

Heathgate Medical Practice Feedback

November 2021

On 12th November 2021 we visited Heathgate Medical Practice to collect feedback from patients about their experiences with the practice. From this visit we collected 33 reviews with an average star rating of 4.5 (out of five). It is worth noting that most patients (24, 73%) gave the surgery the full five stars.

We also asked patients to rate additional aspects of the service, however these were not compulsory. Figure 1 below shows the average star rating for these additional performance indicators. All indicators were rated highly by patients, in particular quality of care was rated as five stars out of five by all patients who answered this question.

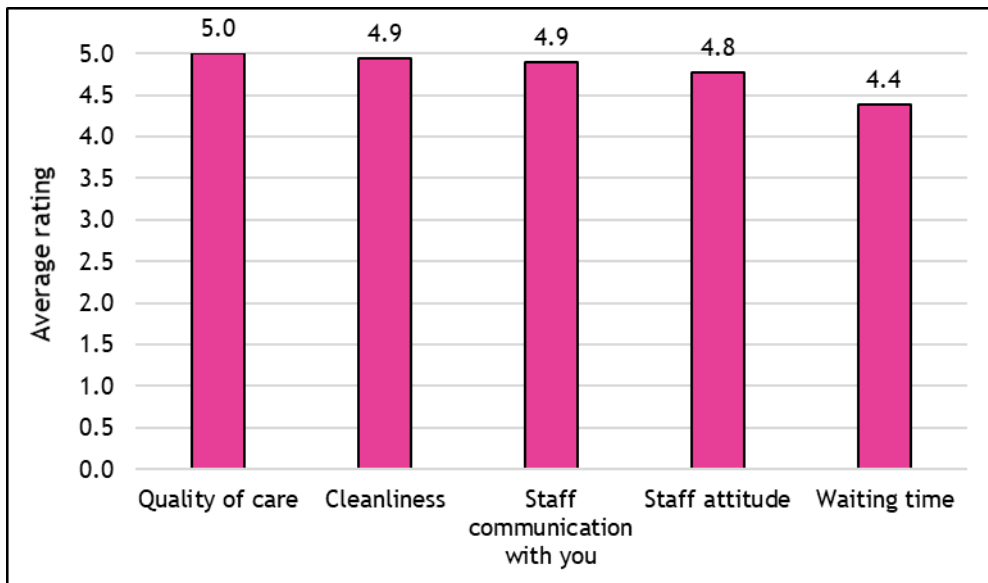


Figure 1. Average star rating (out of five) for performance indicators. Average ratings are rounded to one decimal place.

Overall, patients reported being very happy with their experiences at the surgery. The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/heathgate-medical-practice-norwich-nr14-7jt .

A response to this report from Heathgate Medical Practice follows the table of reviews (page 7).

ID	Title	Review	Rating
89852	Can always speak to someone	Very good. I always get seen or can speak to someone. I can always speak to the doctor if I need to. They're good with my prescriptions too. I don't like using online as much as seeing them but it all works okay and they respond okay to me. Happy with wait times - I never get a chance to wait.	5
89845	All good - punctual!	All good - punctual! A student took my bloods and they were excellent. It's a difficult job taking blood from me. The nurse was there to hold my hand if I needed it. They're all very good!	5
89844	Been good in emergencies	No problems. My blood tests come through quickly. There can be a bit of a wait but it's not usually an emergency so it's not a problem. They have been good in an emergency like when I had prostate problems. They can't really do more when it comes to waiting times. They're seeing people more unlike other surgeries which is good.	5
89843	Very happy here	Very happy! I've been here 20 years and everyone's nice - reception doctors and nurses. If I ring and I want to come in I can come in. 10/10!	5
89841	Whenever I ring up I get through	Brilliant. Whenever I ring up I get through. The doctor rings me every month and will be ringing me after my bloods come back. I pick up my prescriptions here and they always come through easily.	5
89838	Good but bit difficult to get appointment	It's a bit difficult to get an appointment. When my friend called they waited four weeks for a phonecall which was a routine appointment. The rest of it is quite good though.	5
89836	When you're down they bring you back up	Perfect! When you're down they smile and bring you up. It's clean tidy and immaculate. There's no improvements - how can you improve on perfect? The staff are brilliant. I've been here for 8 years and they're just so on the ball. I've been crying in the waiting room several times and they talk me down and help. There's no need for drugs they've just been there to help. They've been immaculate - especially when it comes to my mental health. They're a 10!	5

89873	Really quick and helpful	I had my first appointment a couple of weeks ago but my wife uses it a lot. They've been really quick and helpful. They been good with my asthma and have sent videos to show me how to use these things for my asthma. Where we lived previously the GP surgery wasn't good but they're far better here. Credit where credit's due! No faults.	5
89871	GP is empathetic	Excellent! I like my GP - just really good empathetic and really good!	5
89868	Nurse made us feel relaxed	All good. The nurse was very good and helped us feel relaxed.	5
89866	Very good when I need to see a doctor	Excellent - no problems. I collect my prescriptions here and they've been very good. On occasion when I need to see a doctor they are very good too. I was seen within three hours when I had heart concerns.	5
89863	Fit me in for jab while my child has theirs	Very happy! I went for my child's jab and they fitted me in at the same time. Genuinely very happy. Calling at 8am can be difficult - I've called more than 7 times before to get through.	5
89862	Always willing to help and very understanding	Excellent. They're always willing to help and are very understanding. Even when they're very busy they always give you the time.	5
89860	Very good getting back to normal	All very good. The trainee who took my blood was very good. It looks like it's getting back to normal. It was all very good they were running a bit later but that's nothing really.	5

