

# Holt Medical Practice Feedback



## November 2024

In November we visited Holt Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the surgery. The reviews have an average star rating of 4.4 out of 5.

Holt Medical Practice is a GP surgery found next to Kelling Hospital and is located on the outskirts of the market town of Holt. Upon their last inspection in August 2018, the surgery received a rating of 'Good', from the CQC. There were approximately 14,500 patients registered with the

practice at that time. Holt Medical Practice offers a variety of services including a COPD Clinic, and various forms of cancer screening.

Healthwatch Norfolk Officers who visited Holt Medical Practice noted:

Holt surgery has a large carpark. It is situated across a road from the surgery however there are several disabled spaces adjacent to the entrance.

Accessible double doors lead to a large foyer which contained wheelchairs available for patients to use in the surgery.

The reception area is bright and welcoming with public information boards on the walls and clear signage to the several waiting areas.

All areas of the surgery that were observed were clean and very tidy.

Staff members that Healthwatch Norfolk spoke to were polite, helpful and friendly.

Overall, people seemed happy with their experience of the care provided by Holt Medical Practice- with patients noting the good communication offered by the surgery. Two people noted that there was a lack of continuity of care when trying to see a doctor.

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 Provider	Title	Review	Rating
249067	Holt Medical Practice	I can't fault it	Excellent. I came in this afternoon with an issue but no appointment. I knew what it was and that it was quite serious and I was seen quickly. I can't fault it.	5
249046	Holt Medical Practice	I think they're great!	I think they're great! I don't mind the triage system at all. It's always been fine to get an appointment and I can think of two occasions where a doctor has called me back. I don't think I've ever had to wait an unreasonable amount of time. The communication from them is fine. For instance, for this appointment I actually got a phone call and a text asking me to come in so I thought yes, I will!	5
248892	Holt Medical Practice	They are wonderful	They are wonderful. I couldn't do without it. The personalities of the people; they do their level best!	5
248870	Holt Medical Practice	Everything is clear	It's great. If I need to call I'm seen quickly. They are polite and helpful. Everything is clear. I've never rung up and not gotten something.	5
248867	Holt Medical Practice	All good	They've been great here. All good. We've moved and the transfer from our old surgery has been good. We explained that we were new and really needed to speak to a doctor about treatment and a doctor called back straight away.	5

248862	Holt Medical Practice	It's brilliant	We've been more than happy. It's brilliant. The staff are friendly and go the extra mile. They sort out things that you ask about. I get text messages about my appointments. You can get a same day appointment if you really need to.	5
248857	Holt Medical Practice	I think they're brilliant	I think they're brilliant. I usually see the same nurse each time and speaking on the nursing side, I think they're absolutely brilliant.	5
249069	Holt Medical Practice	Whenever I've needed them they've been very good	I'm glad it's here but it is difficult for people when there are inoculations and that sort of thing. This is the best in the area though. Whenever I've needed them they've been very good.	4
249066	Holt Medical Practice	It's fine	It's fine. If you ring up you can normally get to see someone. I don't use the surgery too much.	4
248889	Holt Medical Practice	On the whole, my experience has been good	On the whole, my experience has been good. Getting to see a doctor is difficult but I find coming in person is easier in order to get an appointment. My last appointment wait was four weeks. I have been lucky with the levels of care. The pharmacy has improved no end. In the past I have seen a Physicians Assistant and if I've then needed to see a doctor they've sent one through to see me.	4

248883	Holt Medical Practice	It's fine, no problem	It's fine, no problem. They are efficient. Sometimes there is a wait but that's no problem. When you phone it's a nightmare but once you're in, it's good.	4
248876	Holt Medical Practice	They take it seriously	I've no complaints. Usually you can get an appointment. If it's something serious then they take it seriously. The continuity of doctors could be better.	4
248868	Holt Medical Practice	It's generally pretty good	It's generally pretty good. I don't usually have an issue getting an appointment. They call back, usually within an hour. The care is pretty good. If everything was quicker and easier then that would be great, but things aren't like that are they?	4
248878	Holt Medical Practice	There is no continuity	There is no continuity. It's always a different doctor. They're all junior doctors. You have to wait a fortnight to get an appointment. The staff on reception have always been brilliant and polite.	3