

East Norwich Medical Partnership Feedback

October 2021

On 23rd October 2021 we visited East Norwich Medical Partnership to speak with patients about their experience at the flu clinic and with the GP practice in general. At this visit we collected **63** reviews for the service. These reviews had an average star rating of **4.1** (out of five).

Figure 1 below shows the average star rating for additional performance indicators, please note that these additional ratings were not compulsory. As the graph displays, waiting time was rated the lowest by patients with an average rating of 3.9 (out of five). Cleanliness is not included on this graph as it was only rated by only six patients, but cleanliness had an average rating of 4.8 (out of five).

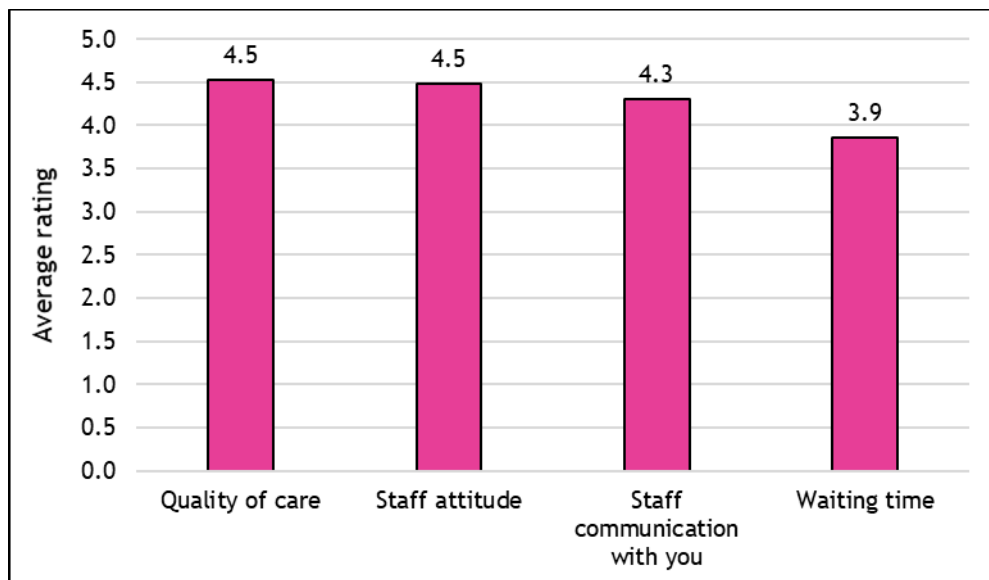


Figure 1. Average star rating (out of five) for performance indicators. Average ratings are rounded to one decimal place.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/sprowston-centre-sprowston-nr7-8dg. Overall patients reported satisfaction with the flu clinic, some patients praised the additional services offered at the clinic such as blood pressure checks and blood tests. On the other hand, concerns were raised by patients around difficulties trying to access routine and emergency appointments and in particular long waits on the phone when trying to contact the practice.

A response to this report from East Norwich Medical Partnership follows the table of reviews (page 11).

ID	Branch	Title	Review	Rating
86326	Thorpe	Always good	Always good but we don't come very often.	5
86316	Thorpe	Very good	Excellent doctors even through lockdown have been supportive. Always seen me when I needed. I book online. I do think it is difficult for older people like my neighbour who can't book online.	5
86315	Thorpe	Flu clinic good	There was a problem with blood vials and I had to wait but this was not the GP's fault.	5
86303	Thorpe	No problems	Very good today and generally no problems.	5
86302	Thorpe	All good	All good luckily I don't need to see them much. Phones can be difficult.	5
88519	Sprowston	No waiting	Staff were very good there was no waiting the communication was good. I find the surgery very good.	5
88506	Sprowston	Flu clinic great	I only come once a year and the flu clinic is great. While I was here they took my blood pressure and did a blood test too. The staff were good. I have struggled to get an appointment for a family member though.	5
88499	Sprowston	Nice staff	The flu clinic was very quick I went straight in it was very well organised. The staff were nice. Before Covid I found this surgery very good but now it is hard to see a doctor but when you are in the surgery it is very good.	5
88498	Sprowston	Always feel looked after	I have been using this practice all my life and it has always been good. The staff are friendly and polite and I have never had any problems. Today at the flu clinic I was in and out on time. I always feel looked after.	5
88497	Sprowston	All good	At the flu clinic I was in and out quickly. It was strictly to time. There was good communication and all was good. The only thing I struggle with is getting through on the phone.	5

