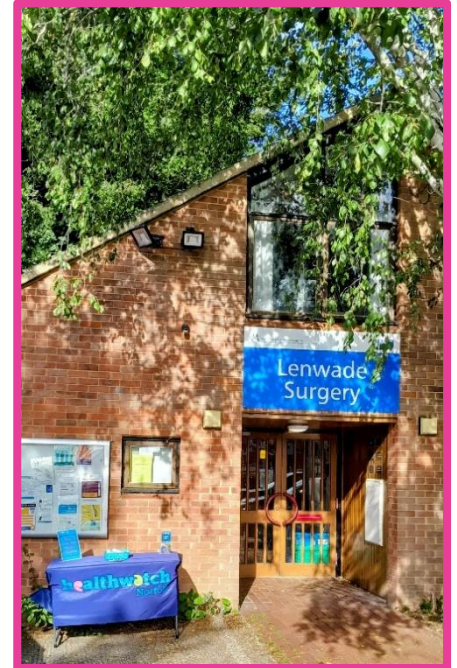


Mattishall and Lenwade Surgeries Feedback



September 2025

In September 2025 we visited Mattishall and Lenwade surgeries to speak with patients about their experience with health and social care services. From these visits we received 21 reviews for the surgeries. The reviews have an overall average star rating of 4.3 out of 5. For Lenwade surgery we received 13 reviews with an average star rating of 4.2. For Mattishall surgery we received 8 reviews with an average star rating of 4.4.

Mattishall surgery is a GP surgery in the town of Dereham and Lenwade surgery is a GP surgery in the village of Lenwade. Upon their last inspection in January 2024, the surgery received a rating of "good" from the CQC. At the time of this inspection, there were approximately 8650 patients registered with the surgeries. Mattishall

and Lenwade surgeries offer a variety of services including asthma reviews, minor surgeries and vaccinations.

Healthwatch Norfolk Officers who visited Mattishall surgery noted:

- We observed that staff had made an effort to enable easy access by propping open non-automatic doors.
- The waiting areas was removed from the reception desks giving greater privacy for patients discussing medical matters.
- During our visit, we observed all patients being able to find space to park.

Healthwatch Norfolk Officers who visited Lenwade surgery noted:

- The surgery had a doorbell so those who had difficulty with the non-automatic door could get assistance.
- The waiting areas were removed from the reception desks giving greater privacy for patients discussing medical matters.
- We observed the car park reaching full capacity during our visit and saw patients having to park on the road outside.

Overall, people were pleased with the care they received at both Mattishall and Lenwade surgeries. For both surgeries, people praised how nice and helpful staff were. People raised concerns with both surgeries moving to an online appointment request system, with multiple people saying this excluded them as they do not use online, and that it has complicated things. Additionally, it was raised for both surgeries that they do not do digital prescriptions which has caused some patients problems.

Below there are graphs that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.

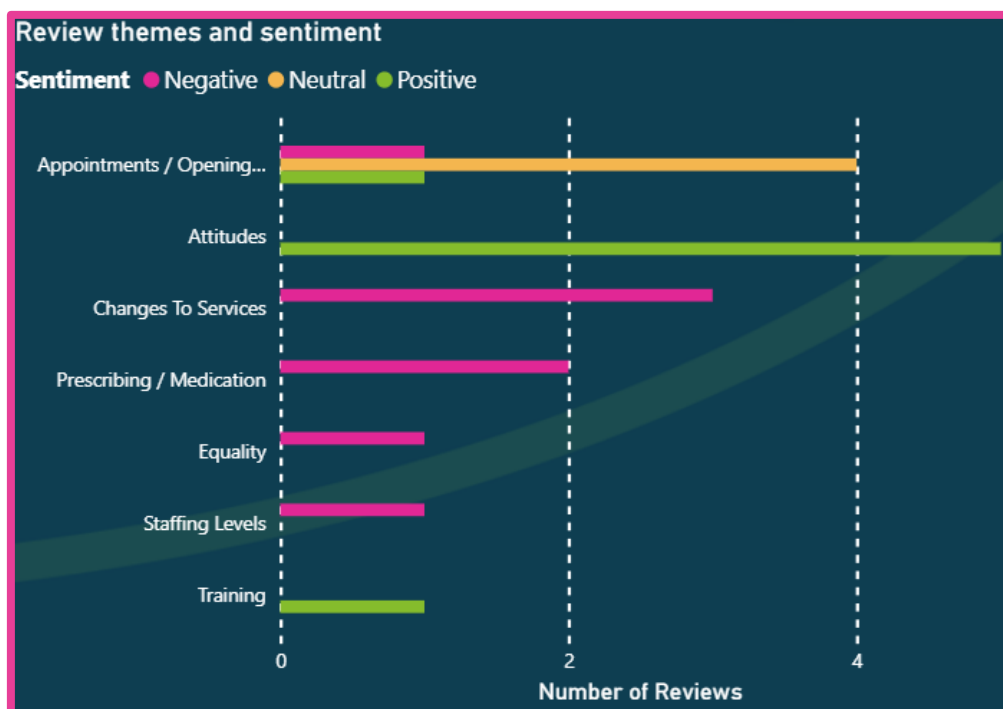


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Mattishall Surgery by the Healthwatch Norfolk Engagement Team

