

Plowright Medical Centre Feedback

August 2022

In August 2022 we visited Plowright Medical Centre to speak with patients about their experience with local health and social care services. From this visit we received 14 reviews for the medical centre. In addition to this we received two reviews through the post from feedback forms we handed out on the day. All the reviews had an average star rating of 4.8 out of five.

Overall, patients we spoke to were very happy with their experiences at the medical centre. They frequently told us that they rarely had any problems, that staff were helpful, and they were able to get appointments easily. One patient told us:

The staff are very friendly, not abrupt. I don't usually give 5 star ratings but here I don't know what more they can do. I have been here for 45 years and I don't know how they could improve.

In addition to this, Healthwatch Norfolk Officers who visited the practice noted that the reception team was very welcoming and helpful for patients and Healthwatch Norfolk Officers.

The reviews are displayed in the table below and can be found on our website here. On our website there are also individual replies to these reviews from the practice manager:

www.healthwatchnorfolk.co.uk/services/plowright-medical-centre-swaffham-pe37-7hj.

ID	Title	Review	Rating	Source
174851	I have no complaints	I get regular reviews and they keep you updated. I have regular appointments and I have no complaints. My only issue is it would be good if we could use the pharmacy here instead of Boots.	5	Practice visit
174853	Always very good	We always get an appointment, it's good. Like lots of people we would prefer face-to-face appointments rather than telephone but it's still very good.	5	Practice visit
174919	I don't know how they could be better	The staff are very friendly, not abrupt. I don't usually give 5 star ratings but here I don't know what more they can do. I have been here for 45 years and I don't know how they could improve.	5	Practice visit
174920	I think it's well run	It feels like it's back to normal. I prefer face-to-face and in the last 3 months I have been able to see the doctor face-to-face. I can't think of any improvements, it's well run.	5	Practice visit
174921	I am very happy with the care	It is good, because they know my husband has problems. I can telephone and make an appointment there and then. My husband is unwell and they are always alert. I am very happy with the care. Maybe because we are older they are more receptive. They deal with it well.	5	Practice visit
174925	Amazing	They are really good. I always get through and I always get an appointment either here or at Necton. They always do their best to accommodate you. I have never had anything like it before. It is much better than my previous surgery in Essex. We are constantly stunned and amazed at the ease at which they deal with everything. Everything gets seen to speedily and efficiently.	5	Practice visit
174931	So friendly and helpful	It's easy to call and get an appointment. Everyone is so friendly and helpful. I have never had a problem.	5	Practice visit
174932	It's all very good	It's all good. I came for an annual check. It always seems good. It's all very good.	5	Practice visit
174934	First rate	First rate as always. Always a top star rating. I've never had a problem.	5	Practice visit

174939	It's good, I'm happy	It's good, it's what I expect. Decisions are made and I'm happy.	5	Practice visit
174940	They respond very quickly to your requests	They are very good at making appointments and they respond very quickly to requests. When I get in they are very good. The nurse sometimes refers me to the doctor. The only negative is each visit I have to explain again and again.	5	Practice visit
175252	So helpful and very caring	I have only visited my surgery once but I found the receptionist very helpful and such a lovely lady. The doctor I saw was so helpful and very caring. I could not have asked for anything better.	5	Postal feedback
175381	Never had a problem	I've never had a problem. I just book and it's done	5	Practice visit
174918	I know they listen to me	I have an underlying health problem and they are good with me. I make an email request and it is dealt with the same day. I know they listen to me. They know I know what's required	4	Practice visit
174933	Kind and understanding	The doctor was kind, understanding and didn't rush us in and out. Occasionally the doctors run over resulting in longer wait times.	4	Postal feedback
174926	Normally they are really good	Normally they are very good. They are all lovely in there. I can't fault them. It's the system that's not always so good. It is usually 5 star but a recent experience getting an appointment would only get a 1 star rating. However they did apologise and they are normally really good. it is just that one thing.	3	Practice visit