley Medical Practice noted:



The waiting area was spacious and bright with lots of seating available. It was clear which queue was for the reception desk and the dispensary, which operated a ticketed system.

Overall, many patients we spoke to were happy with the treatment received and described staff as "helpful".

Response from Chet Valley Medical Practice

On behalf of Chet Valley, I thank patients for taking the time to provide the feedback. We will reflect on the comments made and use them to shape patient care in the future.

We are grateful to our patients for their patience and understanding, especially when we have been short staffed and the wait to see a clinician or speak to a member of the team has been longer than everyone would have liked.

As a practice we welcome feedback from our patients via our friends and family test, our website comments page or by coming along to our patient participation group meetings.

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

| ID | Service | Title | Review | Rating |
|--------|------------------------------|-------------------------------|---|--------|
| 240069 | Chet Valley Medical Practice | Absolutely wonderful! | Nothing bad to say, absolutely wonderful! | 5 |
| 240063 | Chet Valley Medical Practice | Clean and light | It's very nice here; nice and clean and light. The communication from them is pretty good. I think it's excellent. | 5 |
| 240060 | Chet Valley Medical Practice | Very pleased with the surgery | Very pleased with the surgery, always have been. Always helpful, nurses and staff. We find the communication from the surgery okay. We've only had to wait a week for this appointment. | 5 |
| 239900 | Chet Valley Medical Practice | Everybody is helpful | Overall it's pretty good. It's ten times better than where we used to be. They're always quick to respond and the reception staff are exceptionally friendly. Everybody is helpful, you never fail to get through and they always stick to the times. | 5 |

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| 239899 | Chet Valley Medical Practice | An asset to the area | I've always found them very helpful. They're an asset to the area. | 5 |
| 239893 | Chet Valley Medical Practice | They've been incredible | I've seen Millie the paramedic and Doctor Hofmann three times this week and they've been excellent from making the appointments to the advice given. I don't usually use the NHS so I wasn't sure what to expect with all the stories you hear nowadays. But I can't fault them, they've been incredible. | 5 |
| 239891 | Chet Valley Medical Practice | Very satisfactory | I've been coming since the place opened. I find it very satisfactory, I'm in and out fairly quickly. It seems to work ok for me! | 5 |
| 239880 | Chet Valley Medical Practice | Patient and lovely | They're really patient and lovely, they really look after my husband. | 5 |
| 240070 | Chet Valley Medical Practice | Today was fine | Today was fine. It's sometimes good, sometimes bad. | 4 |

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| 240068 | Chet Valley Medical Practice | My review today was very good | I don't come in very often. I do have an issue getting prescriptions but hopefully that's been sorted today. I phoned for an appointment and it was two to three weeks which I didn't feel was too bad. Recently I saw a paramedic at the surgery about a chest infection and she was really good. My medication review today was very good. | 4 |
| 240066 | Chet Valley Medical Practice | I'm impressed by the service | Very good. I'm impressed by the service, it's very good. Generally efficient with speed of service. I mainly receive texts which I'm happy with. | 4 |
| 240064 | Chet Valley Medical Practice | It's perfect here | It's perfect here. Communication is pretty good; it's all good! | 4 |
| 240062 | Chet Valley Medical Practice | The new pharmacy manager is excellent | Overall I'm happy. I generally manage to get a phone call; I never have to wait too long. The new pharmacy manager is excellent. Normally I telephone and someone will call me back, definitely the same day. Overall I've been happy. | 4 |

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| 240061 | Chet Valley Medical Practice | They answer my questions | I've never had a problem. They answer my questions; not a problem. They always call when they say they will. Personally I would like fewer phone and more in person appointments. I have no problem with the communication from the surgery. | 4 |
| 239898 | Chet Valley Medical Practice | Always been satisfied with the treatment | I find them good actually. It's a bit annoying when you phone dead on 8.30 and you're 28th in the queue but you can book ahead to see your own doctor. I've always been satisfied with the treatment and any referrals to hospital. | 4 |
| 239897 | Chet Valley Medical Practice | I'm generally happy | I'm generally happy. I come with my children as well and we seem to get appointments when we need to. I've used the online form and got a call back pretty quick. I've had a mixture of face-to-face and phone appointments and I've been happy with either. | 4 |

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| 239896 | Chet Valley Medical Practice | Pretty efficient | They're pretty efficient actually. I've never had real problems getting an appointment, I call to book. It's not always with the allocated GP but you can get one. | 4 |
| 239895 | Chet Valley Medical Practice | No major problems | It's been alright so far, no major problems. The last GP I saw was lovely. The only thing that would be better is if you could get appointments a bit sooner when you need them. | 4 |
| 239888 | Chet Valley Medical Practice | No complaints | I think it's really good, I've got no complaints. There's everything you need here. | 4 |
| 240067 | Chet Valley Medical Practice | It's reasonably okay | It's reasonably okay. It's sometimes hard to get an appointment. I do normally get one though so you can't knock it. The communication is okay. | 3 |

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| 240065 | Chet Valley Medical Practice | The communication is okay | The communication is okay but it takes too long to get an appointment. | 3 |
| 239887 | Chet Valley Medical Practice | A disappointing affair | It's a hell of a job getting an appointment, I come in to book. Doctor Draeger is spot on and the nurses are spot on but the appointments are a strict ten minutes. I had loads of problems during last year so came for blood tests and in the meantime saw an osteopath who said I might have polymyalgia. The doctor here said it can't be and prescribed paracetamol and co-codamol which the pharmacist then told me can't be mixed! More blood tests and it was found it was polymyalgia that got better after I was given steroids. That was a very disappointing affair so overall my experience of here has been quite mixed. | 3 |

