

Grove Surgery

Feedback

November 2024

In November we visited Grove Surgery to speak with patients about their experience with health and social care services. From this visit we received 16 reviews for the practice. The reviews have an average star rating of 4.3 out of 5.

Grove Surgery is a GP Practice located in the centre of Thetford. Upon their last inspection in December 2023, the practice received a rating of 'Good' from the CQC. There were 12,800 patients registered with the surgery at this time. Grove Surgery offers a variety of services including a Smoking Cessation Clinic, Phlebotomy, and a Long-Term Conditions Clinic.

Healthwatch Norfolk Officers who visited Grove Surgery noted:

There was a spacious waiting area and a large car park.

Overall, patients felt satisfied with their experience of care at Grove Surgery, with people specifically praising the friendly and helpful nature of the staff. A few people did note that they had trouble getting in-person appointments and felt that telephone appointments were not always the best form of communication.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

Feedback Centre ID	Service Provider	Title	Review	Rating
250658	Grove Surgery	Everything's alright	Everything's alright here.	5
250656	Grove Surgery	I like using the online form	They're fine, I normally use the online thing to make an appointment and I love it - sitting on the phonenumber for hours is a pain. The form is open all the time. I was seen early for my appointment today as they were free. I popped to the Healthy Living Centre and came back which I don't mind as I'm happy everything was done in one morning.	5
250654	Grove Surgery	Very helpful	They do a wonderful job. Very helpful.	5
250653	Grove Surgery	They're all lovely	I've got no problems at all, they've been very good for me. They follow through with enquiries. I'd asked about the RSV vaccine and there were no appointments left but they called when they did have some. I've had a referral for my shoulder too. They're all lovely, the receptionists are very good and very helpful.	5

250650	Grove Surgery	Prefer more face-to-face appointments	Today was brilliant but there are occasions when I get a little bit frustrated. I know Covid changed the way we look at things, sometimes getting a face-to-face appointment is difficult. Talking today to the nurse helped me feel better, gave me reassurance. I've had phone appointments in the past and you sort of get what you want from it but unless you make notes ahead it can be hard to get all your information across. Also they can't see your problem over the telephone, they can't understand properly what the problem is. We all have to accept the way the world has changed.	5
249994	Grove Surgery	It all works well for me	I call I get an appointment with no problems. I also get my medication when I need it and I have no complaints. The reception is good and they always help me.	5
249991	Grove Surgery	They are all looking after me	I always come down here when I'm sick and they all look after me. They always see me and they are always kind and helpful.	5
249986	Grove Surgery	Most of the time it's quite good	I can make appointments and most of the time it's quite good. Sometimes they are a bit late when you get here and you have to wait, but I understand there can be emergencies. I use the online form to get an appointment and it seems quite quick and I'm okay with it. I had a good experience with them in October when I didn't feel well and was in a lot of pain. I spoke to them over the phone and they told me to go to the hospital.	5

249982	Grove Surgery	Everyone is so friendly and helpful	Really good, everyone is so friendly and helpful. I rarely need an appointment but getting one can be a bit frustrating. I don't understand why there are no in person appointments because when you come down to the surgery the waiting room is nearly empty. Most of the appointments I've had have been on the phone. We seem to have lost that personal touch. Somethings you just can't tell over the phone. Also sometimes you just need to have a conversation face to face. They are lovely on the phone but something is definitely missing, I need a face to face conversation to improve my understanding of the treatment I am getting.	5
250667	Grove Surgery	I find them helpful	I find them very helpful. I can get seen when I need to, they're good to me. The National Health Service has been good for me.	4
250666	Grove Surgery	Mostly get the response I need	On the whole I personally find a way of working with it, the system. I know how to get on the internet but I don't always have access to it if I'm away from my laptop when I'm at work. I do find when I come down, on the whole, the receptionists are very good. Sometimes I get sent links for prescriptions but I prefer when they do them for me. Like most people, the frustration is when you'd like to see somebody face-to-face and that's not always easy. The forms aren't always easy to find, they changed the website but I've got used to it now. I have to say when I do get a call or I come in mostly I've had the response I needed. I had had an issue with my face for a couple of months which I tried to self-medicate but I think this made it worse. I'd spoken to the pharmacist who said to see a doctor but because of issues getting access I didn't.	4

250662	Grove Surgery	Very good	Very good, I can see a doctor when I need to. There's nothing they could do better.	4
250661	Grove Surgery	Phone appointments are difficult as English is my 2nd language	They're very good. It's got better in the last two months - the staff have changed - the people are now very different and friendly. Sometimes when you try to see the doctor you're told to call back the next day and sometimes they want to do it over the phone. As English is not my first language, this is more difficult for me. I worry a lot about my health as I had a stroke last year and was in hospital for five weeks, I don't want that again. I don't just come to the doctor when I don't need it, I'll try things at home first so when I do need a doctor I would like to actually see one. I'd been coming for eight months about my blood pressure, they didn't get it under control and I had a stroke.	4
249990	Grove Surgery	Booking an appointment is not easy	Once you are in it's absolutely great and I have had no issues today. In fact the doctor I saw was comforting and it was great. However getting an appointment seems difficult. It seems there is no way of booking an advance appointment or a non urgent appointment. I tried to book an appointment online and to start with I clicked on the wrong form and filled it in expecting a response. When I found the correct form I filled it in and then received a text message from the doctor asking me to send photos. However there did not appear to be a mechanism to send the photos. The only way I was able to upload photos was by going back to the form and starting again and including the photos. This meant that by the time this was all completed I had missed the appointments for the day. I then had to wait for a week to be seen as I was going away. I consider myself to be good and very confident online and I don't think the website is clear and needs tidying up. It's not clear or obvious where to go for what you need.	3

249987	Grove Surgery	It's so difficult to get an appointment	<p>You just can't get an appointment. It's so difficult to get an appointment. I've tried online to get an appointment for something that is not urgent but there is nothing before Christmas so came down the surgery today to check. Apparently there are no other appointments they can offer me today so I've been told to call back in the morning for a same day appointment tomorrow even though it is not urgent. The staff are fine it's just the process of getting an appointment that makes it not good.</p>	3
249983	Grove Surgery	Not enough face to face appointments	<p>There seems to be no opportunity to get a face to face appointment. My husband was supposed to have annual check ups after a medical incident and since COVID they have only been over the phone. I also had an infection diagnosed over the phone without being seen and I have no idea how they were able to do this for sure without actually seeing me. If you come down to the surgery there is no one in the waiting room so it doesn't appear to make any sense. However I will say it can be good too, when you speak to staff they are kind and once they were very responsive and got me in quick.</p>	1