

# Elmham Surgery

# Feedback

## November 2024

In November we visited Elmham Surgery to speak with patients about their experience with health and social care services. From this visit we received 21 reviews for the practice. The reviews have an average star rating of 3.9 out of 5.

Elmham Surgery is a GP Practice located on the outskirts of North Elmham. Upon their last inspection in 2017, the surgery received a rating of 'Good', from the CQC- this rating was reviewed and upheld in July 2023. There are approximately 9,800 patients registered with the practice. Elmham Surgery offers a variety of services including an Asthma Clinic and learning disability health checks.

Healthwatch Norfolk Officers who visited Elmham Surgery noted:

The large, bright waiting area created a welcoming environment however it would be difficult to have a confidential conversation with the receptionist due to the open plan design.

The car park provided ample parking spaces for patients during our visit.

Overall, patients felt satisfied with their experiences of care at Elmham Surgery once they had managed to be seen, with people praising the attitude of staff members across the practice. However, some people did note that they had issues navigating the online system for booking

appointments, as well as not being able to get appointments close to the time of booking.

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

## Elmham Surgery Practice Manager Response

### Contacting us

- Patients found it frustrating/or were unable to call in at 8.30 each morning.
- By introducing the Online Triage system this enabled patients to submit at any time of the day without impacting on the work/commuting/school runs etc
- You will receive a message once you have submitted your form.
- We can deal with more submissions per day than we could previously.

Online triage – Actions below regarding the launch of the new system

- Text messages went out to all on Friday 30th August.
- Posters went up w/c 26th August
- Leaflets went out in prescription bag
- TV Screen in reception explaining online triage and a video of how to do it was up around 21st August

### Confidentially

- We are aware the need for confidentiality in the waiting room so we have introduced a paper copy of the online triage so patients can complete in the surgery. These will be scanned by our Patient Services Team and processed in the same manner of the online submissions.
- Patients always have the option to request to speak someone privately.

### Navigating the online form

- The forms on our website are the first option on the home page.
- If patients have adjustment requirements or are just having difficulty with the form/Wi-Fi access they can call the Patient Services Team from 10am and the receptionist will complete the form and submit on their behalf. This does not affect the timescales for being allocated an appointment.

### Appointments

- To ensure we can offer an appointment within the appropriate timescale this can result in seeing a different doctor.

### Dispensary

- Many of our patients were getting confused about when they can pick up their prescriptions so we have made it simpler – You submit on a Monday, you can then collect the following Monday
- Some of our experienced Dispensers retired this year so we have recruited new colleagues however this can take a year for them to be fully qualified.

ID	Service Provider	Title	Review	Rating
249309	Elmham Surgery	Nothing to complain about	It's very pleasant, very kind, and I got through early. Nothing to complain about.	5
249308	Elmham Surgery	Lovely as always	I thought everything was lovely as always, they couldn't have done anything more. They were friendly and I got everything I needed. It was better than expected. The reception helped me so that I wouldn't have to come back again tomorrow.	5
249307	Elmham Surgery	The nurse was nice	It's fine. When I phone I have to wait sometimes, it can be several minutes/ When you get through they're quite helpful. The nurse was nice, and I only had to wait a minute when I got here.	5
248864	Elmham Surgery	They're really supportive	I find it really, really good. They've been really supportive – all the different staff from the GPs, nurses to the back office. I've always managed to get seen or have a telephone consultation. I found the online system clunky at the start but, for me personally, I quite like it as you can put lots of detail in that you might otherwise forget when talking to the doctor.	5
248861	Elmham Surgery	No complaints	Very good. I can get an appointment when I want to, and the doctors and nurses seem competent. No complaints so far.	5
248852	Elmham Surgery	It's fine	We don't come all that often, mainly just to get prescriptions and they're usually ready on time. Any time we do come here it's fine.	5

249315	Elmham Surgery	Excellent	I think its excellent. Very helpful doctors, all the staff are helpful. It's taking a bit of getting used to the new e-forms, it'll take a while for people to get used to it. My husband finds it much easier. I find it difficult not knowing when the call is going to come, I ask them to call me back on my mobile but I always get called on the landline.	4
249314	Elmham Surgery	efficient	It's okay when they have doctors. It's fairly well run and efficient. Some of the new procedures could be better explained, like the new appointment booking. A letter would be ideal, or a poster in the surgery to explain the new process.	4
249313	Elmham Surgery	Very good	Generally very good. Eventually I can get treatment. Doctors are a rarity everywhere. I've had a lot of attention from the surgery this year. There's no continuity though, it's a different person every time, it's not what we were used to pre-covid.	4
249312	Elmham Surgery	New system is good	It's pretty good. When we've needed any treatment its been okay. Sometimes have to wait a little bit but that's usual these days. They fit me in every week for my blood test. The new appointment system is good.	4
249310	Elmham Surgery	Very helpful	It's okay. They've all been very helpful. I had my first shingles jab last year but no one told me about the follow up so I may have to do them again now. They were very helpful in finding out for me.	4

