

Lawns Medical Practice Feedback



June 2025

In June 2025 we visited Lawns Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for the surgery. The reviews have an average star rating of 3.8 out of 5.

Lawns Medical Practice is a GP surgery in the market town of Diss. Upon their last inspection in December 2023, the surgery received a rating of "Good", from the CQC. There were approximately 7000 patients registered with the surgery at the time of the inspection. Lawns Medical Practice offers a variety of services including NHS health checks, diabetic clinics and minor surgeries.

Healthwatch Norfolk Officers who visited Lawns Medical Practice noted:

The surgery shares the site with another practice and the different reception desks are clearly signposted which makes it easy to navigate.

There is a large, bright waiting area which accommodated all patients present on the day.

Free-of-charge parking spaces are minimal; there is a ticketed car park close by where the first hour is free

Healthwatch Norfolk staff also had the opportunity to speak to members of the patient participation group (PPG) who said:

The staff are pleasant and efficient. The Practice Manager is approachable, and her new deputy has the same attitude towards patient satisfaction.

We feel listened to as they make note of all PPG feedback during meetings and act on it – the good and the bad. Answers are given to our enquiries.

Waiting times are still an issue but we understand this cannot be remedied at the moment. Reception takes the brunt and they handle it extremely well.

The surgery is always clean and tidy throughout. There's enough seating in the waiting area and they have specialist chairs for larger people.

We have a shortage of consulting rooms and we've been trying to get a Portakabin installed for around three years, but we can't get passed local planning. The decision is passed between Diss and South Norfolk officers.

Overall, people felt satisfied with the care they received at Lawns Medical Practice, with people praising the staff, saying that they are nice people and that they listen. However, there were multiple reviews highlighting difficulty in availability of appointments and also the long phone queues in order to secure one of these appointments.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.