89859	Happy with getting app. and prescriptions	It's instant when I come to get my prescription and it's always no problem. There's also been no problems with appointments. They did an excellent job with the vaccines and opened a centre for people in the area to go to get their COVID vaccine. I'm more than happy. I know you don't see a doctor all the time and I'm happy to wait since it's not an emergency. My wife was seen really quickly in an emergency. The staff attitude on reception can vary.	5
89858	Service is really good	I've been coming here for 30 years and they're fantastic! Just the service is really good. The doctor I see has been really good. The speed of response could be improved but I just come up here for appointments instead. They're happy for me to book appointments in person.	5
89699	I called today and was seen today	I get excellent service here despite the restrictions they're doing their best. I called up this morning with a problem and they got me scheduled for a face-to-face appointment a few hours later. I called today and was seen today. I'm concerned that the new housing developments will lead to a large increase in patients at this surgery. They're very caring here. They listen and then act.	5
89698	Cooperative and Friendly	It's very good I have no complaints. Everyone is cooperative and very friendly. They're doing great under a lot of pressure that isn't their fault.	5
89697	Polite and Accessible	I never have any problems getting an appointment. Everyone is polite and it's accessible. When I have a problem I find it easy to explain and it's always dealt with properly.	5
89695	One of the Best in Norfolk!	The receptionists are kind and helpful. I can always see a doctor when I need one. I can't praise them enough. One of the best in Norfolk!	5
89693	Very Lucky to Come Here	I hardly have to be seen by them. I feel very lucky to come here. My friends tell me things about their different surgeries and I realise that I am very very lucky! The doctors are kind and compassionate. Marvelous!	5

89691	No Complaints	I've got no complaints. They're all nice to you here. My husband runs out of his medicine a lot and they always get the prescription filled for us ASAP. No problems at all here I'm 100% pleased!	5
89690	Willing To Listen	I really like the phlebotomist we have a laugh together. Today a trainee doctor drew my blood. He was very nice and was very good at finding my vein. I think this surgery is a good one. I transferred here recently from a practice in the city and I was worried it wouldn't be as good. Everyone is very helpful and they're all willing to listen.	5
89689	Absolutely Brilliant	It's an absolutely brilliant surgery. The people are amazing that's all I can say!	5
89869	Good but had a difficult time last year	It's easy and quick getting my prescriptions - call on the phone to order. No problems! I did have a difficult time last year when I had a skin problem which could have been cancer. I didn't feel I was being listened to and I was under so much stress due to how I was feeling. COVID had a lot to do with because I couldn't just call or visit the surgery. But that aside I'm always treated well here and listened to. My previous GP was very good. It's just the situation of COVID was awful. Couldn't see how it could be done differently though. If I was them I would have done the same thing. I just don't think moving everything online is satisfactory and online stuff is not the answer.	4
89867	Helpful nursing staff	I came for a blood test today and the nursing staff were helpful and very good. Seeing a GP face-to-face can be difficult but they are doing their best under the circumstances. Sometimes reception can be a bit off and not that welcoming. The wait for an appointment can be lengthy but wait in surgery is pretty good - but they're not having the same number of people in the surgery still.	4
89861	Very supportive	Good. Reception is very supportive but this can vary on who you get. The doctors are very supportive too.	4

89857	Easy to get appointment but close at lunch	Welcoming. However they close at lunchtime so I can't pick my prescriptions up easily. They're very friendly and it's easy to get an appointment.	4
89696	Civil and Polite	I get appointments easily without any problems. I have no complaints. Everyone here is civil and polite.	4
89694	It's Fine	It's fine. There's nothing wrong with it but nothing's perfect!	4
89692	No Issues	It's quite quick and I have no issues. I've been coming here a long time. Recently I complained that the dispensary didn't take card payments. They've changed that and I can now pay by card which is great!	4
89839	Don't feel like they're available to me	I don't feel like they're available to me and the doctor doesn't understand me. They pestered me to have a med review. They said I'd have a phone call for the med review didn't see me and didn't know anything about me. They wanted to take me off my meds and I was like no. We're moving soon and I want a more patient focused and more proactive surgery. My daughter was bleeding for weeks so we contacted them. They put us on a phone call and we waited hours and never got a phone call. The feeling we get is that if you're not over 70 and not pregnant then you haven't got a health service. We go to the pharmacy for support because we've even had to fight to get partner referred for operation.	1
89872	Not very helpful	Not very good. One receptionist is not very helpful and I can't get to see a doctor.	1

Response from Heathgate Medical Practice:

The Partners at the Practice are delighted with the feedback Healthwatch Norfolk has collected from our patients. The Pandemic has brought about huge challenges for both clinical and non-clinical teams during which we have tried our hardest to maintain a good, caring service for our patients. We have needed to 'do things differently' but our doors have always been open seeing patients face to face as necessary.

There will be those who have personal comments, opinions, concerns and criticisms about our services and I hope those patients will raise their concerns directly with me to address. In such cases, we are unable to comment publicly about those situations.

I am proud of the whole team at Heathgate and have been really pleased to be able to share the feedback collected.

To clarify one comment, the surgery and dispensary is open Monday to Friday 8am to 6pm and we only close on Fridays between 12.30pm and 2pm for staff training.

Many thanks Healthwatch for visiting us and collecting comments from our patients.

Garry Whiting
Managing Partner
Heathgate Medical Practice