

# Stalham Staithe Feedback



## August 2024

In August 2024 we visited Stalham Staithe Surgery to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for the surgery. The reviews have an average star rating of 4.1 out of 5.

Stalham Staithe Surgery is a GP practice located in the village of Stalham, which lies in the Norfolk Broads. Upon their last inspection in January 2024, the practice received a rating of 'Good', from the CQC.

There was a patient population of approximately 7500 at that time. The surgery offers a variety of services including an asthma clinic, child immunisations and physiotherapy.

Healthwatch Norfolk Officers who visited Stalham Staithe Surgery noted:

The surgery is served by a large, flat carpark with several disabled parking bays.

The foyer has accessible automatic doors and at the time of the visit housed a wheelchair for patient use.

The waiting area is large, bright and clean. There is plenty of clear signage to the services of the surgery.

There are information noticeboards in the surgery and the foyer houses a wide selection of leaflets.

Overall, patients appear to be satisfied with their experience at the surgery with people praising the care they receive from members of staff- from receptionists to the wellbeing team. However, it was noted by two patients that sometimes their prescriptions were not ready on time.

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	Provider	Title	Review	Rating
245066	Stalham Staithe Surgery	Excellent!	Very good. Excellent! They're always very efficient. I have a medication review over the phone. I'm okay with that. They're maybe not quite as good as they used to be, I had my reviews in person before Covid. But they're very good.	5
245064	Stalham Staithe Surgery	I find it very good	They're very good. I always get an appointment when I need it. They email to remind me. Whenever I've asked I've gotten an appointment, sometimes the same day. I find it very good.	5
245062	Stalham Staithe Surgery	Five plus!	They're good. The doctors are alright. No complaints at all. Reception are really helpful. I came in this morning and got what I needed. What more can you ask? I'll give it a five plus!	5
245058	Stalham Staithe Surgery	Fantastic!	Fantastic! The welcome, the receptionists... It's a bit difficult to get in on the phone but I mostly just walk round to get an appointment.	5

245055	Stalham Staithe Surgery	I think we're lucky	I think we're lucky that it operates as well as it does. You summarise online and a doctor calls back the next day, or in an emergency they ask if you can come in the same day.	5
245063	Stalham Staithe Surgery	They've always taken me seriously	They've always been extremely good. They've always taken me seriously, whenever I've needed them. My mum was dealt with very compassionately.	4
245061	Stalham Staithe Surgery	They've been very good	I've had visits with the Wellbeing team, and they've been very good. More than satisfactory for me!	4
245056	Stalham Staithe Surgery	They've been good	It's been fine. I can usually get an appointment when I want one. If we can't see a doctor, we see a nurse practitioner. They've been good. They usually phone if they want to see us. My prescription isn't always ready like it used to be.	4

244065	Stalham Staithe Surgery	When I come out, I'm happier than when I went in!	I'm very happy with them. They always do their best to help me. Most of the time they can sort the problem. It's usually a case of me going in and getting what I need. Getting in to see someone; I can normally do that in a couple of days unless it's an emergency. Most of the time if I want something then I do it on the phone. The care that I receive is good, by and large. I like the doctor that I see. They are caring and attentive. When I come out, I'm happier than when I went in!	4
245060	Stalham Staithe Surgery	It's better some days than others	It's better some days than others; depends on the receptionist. The care I get is okay. I don't think anything will change any time soon.	3
245057	Stalham Staithe Surgery	We're grateful	The dispensary is a bit of a nightmare. Things aren't always ready. I think a lot of it is their new system. The surgery is really good for my mum. They keep her going. At the end of the day, we're grateful.	3
245065	Stalham Staithe Surgery	I avoid the place if I can	It's okay. I avoid the place if I can. I sometimes feel fobbed off by doctors.	2