

Parish Fields

Practice Feedback



June 2025

In June 2025 we visited Parish Fields Practice to speak with patients about their experience with health and social care services. From this visit we received 19 reviews for the practice. The reviews have an average star rating of 4.4 out of 5.

Parish Fields Practice is a GP surgery in the market town of Diss. Upon their last inspection in June 2021, the surgery received a rating of "Good", from the CQC. There were approximately 8,200 patients registered with the surgery at the time of the inspection. Parish Fields Practice offers a variety of services including asthma clinics, diabetic reviews and contraceptive services.

Healthwatch Norfolk Officers who visited Parish Fields 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. The Practice Manager informed us they are working closely with PPG members to revamp the area, ensuring noticeboards contain relevant and timely information which avoids overload.

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

Overall, people feel pleased with the care they receive at Parish Fields practice, with people praising both the competency of staff as well as how helpful and caring they are. Most patients felt they were able to get appointments when they need them, but some people did raise concerns over the process of making, and the availability of appointments.

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



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

Comment from the practice manager:

"We would like to thank the patients who provided this feedback to Healthwatch Norfolk. We carefully review all feedback we receive in order that we can continually strive to provide the best possible care to each of our patients. We are currently seeking more patients to join our Patient Participation Group (PPG) for any patients who would like to provide regular feedback. Please contact the Practice if you are interested in learning more about our PPG".

ID	Service Provider	Title	Review	Rating
260605	Parish Fields Practice	Always seen	I phoned this morning and was called back and booked in for today. The appointment itself went very well. I've always been seen to.	5
260601	Parish Fields Practice	Supports complex needs well	They've been brilliant in every aspect. I have complex needs, and I feel listened to. I see the same care givers so there's continuity of care. There's always someone available if you need them and I've never had trouble getting an appointment. Even the receptionists remember things about me. The whole experience of my health could be very stressful but it's not because of the care I receive.	5
260600	Parish Fields Practice	Very good	They're usually very good, I can't complain. When I've had an issue I've emailed in the morning and generally been seen that day.	5
260599	Parish Fields Practice	Friendliness makes a difference	They're lovely, very polite and a lot go way beyond what they need to just to be helpful. I haven't had any issues, it's brilliant. They're all so friendly which makes an awful lot of difference - when someone smiles, talks nicely to you and explains things.	5
260598	Parish Fields Practice	Phenomenal staff	The service here is blooming marvellous, it really is. I had a Wellness Check in 2016 which found a cancer and I thanked them for saving my life. If I phone up in the morning I can be seen. I'm here every week for ulcers on my leg and they're caring, compassionate and keep me informed. Simon the new manager is a breath of fresh air. Everyone's pulling together, they're a team. The staff are phenomenal, not just the odd one but the whole team. It's as good as you can get if not better. A good team, great leader, great place and they've got solar panels!	5

260596	Parish Fields Practice	Recently they've been very supportive	Very good for me. Recently they've been very supportive. They really try to see me. They are great. Very good. I don't like the automatic phone system and I don't think the slots to book online are long enough. But I like my doctors very much.	5
260593	Parish Fields Practice	I do feel that sometimes I have to make do with telephone appointments	It's absolutely fine. The service; they're always happy to help you. The care is good. Getting an appointment was fine today. I do feel that sometimes I have to make do with telephone appointments. I don't think they can diagnose over the phone.	5
260253	Parish Fields Practice	First class, as simple as that	First class, as simple as that. I've always been attended to promptly. The care is first class. I have no complaints whatsoever!	5
260083	Parish Fields Practice	The appointment was good	Fine. It's alright. The care is good. The last thing I had was a general check up. The appointment was good.	5
259864	Parish Fields Practice	Responsive	They are very good. Responsive, quick, excellent! Front of house are very good. The care is very good. I go online to book appointments, or phone up at 08:30. If there aren't any appointments left they are very good at getting back to you. I don't have a problem but I still feel it's an inequitable service for those people not able to use the internet or wait for a long time in a telephone queue.	5
259863	Parish Fields Practice	Good systems	They're very good, I like the online access and the triage system. The pharmacy is very efficient, they text you when it's ready. It's a nationwide problem but you don't get to see a doctor. I had cancer missed as I saw somebody else but then I insisted I saw a doctor and it was found. But generally speaking they're very good. The	4

			surgery does really well considering how much it's grown and the lack of GPs available.	
259862	Parish Fields Practice	Nothing to complain about	I've not been with them long but there's nothing to complain about so far. I only had to wait five minutes to go in today. The registration process went smoothly. I can't book online though and I'm not sure why.	4
259860	Parish Fields Practice	Very good care	It's only ever been good. I've always been seen and never had an issue. the care is very good. Following Covid face-to-face meetings went down but I think it's back to normal now.	4
259858	Parish Fields Practice	Great service	My experience has been absolutely brilliant, no problems at all, great service. I like the way they contact you if anything's wrong and they remind you about appointments. They're pretty efficient. I book online and it's not a problem at all. Sometimes they close down the appointments online which feels a bit scary as you don't know what to do but the nurses and doctors are brilliant.	4
259856	Parish Fields Practice	Very good!	I'm pretty happy actually! Seeing the doctor is not a problem. My experience is pretty good. They do a fair job. They've been pretty good. Very good! As a practice, it works fine for me. I know they're stretched.	4
259855	Parish Fields Practice	I think the triage here is good	Very good. Thorough. Thoughtful. They are good at offering a follow up. The doctor I saw had done their homework. The care in my last appointment was good. I think the triage here is good.	4
259852	Parish Fields Practice	It's pretty good!	It's pretty good! I wasn't that happy when they changed the format for booking appointments. I never have any problems. The care is good. Getting an appointment is pretty good, although like I say the new system is a bit clumsy.	4

259851	Parish Fields Practice	It would be nice to see a doctor	It would be nice to see a doctor. It's so hard to get an appointment. You have to be online at 06:30! The last time I tried, I couldn't get an appointment.	3
259849	Parish Fields Practice	The way you get appointments is ridiculous	I think the way you get appointments is ridiculous. 06:30 online or you have to phone. I ring in the afternoon. With the morning phone calls the queue is too long. Once you're in, it's okay. They are good at following up and sorting you out. It's one thing to have a phone call but a lot of the time you need a face to face. The phone call is so impersonal. By the time you've been on the phone call for ten minutes you might as well have been coming in. Also, the conversation actually goes a lot quicker when you're face to face.	3