

Market Surgery

Feedback

April 2024

In April 2024 we visited Market Surgery in Aylsham to speak with patients about their experiences with local health and social care services. From this visit we received 16 reviews for the surgery. The reviews have an average star rating of 4.4 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

Aylsham Market Surgery has a large carpark with shallow steps and ramps leading to accessible automatic doors. A small foyer containing a community noticeboard leads to a bright and spacious waiting area. The surgery was immaculately clean and tidy. The staff were friendly and professional.



Overall, patients we spoke to were mostly happy with the care they were receiving at the surgery, in particular communication from the surgery was praised. There were some mixed experiences with booking appointments.

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

ID	Title	Review	Rating
236285	I'll give it a five, too true!	I've been with the surgery for four or five years. No problems at all. Everything is good. You make an appointment and you get seen; they look after you. Can't think of any improvements at all, really happy with the service. I'll give it a five, too true!	5
236280	Helpful, kind and caring	I've been here six years. It's been good. Helpful, kind and caring. They are helping me with different issues. The communication is very good. They always reply to my emails. Nothing could be improved that I can think of.	5
236278	The staff are very polite and friendly	I've been with the surgery for two and a half years. It's very good here. Appointments are very prompt. If it is urgent you can usually get seen the same day. Communication is good, with texts etc. Reminders are good. It's just a really good service. The staff are very polite and friendly.	5
236277	The surgery has been brilliant	Twenty five years, the surgery has been brilliant! I don't really have any complaints. I telephone my prescription through and come to pick it up. That works for me. I haven't had a problem. I've been pretty lucky in getting an appointment but I think reception could have been a bit more confidential.	5
236276	No complaints at all	It's okay, no complaints at all. It's okay to get an appointment. Communication from the surgery is good, there are no improvements I can think of!	5

236275	It's always been okay	I've been with the practice fifty plus years but I'm lucky I don't have to come in too often. The care is always excellent here. Communication went haywire here during the pandemic but it's satisfactory now. Getting an appointment is fine. I was offered a same day appointment today with one of the new doctors. She was fine. They've always been satisfactory for me. It's always been okay, as far as I'm concerned.	5
236070	They are very good at reception	I popped in to organise an appointment. I won't have to wait long. They are very good at reception.	5
236398	We get really good service	It's fine there. Whoever we see we get really good service. I'm very pleased with them.	4
236289	I've had no problem here	I have been with the surgery for over sixty years. I find it very helpful and very useful. Personally I've had no problem here. There are more people than me who need to see a doctor. Sometimes I see the nurse practitioner and that's okay for me. They refer me to a doctor straight away if needs be. Phoning up is horrible. I spent 20 minutes on hold once. A bit more parking would be nice!	4
236279	Overall, they give a good service	I've been with this surgery for 49 years. It's good. The care you receive when dealing with the medical staff is more empathetic than it used to be. The communication is good. I don't enjoy having to call really early and waiting but I understand how it is. It is the way it is! Overall, they give a good service.	4

236274	No complaints	I've been with the surgery eight years and it's always brilliant; no complaints. I can get an appointment. I am happy to see doctors and nurses. There are no improvements I can think of. The answer the phone fine.	4
236273	Overall I think it's fine	I've been with the surgery for a long time. I've not got any problems. Sometimes it's a bit of a job to get in but if you really want to you can ring up in the morning and then the doctor will call you back. I'm a little concerned that sometimes reception will ask "what's it all about". Overall I think it's fine though.	4
236272	I think it's very good apart from getting appointments	I've been with the surgery for three years. I think it's very good apart from getting appointments. I've just tried to get one and there aren't any currently. If it is an emergency I can call in the morning. I normally see nurses as well as doctors and I am happy to see both.	4
236079	The standards are good	I have been with the surgery for 40 years. It's tricky to get appointments. The standards are good; I've always had a good service.	4
236075	The care is quite good	I've been with the surgery a long time. The care is quite good. it's easy to get an appointment.	4
236073	It's not so easy to get an appointment	I have been with the surgery for 40 years. I find it okay. It's not been so good after Covid though. It's not so easy to get an appointment. If you want non-urgent they say it's a long wait and if you call back early you can get an urgent. The communication isn't too bad but the wait times could be improved.	3