

Reepham Surgery Feedback



October 2024

In October we visited Reepham Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery. The reviews have an average star rating of 4 out of 5.

Reepham Surgery is a GP practice located to the west of the town. Upon their last inspection in January 2018, the practice received a rating of 'Good', from the CQC. There were around 9000 patients registered with the practice at that time. The surgery offers a variety of services including Child Immunisations and a COPD clinic.

Healthwatch Norfolk Officers who visited Reepham Surgery noted:

The surgery is served by a large car park and a bicycle rack for three bicycles.

There is a flat walk-up area leading to a double doored accessible foyer. Within the foyer there was a large notice board showing public services and a wheelchair available for patients.

The waiting room was clean and bright.

The different areas of the surgery are clearly signposted.

Staff were very friendly and helpful.

Overall, people felt satisfied with their experience of Reepham Surgery, with patients specifically mentioning the short wait times and the ease of booking an appointment.

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
246901	Reepham Surgery	I'm happy with everything	I'm happy with everything I've approached them for. There's no problem getting an appointment. I can usually get one on the same day. The care here is very good. I see both nurses and doctors. The communication is good. I usually phone for an appointment. I don't have to wait too long on the phone.	5
246896	Reepham Surgery	Really great; never any problems	I've never had any problems with them. Really great; never any problems. If I have any questions I can usually ask the pharmacy or the nurse. Usually I phone or come in, rather than email. I've never had a problem getting an appointment. I've not had to wait for more than a day or two.	5
246893	Reepham Surgery	Today it has been good	It's fine. Today it has been good from the prescription team. I picked up my own (prescription) and they spotted that they had something for my wife as well so that was a good spot.	5
246916	Reepham Surgery	I'm impressed with them	It's very good, I'm impressed with them. I find the staff very friendly. They'll listen; you can talk to them. The care is fine; no problem at all. It's very efficient. I live round the corner, so I book appointments in person. I usually don't wait too long for an appointment, no longer than I would expect, anyway. No longer than a week.	4
246903	Reepham Surgery	They are there when you need them	It's very good. Prompt and on our doorstep. They are there when you need them. There's no problem getting an appointment.	4
246900	Reepham Surgery	We can't work it out	It's in two parts really. If you manage to see a doctor, it is mostly good. But we can't get an appointment online. We can't work it out. So we've come down face to face. But I have nothing but praise for the nurses and doctors.	4

246899	Reepham Surgery	Everything I hoped would happen has happened	It was great today, absolutely fine. My only criticism is the website. it's a bit clunky. It could be more intuitive. My appointment today was fine. Very helpful! I saw a doctor and we made a follow on appointment. Everything I hoped would happen has happened.	4
246892	Reepham Surgery	It's improved	Well, it's improved. Getting an appointment is better. I usually go in to book. The care is good; it's improved.	4
246890	Reepham Surgery	It works brilliantly	Great! I'm always able to get an appointment. It's a good online subscription service. I normally pop in in person to book an appointment. I generally see nurses but you can see a doctor. I got an appointment on the same day today. I think if you weren't able to use the internet or come in in person then it may not be quite so easy but I find it works brilliantly.	4
246889	Reepham Surgery	It's fine	It's fine really. It's not bad, getting an appointment. I got one for today when I rang up this morning, through the triage.	4
246914	Reepham Surgery	It's not good enough	You can't have a face to face whenever you want one, you have to have a phone call. It's not good enough. I see both nurses and doctors; they're good. It's taken me since June to get a face to face appointment.	3
246908	Reepham Surgery	There are a lot of good things	There are a lot of good things. Most of the staff take a lot of care. There was one nurse who was quite patronising but they are generally good. We always seem to be able to get an appointment. I tend to phone and use online booking. It would be nice if people just had a bit more time...	3
246891	Reepham Surgery	They got my prescription wrong	Mostly it's okay. Recently they got my prescription wrong and I felt a little bit like I was being called a liar but they apologised today and I've just picked up the prescription.	3