86324	Sprowston	Fine	Only waited 10 minutes for todays appointment	5
86321	Sprowston	Very good at flu clinic today	Very good but I have not been since my last flu jab.	5
86319	Sprowston	Brilliant	Brilliant the nurse was lovely and I have no complaints. Sometimes you have to wait to get in but I understand why.	5
86317	Sprowston	Very good today	Very well organised at flu clinic today. The surgery at Thorpe is always very good too.	5
86310	Sprowston	Problems getting through on phone	I just have problems getting through on phone but at least you are in a queue. Otherwise it is really good. I do have concerns about all the new housing.	5
86309	Sprowston	No problems	Fine no problems. I don't come very often	5
86306	Sprowston	Good	I am a new patient at the surgery and this is my only experience so far.	5
86299	Sprowston	Very Good	Flu clinic today was very good.	5
88526	Sprowston	Straight forward and fine	I attended the flu clinic the appointment was on time and the staff were lovely. They communicated well with me. The surgery was nice and clean.	5

88435	Sprowston	Very well organised	I came with my wife to the flu clinic and didn't have an appointment but they fitted me in and gave me mine as well. I struggle to get through on the phone and the last time I called I was on the phone for an hour. Emails do not always get answered. It has always been bad so it is not just due to covid. The doctors are fine when you see them although it's frustrating when you are told by the doctor to have the pneumonia jab but then told by the nurse that I don't need it.	5
88525	Sprowston	Quick	The flu clinic was quick and efficient the staff are very good. I don't come often but when I do it's fine	5
88524	Sprowston	Well organised	It was so speedy and well organised at the flu clinic. Everything was great.	5
88523	Sprowston	Flu clinic very efficient	I found the flu clinic very efficient as they did extra things while I was here. I normally have trouble getting through on the phone and got missed off last years flu jab list. Staff when you get into the practice are professional and fine.	5
88522	Sprowston	Absolutely top notch	Staff really friendly and very welcoming. They did extra tests while I was here for my flu jab. You can struggle to get through on the phone though.	5
88521	Sprowston	Everything was perfect	There was nothing wrong with the flu clinic everything was perfect. The person who did my jab did extra checks so I don't have to come back again. She explained what she was doing and why. I am very happy with the service.	5

88520	Sprowston	No Problems	There was no waiting for the flu clinic and I had a blood test and weight done at the same time this is good as I don't have to come back again. I find the surgery communicate well with the N&N hospital well. The phone system and the internet are very hard to use it would be helpful if people with ongoing health conditions get regular set appointments rather than having to book them each time. The staff are good when you do get through. I don't think this is to do with Covid as it has always been hard to get through on the phone.	5
88502	Sprowston	Very Good	Today's flu clinic was very good the place is clean and the staff friendly and helpful it was a good experience. However trying to get an appointment via the phone is very hard. I have been 45th in the queue and it has taken 15 minutes and I have been 32nd in the queue and been on it for an hour. The staff are great when you do get through they are polite and friendly. I can not fault the receptionist nurses or doctors. It is just frustrating when you can't see anyone.	5
88501	Sprowston	Pleasant staff	Attended the flu clinic and my appointment was 10 minutes late but this is not a problem. It was a very pleasant staff member that gave me the injection. I find the surgery normally okay and have no problems with it although it is frustrating trying to phone the surgery. I tend to use online and that works okay.	5
88495	Sprowston	Very well organised	The flu clinic was very smooth and very well organised. The staff were very polite and efficient and my appointment was on time. I do find getting through on the phone difficult when I was number one in the queue it still rang for ages.	5
88494	Sprowston	So Efficient	The whole flu clinic was so efficiently ran. The nurse was lovely and there was good communication. It would of been good to have the Covid booster at the same time though. I find that it is always good here but find the phone system and online very frustrating. It could be a lot better and less complicated.	5