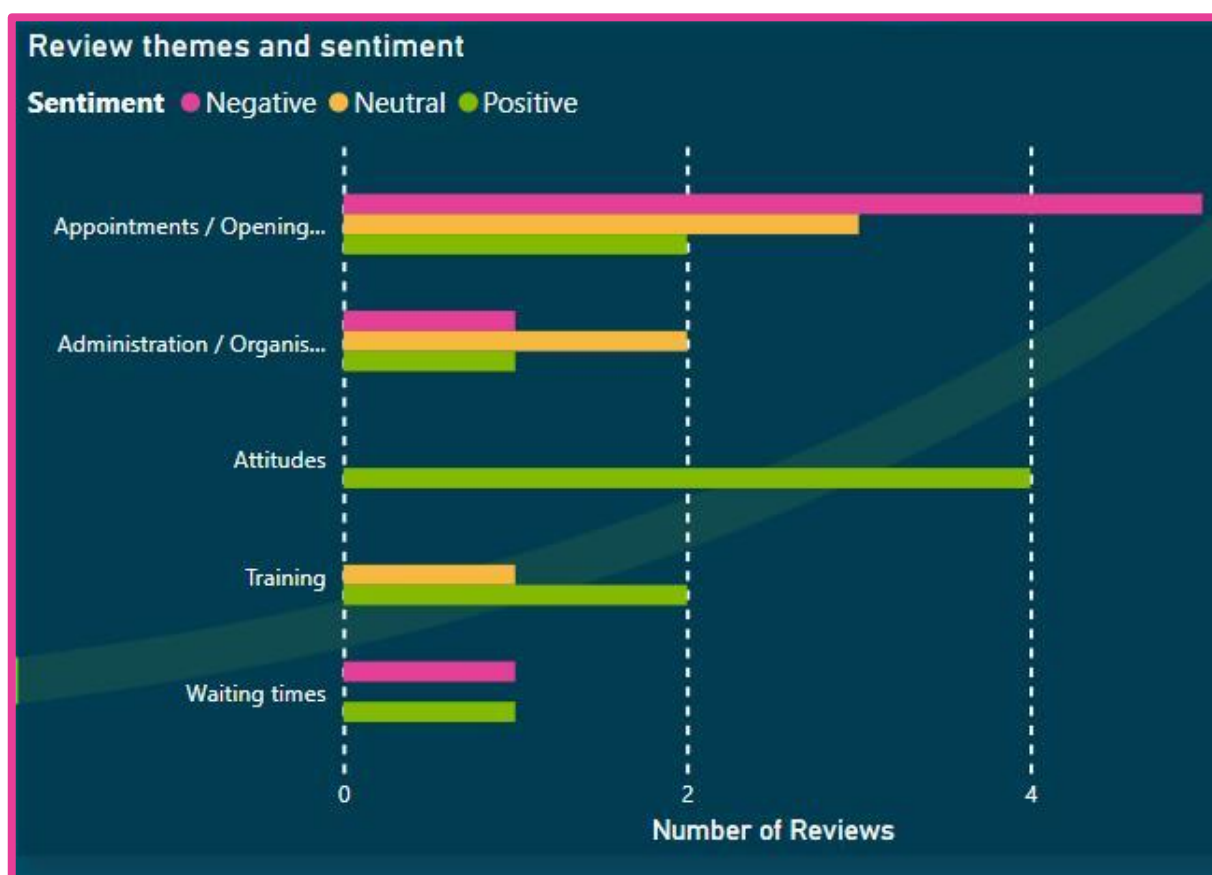


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Lawns Medical Practice by the Healthwatch Norfolk Engagement Team

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
260604	Lawns Medical Practice	Can't fault them	They do me well, I can't fault them. Whenever I phone up, I always get an appointment.	5
260603	Lawns Medical Practice	Reassuring doctor	This is my first visit and it's been really good. It's nice to have a doctor who takes the time to listen to you. They were reassuring. I phoned this morning and got an appointment today.	5
260597	Lawns Medical Practice	They're supportive	They've been really accommodating for the time being, they're supportive. I'm a new patient but it's good so far.	5
260595	Lawns Medical Practice	Nice people	They're good. Nice people!	5
260594	Lawns Medical Practice	I came in early and was seen early, quickly and efficiently	I came in early and was seen early, quickly and efficiently. The appointment was good.	5
260262	Lawns Medical Practice	They're fine	They're fine. I don't like the phoning system for appointments. You have to ring at 8am and quite often you end up giving up after an hour. On the whole I understand it's the same wherever you go. Once I get through they're very good.	4
260260	Lawns Medical Practice	Injections are on time	If you ring up you're twelfth in the queue so I came in today and booked for three week's time. I have three-monthly injections which I have to wait to book when the staff rotas are made, but I do manage to get these on time.	4

260258	Lawns Medical Practice	Try to help us	If I say it's a ten, it's a ten! They try to help us every time. I understand they get full but there is a lot of people. It is a big problem but sometimes I can get in on the same day. It would be helpful to be able to book ahead.	4
260257	Lawns Medical Practice	As a family we can rely on them	It's good. I don't have any negative thoughts. As a family we can rely on them. We are confident in their advice. For me, it's fine. I do think the appointment times are quite short. The nurse today was really good.	4
260255	Lawns Medical Practice	It's running smoothly	It's generally positive. Things have settled down. It's running smoothly. There is no cause for concern.	4
260250	Lawns Medical Practice	Hard to get child's appointment	Sometimes it's hard to get an appointment for my child who's two-and-a-half so I end up going to A&E. Sometimes they send me to the pharmacy to get her ears checked which isn't easy at her age. The last time we waited there over an hour. For me, I was prescribed something two weeks ago and I'm still not well.	3
259868	Lawns Medical Practice	Frustrating booking appointments	It's frustrating trying to make an appointment, you can't get through and you can't speak to the doctor you want to. If you get through you can be seen that day but I haven't been able to for a while. You're told to keep trying. If you want to pre-book to see the doctor you want it's a couple of weeks or more. Or you're offered a phone call which I don't feel is appropriate. Once you're there it's fine.	3
259867	Lawns Medical Practice	Some doctors are okay, some are not worth seeing	Some doctors are okay, some are not worth seeing. I phone up for an appointment. It's a couple of weeks to see a doctor. I see one particular doctor; he is brilliant.	3

259866	Lawns Medical Practice	Reasonable in general	You never get to see the same doctor. You phone for an appointment and it's a long wait to be seen. When you're my age you want to be seen in person, not by phone or video calls. I do ask for face-to-face and they do accommodate it but it can be two weeks down the line. In general they're reasonable.	2
259865	Lawns Medical Practice	OK personally, wife's experience not good	My appointment with the nurse was brilliant, she gave me some advice and I knew what to do. My wife's experience is not as good. You ring at 8.30 and you're 30th in the queue so we've come in together today. She's in pain and not sleeping from it and they've given her a phone appointment for the 30th (25 day's time).	1