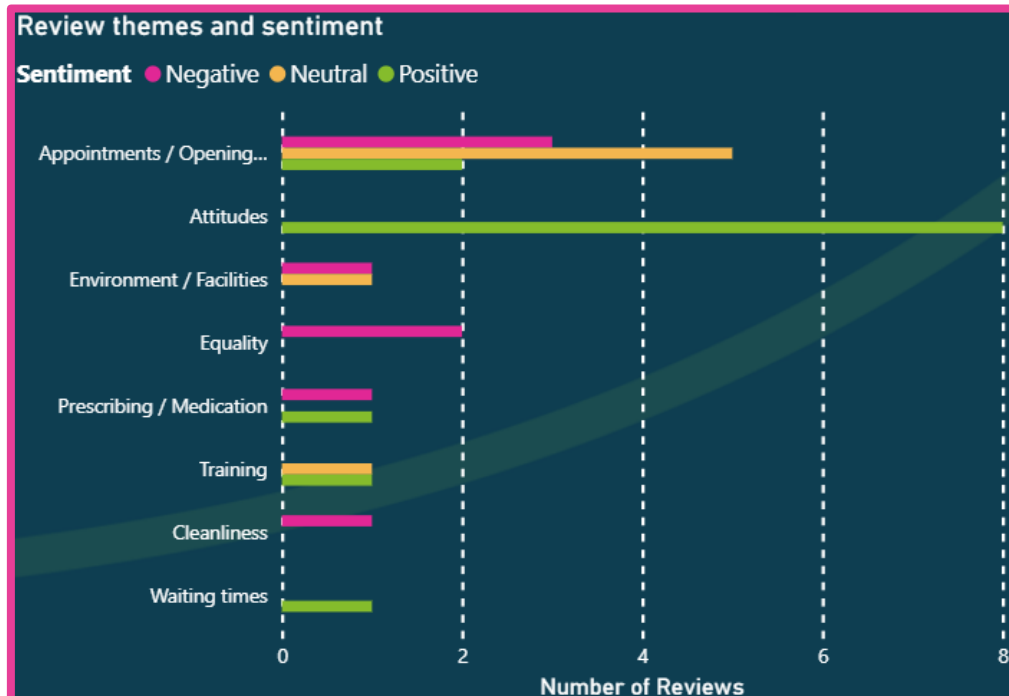


Figure 2 – A graph depicting review themes and sentiment for the feedback collected from Lenwade Surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"The move to online appointment requests is a contractual requirement from 1 October 2025, patients continue to be able to request appointments via the telephone or in person and will be assisted by staff completing the online request."

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
102223	Mattishall Surgery	Very helpful	I like the surgery. It's always been efficient, and I can get appointments. They're very helpful. They kept me here and monitored me during an emergency last year. I'm not happy with the new online system although I haven't experienced it myself yet. Not everybody has internet access or are tech-savvy. The last thing you want to do when you're poorly is sit online and fill out a whole bunch of questions. I think it's an extra level of stress for people who aren't well. To me it doesn't make sense. They did say that if you don't want to or can't do the form, you can ring and they'll fill it out for you.	5
102219	Mattishall Surgery	Lovely staff, can't navigate online system	It was alright today, I saw a lovely nurse. It was an annual thing, so I was invited. They're all so lovely and helpful. Dr. Kay is a good bloke, so is Dr. Fitzgerald. The only thing is the whole booking appointments online - I can't do it, I have to ask someone else.	5
102040	Mattishall Surgery	Everyone is so nice, and nothing is too much trouble	Doctors are all wonderful, everyone is so nice, and nothing is too much trouble. I can't get the new system to work but hopefully it will be better than on the phone.	5
102028	Lenwade Surgery	This place is worth its weight in gold	It's so wonderful to live in a village and be able to walk to the surgery and get an appointment straight away. The doctors actually pay attention to you and really keep up with what is going on with you. It's absolutely fantastic. I've lived in a lot of places but here there is an absolute ownership, they make	5

