

# Wells Health Centre Feedback



## September 2024

In September 2024 we visited Wells Health Centre to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for Wells Health Centre. The reviews have an average star rating of 4.3 out of 5.

Wells Health Centre is a GP Practice in Wells-next-the-Sea. Upon their last inspection in 2017, the practice received a rating of 'Outstanding', from the CQC. There were approximately 3000 patients registered with the surgery at that time. Wells Health Centre offers a variety of services including an asthma clinic and midwifery and maternity services.

Healthwatch Norfolk Officers who visited the health centre noted:

There is a small carpark leading to a double set of swinging automatic accessible doors.

The small foyer includes a post box for prescriptions. The waiting area is clean and comfortable.

The staff seemed professional and helpful.

Overall, most people had a positive experience when they visited the health centre, with people praising the speed and ease with which they could get an appointment. However, some people did mention that there were issues around the number of doctors that worked at the practice consistently.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Service	Title	Review	Rating
245792	Wells Health Centre	I've had wonderful service	I've always found it brilliant. I've had a wonderful service. Even when you ring up and are aware of a queue, it's never very long. They're always very pleasant. Wonderful care. Always really pleasant people. They don't seem to have "off days".	5
245790	Wells Health Centre	no issues	It's been fine today, no issues at all.	5
245785	Wells Health Centre	I'm very happy with them	Very good. There's never any trouble to get a consultation. They are pretty good. You don't have to wait long for an appointment. A bigger carpark would be good! They're very good. If you need a private word they are very willing to take you aside. I'm very happy with them. The staff are polite and pleasant.	5
245783	Wells Health Centre	We're very pleased with the surgery	We're very pleased with the surgery. The staff are very kind. It's first class. It's personal. If they treat you well then things are always good.	5
245778	Wells Health Centre	Everything is good	Good. Everything is good. The people are very helpful. I've never had any problems. The doctors are lovely; they always explain everything to you. Never had a problem here. The carpark is alright. They are usually on time.	5

245776	Wells Health Centre	It's exemplary	I can't think of a superlative good enough. It's brilliant. Exemplary. All the staff are friendly. If I have a sudden problem they get me in. Using the app is brilliant. Referrals from the hospital are brilliant. It's exemplary.	5
245791	Wells Health Centre	The new doctor is brilliant	It's fine with me. There are not enough doctors. The new doctor is brilliant. I was diagnosed straight away and got me sorted.	4
245789	Wells Health Centre	If I need to be seen quick, it's quick!	It's been good. They're really helpful. There are no improvements that I can think of. I seem to get in when I need to. If I need to be seen quick, it's quick!	4
245787	Wells Health Centre	I've had a good experience	I've had a good experience today. I've had blood taken today by a nurse. They were fine. I don't come much, only when I'm told to!	4
245784	Wells Health Centre	Reception is always helpful	It's fine. I've always found it fine. Reception is always helpful. The doctors always explain things to us. But you never see the same doctor. They're brilliant but they can only do so much.	4
245782	Wells Health Centre	Incredibly quick	Excellent. Incredibly quick time between phone call and appointment. They fit you in! They are very pleasant while they do it. There only seems to be one constant male doctor - there is no continuity. But they're all pleasant.	4
245781	Wells Health Centre	Very caring and very thorough	Very good, very caring. They always try and fit you in if it's important. I've got no complaints. Very caring and very thorough.	4
245780	Wells Health Centre	Pretty good	The service has been pretty good but I feel it's becoming a part time service. Some of the doctors only seem to work one day a week.	4

245769	Wells Health Centre	I feel cared for	It's very good. They're always friendly and well organised. You can get appointments quite easily. The staff are friendly. It's possible to get appointments on their app but I normally telephone them. There aren't any downsides. I feel cared for. They're extremely efficient at checking up on me.	4
245786	Wells Health Centre	The doctors are helpful	It's good. The doctors are helpful. I would say perhaps they can investigate health conditions a bit more.	3