

Theatre Royal Surgery Feedback

June 2024

In June 2024 we visited Theatre Royal Surgery to speak with patients about their experiences with the service. This doctor's surgery is in Dereham, a town in the Breckland District of Norfolk. From this visit we received 22 reviews for the practice with an average star rating of 4 out of 5.

Healthwatch Norfolk Officers who visited Theatre Royal Surgery noted:



We found it difficult to converse with staff in the waiting room due to a protective screen and acoustics in the busy area. When patients struggled with this, the receptionist moved from behind the desk to ensure they could hear.

Overall, most of the patients we spoke to were appreciative of how staff interact with them with one patient telling us it is a “very good service”. These patients felt listened to by clinical members of the team who were also clear in explaining treatments, and reception staff were described as “very helpful” and “wonderful”.

Several patients said there are long queues on the phonelines when making appointments, with some saying no bookings are left once their call is answered. We were told patients found it best to get an appointment by visiting reception in-person.

Response from Theatre Royal Surgery

We would like to thank our patients for taking time to provide such positive feedback and we will reflect on the comments made to help us to continue improving our services.

We would like to remind patients that our website is available during working hours which allows you to send in requests online as an alternative to telephoning the practice, which we appreciate at times can be busy getting through.

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

ID	Service	Title	Review	Rating
240510	Theatre Royal Surgery	They've got it under control	I had a routine appointment which was fine - no complaints. I'm a new patient and the pharmacist referred me for a check-up because of the medication I'm on. So, this blood test was booked after seeing a GP last week. They also picked up that I was due a colonoscopy and that's all been done. It's much better than it was at my old place! I feel like they know what they're doing here. They've got it all under control. It seems efficient.	5
240505	Theatre Royal Surgery	Always brilliant	They're always brilliant - the care they give; they listen. I don't think anything can be improved. I've got cancer and they're always on the end of the phone and the online service is brilliant. They get back to me in a short amount of time. I can't fault them.	5
240484	Theatre Royal Surgery	Excellent treatment	I booked over the phone. It was fine. They booked me in for when I was free, and it was on time. Excellent treatment during the appointment.	5

240472	Theatre Royal Surgery	Willing to listen and very helpful	The reception staff are always willing to listen and very helpful. In general, I have been very fortunate to get quick appointments when I need them. If you call you can be number 19 in the queue, so I find it easier to get here at 8am and make the appointment in person. It's not my preference to do it like this but it seems to work.	5
240469	Theatre Royal Surgery	The nurse I saw today was great	I saw the nurse today and they were great. They explain everything really well, and they are really nice and courteous. I did try two days running to get an appointment, but I got one the second day with no problem. I called about 8:40 and was able to get through. They always seem pretty good to me.	5
240467	Theatre Royal Surgery	I'm always treated well.	It's a really good surgery, I'm always treated well. I came today for a health check which they called me to come and have. It's a good service.	5

240509	Theatre Royal Surgery	The doctor listened well	We saw the doctor today and I was happy. I called this morning and was in a queue but got an appointment. The doctor listened well - he was patient with us as English is our second language. It's easy to book for children but not easy for adults.	4
240506	Theatre Royal Surgery	They're thorough	I'm happy with the surgery. I don't come much but when I do, they're thorough. It's not been too bad recently to get an appointment. You can either book online or ring up. There can be a wait but there's lots of people trying.	4
240479	Theatre Royal Surgery	I felt listened to	I used the surgery today, it was good - more or less on time and a good consultation because I felt listened to. It was booked ahead in-person at reception. I had to wait quite a few weeks from booking, but I was waiting for blood test results so it was OK. Trying to get through on the phone is a real pain.	4

240477	Theatre Royal Surgery	Straightforward to book	I've just been to the doctor and it was fine. I came in and got an appointment today, so it was fairly straightforward to book. No improvements I can think of. It's fine.	4
240475	Theatre Royal Surgery	You get a good service	I had to wait too long at reception to book in. I didn't use the screen though as I was early, so I could wait. This appointment was booked ahead over the phone and there was a long wait in the queue. The care during my appointment was fine. I'm happy with it. Actually, you get a good service.	4
240474	Theatre Royal Surgery	Level of care is satisfactory	I used them at the beginning of the week, I rang in the morning and got an appointment that afternoon. It does take a long time to get through on the phone, but the level of care was satisfactory. I don't seem to have a problem getting an appointment. If it's not urgent, it's two weeks but that's probably across the board.	4
240470	Theatre Royal Surgery	They look after me	As long as I get my pills, I'm okay. The staff look after me and sort things out for me. I get the service I need and there is no need to criticize.	4