88493	Sprowston	Staff nice and Helpful	Today at the flu clinic I walked in got it done and walked out all very quick. The staff are very nice helpful and communicate well with me. It can be difficult to get an appointment and it can be a long wait on the phone but once you are in everything is fine.	5
88491	Sprowston	No Problems	I attended the flu clinic and the nurse was great. The appointment was quick and on time. I have no problems with this surgery.	5
88415	-	All Brilliant	All brilliant helpful and kind when I attended the flu clinic. They were nice and friendly and let my husband come in with me which is important as I struggle on my own.	5
86313	-	Difficult getting through on phone	Good today but getting through on phone is difficult. Waiting for GP to call back can be difficult as well as you have no idea when they will call. It would be good to have a time slot when the GP will call. It is awkward as the patient.	5
88433	-	Very Good	I found the surgery normally very good. The staff are friendly and helpful. I had my flu jab today and at the same time they made me another appointment for another issue.	5
88504	-	Went very smoothly	Today at the flu clinic it went very smoothly the staff were very good. I do struggle to get an appointment and it can be a long wait on the phone but once I am in the staff are friendly and it is fine.	5
88503	-	Very Good	At the flu clinic it was only a couple of minutes wait and after the jab they took my blood pressure. It was good to have this done at the same time so I do not have to come back. I find getting through on the phone hard but once I do the staff are fine and friendly.	5
88424	-	Good old NHS	I don't have to come to the surgery often but when I do it's good. The flu clinic is great and was on time. The staff are friendly and polite.	5

88420	-	Brilliant	The flu clinic went well. The staff are brilliant and lovely. I find the Sprowston surgery better than the Thorpe one. But the phone system is appalling.	5
86305	Thorpe	Generally okay	I don't come very often but when I do it is okay. The doctor was very good on telephone conversation.	4
86323	Sprowston	Good	Arrived early and seen early	4
86322	Sprowston	Would like to see GP face to face	Normally no problems although it can be frustrating getting through on phone. I would like to see a GP face to face. I was told I would get a phone call but I ended up with a text message which only told me what was on their website anyway.	4
86308	Sprowston	Getting harder to get in	It is getting harder to get in to see a GP. You get asked lots of questions by receptionist who is not a medical person. It is too much fuss to see a GP. I now don't know if I am meant to have another blood test the communication is poor.	4
88398	-	All fine	Attended Flu clinic today and everything has been fine. I didn't even feel the needle go in. The staff were brilliant and the appointment was on time. I find this surgery normally very good.	4
88425	-	Flu clinic fine	The flu clinic is fine there was good communication and the staff were friendly polite and created a nice atmosphere. I do find it difficult to get an appointment its and long wait on the phone and I first time I used the website I did not get a reply. I re-sent the request for a 2nd time and it was resolved but this obviously took longer than it needed to.	4

88416	-	Long wait on the phone	I am not on the internet and do not have a mobile phone so I have to call the surgery on my landline and it can take a long time for the call to be answered but this is the only problem I have with the surgery. The nurse at the flu clinic was lovely they took my blood pressure at the same time which was a little high so they have booked in an appointment for a blood test. It was good to have this all done today to save on having to ring to arrange it.	4
86301	Thorpe	Always difficult to get through	It is difficult to get an appointment. I had to wait 1 and a half hours on phone to make an appointment. Sometimes you get cut off.	3
86298	Thorpe	Over two hours on the phone!	The flu clinic today at Sprowston was very good. Well organised and would get a 5 star rating. However it is not always this good. At Thorpe I spent 2 and a half hours on the phone to get an appointment then had to wait 4 weeks for blood tests. It is always okay when you see a GP but getting in is dreadful.	3
86327	Sprowston	Excellent today but not always.	When you get to see doctor it is fine but you do have to wait. Based on flu clinic alone it would have been 5 star.	3
86320	Sprowston	Good today but often very bad.	The clinic today was good and on time. It has been very bad though. I have tried to see a GP and I sent an online message but I have had no reply. I have now given up trying to get help. I am very disgruntled.	3
86295	Sprowston	Difficult to speak on phone	I tried to call and email but ended up calling 111. Despite difficulties making contact the GP was good once I got in. The flu clinic today was run very well.	3
88508	Sprowston	Appointment not confirmed	My flu appointment did not get confirmed so yesterday I had to spend 45 minutes on the phone and while I was talking the text got sent. But my experience here today was good the staff were polite.	3