249224	Elmham Surgery	Always helpful	It's very good here. In terms of appointments, I've started using the request form. I understand that I'm used to using such systems so for me it's good, and I can put more detail down about my condition. They're still offering the telephone service for those that don't like the form. When I see the doctor or nurse practitioner, they're very helpful. I have to take a lot of medication. I request it via the app and the pharmacy are always helpful. One time I'd not pressed the button properly, so it wasn't ordered but the pharmacist helped out and got me the medication I needed. They do try to help. I've not had any particular situations when I feel they haven't provided the right service or been prompt enough.	4
249214	Elmham Surgery	I don't like online bookings	The main problem I find is the fact that you have to order online to get an appointment. I don't have a smartphone and there's a lot of people who struggle to get internet coverage in this area. When you're ill it would be good to speak to someone, you don't want to be faffing about. You don't know what's happened with the information anyway when you do a form. It did get a lot better when you could ring at 8.30 but they stopped doing that. Now you can't call before 10am, they'd tell you to go online.	4
248846	Elmham Surgery	Helpful so far	I'm a new patient and the registration process was straightforward. They've been really helpful so far.	4
249222	Elmham Surgery	They're alright	I've made an appointment today for a blood test. I come down to do that because you can't hang on long enough in the phone queue. They're alright here.	3
249221	Elmham Surgery	Too long for prescriptions	Why does it take seven days to get a prescription? It's ridiculous, it used to be three days. Mine weren't ready on the due date last time either so I had to come back which was very inconvenient with my job. A three-star rating is generous.	3

249219	Elmham Surgery	They don't keep you informed	<p>My appointment was a little bit late but it was fine. I got the outcome I was hoping for but I waited two and a half weeks for it and I think that's appalling quite frankly. It's become more difficult to get an appointment, especially for the same day, as now there's an online form for triage which is a nightmare basically. I used to think we were lucky with being able to get appointments. They don't keep you informed, we didn't know they'd changed the system. It would be useful to be told about big changes via text - they're really good with texts for appointments and reminders so this could work well. For example, I didn't know the home delivery prescriptions come from Swanton Morley not here so if you come here because you've missed your delivery, you're not at the right place. Also my wife waited for weeks in pain to be seen by a GP when she could have referred herself for physio. They didn't tell us this until she got really fed up. They used to be 5 stars but they're 3 now.</p>	3
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248859	Elmham Surgery	How can they comment on dosage when they've never seen me?	<p>The staff here are lovely, I've got no problems there but the new booking system is dire. I get very cross, you should have face-to-face appointments for some things because how can people know what you need if the doctor doesn't see you? I've moved from another surgery and the pharmacists are questioning the levels of my medication which is the same dose I've been on for 42 years. They've made assumptions about me because of my age but they haven't met me to see what I'm like or know my lifestyle. I'm active and live a healthy lifestyle so what's true for somebody else my age may not be true to me. My husband has been pretty poorly and trying to see anybody is impossible. In fact we paid for a private scan as we were very concerned. One good thing is that you can wait inside for prescriptions.</p>	3
248856	Elmham Surgery	Sometimes medications aren't ready	<p>Fortunately I haven't had a lot to do with them but my husband has. We do sometimes have problems with medications not being there when they're supposed to be. This has usually been resolved around a week later. We've got on OK with the online form, however the document isn't in a very obvious place on the website so it took some time to find it the first time. A friend of ours is a slow typer and they got timed-out before they could finish the form.</p>	3



248851	Elmham Surgery	4 stars for the care today, 2 stars for the process	<p>My appointment was fine, it did what it was supposed to do. I booked online which is more convenient for them than us and the appointment was so long after it was requested, the visit was less worthwhile. It was within 7 working days but actually it was 11 days because of the weekend in-between. It would be nice to be able to contact them with general enquiries and for bookings but they're very difficult to get hold of. When you get to see them it's good, it's the process of getting to see them. It all feels it's at their convenience not yours. Ringing at certain times and being in a large queue, you can't email, they can text you but you can't text them back. They make themselves hard to reach. I'd give 4 stars for the care I received today but it has to be 2 stars for the process of getting there. So 3 overall.</p>	3
249311	Elmham Surgery	Long wait	<p>My appointment was 25 minutes late and the waiting room felt empty a lot of the time.</p>	2