240464	Theatre Royal Surgery	Overall a very good service	<p>All the medical people and reception staff are nice and polite. If I have a query, reception can sort it out. Overall, it's a very good service. Waiting on the phone to get an appointment can be frustrating and sometimes when you do get through, there are no appointments left. The waiting room is better as the chairs are more spread out. It's also nice to be able to see a lady doctor. I'm also impressed with the Saturday minor surgery appointments which I have used twice. It is much better than having to go to the hospital.</p>	4
240462	Theatre Royal Surgery	The reception staff are lovely	<p>The reception staff are lovely and listen. I do feel that the surgery has gone down over the years, but I think that's similar everywhere. Getting an appointment can be tricky, but I usually get one in the end. Sometimes I call but it seems to be easier if you pop in.</p>	4

240461	Theatre Royal Surgery	I feel the communication could be better	<p>I have ongoing health issues and when I have a blood test and there is an issue, there seems to be a lack of information coming back to the patient. I feel the communication could be better. First I received a text message asking me to make an appointment. Trying to make the appointment can be difficult as you can wait a while for a routine appointment. I was told by the doctor there was an issue with the results and that they would contact the hospital. When the response came back from the hospital to the doctor, the message was not passed to me. I had to get in touch to chase that information. I didn't get the information for several weeks. There also appears to be a lack of communication between the doctors and the other staff as when you make an appointment, you get given the first available doctor which is fine by me, but when I saw the doctor, they told me just to see them and not to keep seeing other doctors. Overall though, it is pretty good.</p>	4
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240460	Theatre Royal Surgery	It's generally good	It is generally good, but there are some things that don't seem to work as well as they might. I came to collect my prescription and one item was missing. It turned out that whilst the doctor had added it to my repeat prescription, the message had not be relayed to the pharmacy which means I have to come back another day to collect it. There have also been times when I have felt the doctor was not listening to us.	4
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240482	Theatre Royal Surgery	The doctors are fine, it's the appointments	<p>If you want to see a doctor today you have to ring up. You could be dead on time when they open and you're 20th in the queue. The best way is to come in and you can get one for that day. I came in for an appointment and on my way out spoke to reception about a problem with my legs. There were no doctor appointments left that day which was fair enough so they booked me in with a locum in five or six week's time, and I'm OK with that. When I do see people they're fine, long as you only tell them one thing at a time. I said about two things and they didn't like it. When you wait to be seen sometimes you've got a list! Actual seeing the doctors is fine, four stars, it's just the appointments. It would be good if Dereham hospital was a walk-in centre then it would free up some of the doctors here.</p>	3
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240471	Theatre Royal Surgery	Pretty good generally	It's pretty good generally. The only thing is it can be difficult to get an appointment on the phone as when you get through there are not always appointments left. You can come down earlier but I find it difficult to get here so early with my arthritis.	3
240468	Theatre Royal Surgery	It's awful at the moment	Its awful at the moment, they don't seem to have time to listen to you anymore. They seem too busy. Why should I have my head under my arm to get an appointment. If you call for an appointment you might be number 19 in the queue and then when you do get through there are no appointments left. Some of the staff still wear masks and because I don't hear very well it makes it vey difficult for me to understand what they are saying. However once I get an appointment I mostly get the medical attention I need.	3

240508	Theatre Royal Surgery	Really hard to get appointments	Trying to book appointments is terrible. You either have to come here at 8am as the phone lines open at 8.30, but very often there's none left. If it's not an emergency it's really hard to get appointments. Sometimes I've had to phone 111 because they can't help me and you shouldn't have to do that. The last time I tried to book was a couple of weeks ago for my daughter and it was no different. We did get her in in the end but it was hard.	2
240478	Theatre Royal Surgery	Can't get through on the phone	I've tried to ring all different times and I can't get through. The girls on reception are wonderful but the waiting times are too long, you can't get an appointment. My doctor is good.	2