88396	-	Hard to see a Doctor	Trying to get to see a doctor is so hard. The lack of face to face appointments is frustrating. Once you do get in all is fine. The flu clinic today was fine there was no problems at all	3
86311	-	Mix up with appointments	It takes a long time for them to answer phone. There was a mix up with my appointments. I came with an appointment on a piece of paper and they said it was not booked. The waiting room was empty but they would still not see me. I think it is as bad everywhere. The flu clinic today was good.	3
88434	-	Hard to get an appointment	Felt very safe at the flu clinic it was very efficiently run and the staff were courteous. It is difficult to get an appointment and when I went in for a routine appointment with a nurse and tried to discuss a condition my physio had spotted I was told she was not interested as we are in the middle of a pandemic. They do not turn on the lights in the waiting room which makes the whole place feel very unwelcoming and leaves patients outside not knowing what to do. They are clearly understaffed.	3
88489	Sprowston	Hard to get an appointment	If I was just rating the flu clinic today it would be 5 stars as I only had to wait a few minutes and the staff were efficient nice and communicated well with me. However it is so hard to get an appointment. On 14th July I sent a request for an appointment via the website I got an automatic reply but did not hear anything back so on the 22nd July I sent another one and the same happen I got an auto reply but nothing more. Tried to phone but it was so busy that I could not get through. I ended up at the walk in centre. Once you do get in to see someone it is good.	2
86325	-	Not happy	I have had to wait 18 months for a blood test and I want to see a doctor and can't.	2
88426	-	Useless trying to contact them	Today the flu clinic was fine and I had no problems. It would of been good if my partner could of come on the same day we live together but have different surnames so never get called at the same time. Getting through on the phone is near impossible and you can never get to see a GP. Once you are in the staff are fine and there are no problems it's just getting in.	2

86307	Sprowston	Needs sorting out	Today was good but this is not usual. One and half hours on phone to make an appointment listening to bad music it gave me a headache. Even thinking about it puts my blood pressure up. It puts me off trying. It needs sorting out.	1
86304	Sprowston	Very disappointing	Today at the flu clinic was very good. However it is not always like this. I have emailed and phoned several times and had no notifications about anything. There has been no follow up since hospital appointment. I was told GP would call but I have had no contact. I am sorry to see how health service has deteriorated.	1
88490	Sprowston	Can not get through on the phone	Today the flu clinic was very good. However getting through on the phone is terrible. Last time I phoned it took me an hour and a half to get through and I was 40th in the queue. I got a call back from a GP and was told to make a face to face appointment so had to phone again. Where is the time saving in that!	1
88427	-	Tried to see a doctor for about a year.	Today was flu clinic which was a bit slow as they were doing other things I had my blood pressure taken. I had been ill for a long time but I could not get to be seen by a doctor. I ended up calling 111 in the end as I was so scared but the doctor they sent round to me didn't bring an ECG machine. I managed to get a nurse appointment who took my blood pressure she was worried so reported it to a doctor who did an ECG and I was then sent to hospital.	1
88419	-	Wrong diagnosis	I lost my wife a year ago due to being refused a doctors appointment face to face. She was given antibiotics over the phone and then was told she had IBS. It ended up being liver cancer and she died. The same doctor also told me I had IBS but was wrong again and I ended up needing surgery. I have asked to see the doctor for an explanation but have been refused. I now see a different doctor at the surgery. I do have to say I can not fault the receptionists or the nurses.	1

Response from East Norwich Medical Partnership:

Many thanks for the report - it was encouraging to see the volume of positive feedback. I will take this to our partners meeting and will then share it with all our staff. This will certainly help with morale in reception.

Hopefully, we are starting to turn a bit of a corner staff wise - we now have a new secretary, receptionist & practice nurse in post. We have just appointed another HCA. We are interviewing for more receptionists/secretary over the coming few days.

We have worked hard with our telecoms supplier to iron out our frustrations with the new phone system and despite the challenges we still have in the reception team this seems to be paying off. Response times are much quicker although at peak times will always take longer due to demand. Other members of the team have also been helping to support the reception team by answering calls at peak times. This has obviously had a very positive impact. The average wait time in the queue at this moment today is currently 5:38 minutes but has been down at 1:37 - the majority of the 200 calls answered today have been answered in under 5 minutes - the longest wait has been 7.41 minutes.

If I look at the activity for the past week (w/c 15.11.2021) our reception team had answered 1,530 calls. They also made 399 external calls calling patients for COVID boosters and 'flu injections etc. So the still depleted team handled 1,929 calls last week. This activity **does not** include all of the telephone calls that GPs have also made as part of the triage service and does not include either the internal calls that the girls in reception also deal with from the clinical teams.

On top of this in the last 14 days they have dealt with 493 e-consult/admin requests via Footfall (activity for the past 3 months is 4,454 and last 12 months is 28,236).

We have had a new receptionist in post for the past month, have made another offer and have an interview later this week. We are feeling more confident that we can sustain the hard work our team has put in to address patient concerns. Indeed patients have commented how quickly the phones are being answered.