			sure I have my medications etc. The doctor got me seen by specialists and the whole team came together to find out what was happening to me. Honestly, this place is worth its weight in gold to me. They care, pay attention, they're up to speed. The reception are absolutely fantastic.	
101926	Lenwade Surgery	Absolutely fantastic	They were very accommodating, we came early and we were in straight away and didn't have to wait 30 minutes. Absolutely fantastic. The only thing that could improve it would be having toys or books in the waiting room for kids.	5
99316	Mattishall Surgery	5+++ stars!	It was a really good appointment today for my sister. The nurse was really nice and knows how to communicate with her. My sister gets happy when she sees the nurse. She's even had a seizure while we've been here before and the nurse dealt brilliantly with that. They're all friendly. Dr. Kay is also really nice, he actually talks to my sister - they all do - whereas we go other places and they ignore her to talk to us. If it's an emergency, I'll ring up as I can't deal with the online form. I'd like to give them 20 out of 5 stars! It's 5+++.	5
99314	Lenwade Surgery	Very helpful	I came in to get some information and make an appointment for a flu jab. I got what I needed, they were very helpful, no problems at all. I'm happy enough.	5
99313	Lenwade Surgery	No complaints	I've got no complaints. I'm not online so I'm not up to date with how to fill in the form. I came down and Cheryl helped me but if I couldn't get down that would be a problem. My prescriptions are no problem, everything's fine with them.	5

99312	Lenwade Surgery	Good patient rapport	It's fine, no issues whatsoever. They've got good patient rapport.	5
99309	Lenwade Surgery	Prefer more days open	It's nice we've got an extra Friday afternoon, but it would be nice if it was open Monday-Friday. The closed days are sometimes inconvenient if you're working.	5
102224	Mattishall Surgery	Would like digital prescriptions	There's only one thing I'd like them to improve and that's that they don't do digital prescriptions. The receptionist was very pleasant and helpful and said they're looking into that for the new year. My experience with all of the receptionists I've dealt with has been good. I've had no problems with actual appointments, and I prefer to come here as it's closer. The doctors and nurses are all very pleasant. The new online system is a bit of a pain – the number of questions you get asked is a bit much, but I got out of it what I wanted.	4
102221	Mattishall Surgery	Never had issues	I've been here nearly 20 years and never had any issues, I'm always happy. I rang for my appointment today and it went as expected. I'm OK with the online booking but I'm quite tech-savvy so I know for older people it might be harder.	4
102041	Mattishall Surgery	Surgery is good but the phone system was annoying	The pharmacy is frustrating, you order a prescription, and it isn't ready. The surgery is good but the phone system was annoying, but I haven't used the new system yet. I work in a GP surgery so I'm aware of the issues.	4
102038	Lenwade Surgery	Convenient and good	It's convenient and good. Would be better if I could see a doctor more often. I don't think the form triage system is going that well.	4

99311	Lenwade Surgery	Lovely staff, impersonal booking system	They always treat me quite well. I don't particularly like the online booking system as it seems impersonal. Although when I've used it, it has worked quite well. I think it's especially difficult for older patients, which most of them are. The doctors are good, and the staff are lovely, but I'll give it four stars because of the online booking.	4
99310	Lenwade Surgery	No digital prescriptions	It's convenient but sometimes them being closed on Wednesdays doesn't help things. It's a real hassle they don't do digital prescriptions. Sometimes it gets lost in the post and you have to start over again.	4
99308	Lenwade Surgery	Nice receptionist	I've been a patient here since I was born. I get forgetful now, but the receptionist keeps an eye on me and reminds me of things. Some doctors are better than others, you have a preference, but it's nothing to worry about. There's not really anything to complain about but the hanging about on the telephones seems to get worse. It's just endless pressing buttons and the categories don't quite fit. As soon as you can speak to a person though all your troubles go away. The receptionist is a particularly nice young lady, she's kind and not snappy when I've forgotten anything.	4
99307	Lenwade Surgery	Lovely, but booking concerns	They're really good here. Thankfully, I rarely have to come to the doctor's, but I had to the other day. I phoned up and was shocked when reception told me I had to fill the online form out. It told me I had to go to A&E! This didn't seem right, so I changed some answers and to be fair they did call me straight away and were very good. I do wonder how older people	4

			would get on with it or whether people may not bother to follow-up their health concerns because of the form. They are lovely but I have to give it one less star because I'm worried how people might struggle with the form.	
102042	Mattishall Surgery	I don't like the new online triage system	I don't like the new online triage system, also the telephone service to get an appointment. You can't always get an appointment when it's imminent. I feel this needs to be looked at. The pharmacy on occasions have not had medication available. They renew prescriptions but it isn't always ready. Generally, the follow up service is good. I take blood pressure medication, and they contact me once a year for an appointment. There are more people in the village as it expands and consequently more pressure.	3
101802	Lenwade Surgery	The nurse was particularly good	I thought the nurse was particularly good. She was using child friendly and fun terminology. The car park isn't very accessible, and the doors are quite heavy and it could be tidier outside.	3
102037	Lenwade Surgery	You can hardly ever get an appointment	You can hardly ever get an appointment. Generally, not as good as it used to be. The receptionist is lovely and it's not her fault that the system is how it is. The care is generally very good	2