

Newton Flotman Surgery Feedback



August 2024

In August we visited Newton Flotman Surgery to speak with patients about their experience with health and social care services. From this visit we received 9 reviews for the practice. The reviews have an average star rating of 4.6 out of 5.

Newton Flotman Surgery is a GP practice located to the south of Norwich and is one of two sites that make up the Long Stratton Medical Partnership. Upon their last CQC inspection in 2019, the practice received a rating of 'Good'- there were over 11,000 patients registered with the partnership at that time. The surgery offers a variety of services including: an asthma clinic, diabetes clinic, phlebotomy and hormonal injections.

Healthwatch Norfolk Officers who visited Newton Flotman Surgery noted:

In the waiting areas there were leaflets available on a diverse range of health and wellbeing topics, and books for children to browse.

The car park was small but provided ample spaces for patients on the day.

Overall, people seemed happy with the care they received while visiting the surgery- with patients specifically praising the engaging and caring nature of the staff, expressing that they felt listened to when they were seen. However, some people did note that accessing appointments through the telephone system was difficult at times with long queues and not being able to book in advance being issues.

Response from Newton Flotman Surgery

We would like to thank the patients that provided the feedback in this Healthwatch report. It is great to hear that generally we are providing a good standard of service to the population of Newton Flotman and surrounding villages. As always, we can do better, and we will take all feedback on board to help us improve further.

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

ID	Service Provider	Title	Review	Rating
244063	Newton Flotman Surgery	Today's appointment was really good	Today's appointment was really good. It was all about my son, they engaged him and included him in the conversation. Everything was on time and the staff were really nice. On other occasions for myself whilst it is still overall good, sometimes I feel I am going round in circles. It seems like the hospital and doctors don't communicate with each other. This can be a bit frustrating.	5
244061	Newton Flotman Surgery	Splendid	It was a splendid appointment today. The doctor could access all my information and they've assimilated the information quickly. I've had a lot of tests over the last few weeks. It would be good to speed up on things like CT scans but the referral has gone from this side. I've had to book a few appointments over the last weeks and you do have to really justify yourself and your symptoms to be seen. I'm happy with the way they handle stuff. They spot potential issues - I would have lost my eyesight and I would have died. I'm mostly at Long Stratton but came here today.	5
244059	Newton Flotman Surgery	Excellent experience	I saw a doctor today and she was fantastic. She listened to me and the whole experience was excellent.	5
244057	Newton Flotman Surgery	All very efficient	Today's appointment was on time, the doctor was very friendly, it was perfect. All very good and all very efficient.	5
244054	Newton Flotman Surgery	It feels personal	We usually go to Long Stratton but there were no appointments. It was ok for us because we've got a car. The doctor we saw today was lovely, they really listened to our concerns and prescribed what we needed. It's much nicer than our old doctors in London, it feels more personal. It would be nice to be able to book appointments a bit better - it would be good to book ahead. Although we have no complaints, it's always been fine.	5

244053	Newton Flotman Surgery	Always really good	It's good, it's always really good. Everyone is helpful and kind. I was a bit late today because I went to the wrong surgery, it was my mistake, but they still took their time with me and didn't get cross. I saw my usual doctor even though I usually go to the other site at Long Stratton. I can always get an appointment when I need one and all the staff are good, the medical staff and the other staff.	5
244058	Newton Flotman Surgery	The doctor listened	My daughter had an appointment today and the doctor was really helpful. We're going on holiday so she prescribed antibiotics that don't react in the sun and to take twice a day instead of four so it was more manageable. She listened to our situation. We're based at Long Stratton but it was fine to come here. I couldn't get through on the appointment line this morning, it tells you to hang up and call back later so I thought it was maybe broken. I called general enquiries and they told me it does that when it's full and to try again. Eventually I got in the queue and booked. In general if it's something for on the day then you can usually get an appointment if you call early enough. It's difficult to get seen for things that aren't urgent but you don't want to leave for 4 or 5 weeks. 2 weeks feels like when you'd want to be seen and you can't do that, it's more like 6.	4
244052	Newton Flotman Surgery	Serves the needs I require	It serves the needs I require. If there's no appointments available I can go to Long Stratton which is fine although wouldn't be so handy if I didn't have a car. I don't think it's as personalised as it used to be, you just see who's there and I don't know if that's a good thing as the more personalised it is, the more understanding a doctor is of your needs. I've no complaints.	4
244055	Newton Flotman Surgery	It should be easier to get an appointment	It can be difficult to get an appointment, it should be easier. It's difficult to get through on the phone, you are asked to call at 8am but there is always a queue. The staff are okay, although the doctors often run late and you have to wait in the surgery for your appointment. Once you get an appointment it's okay.	3