

Aylsham Surgery

Feedback



October 2024

In October we visited Aylsham Surgery to speak with patients about their experience with health and social care services. From this visit we received 10 reviews for the surgery. The reviews have an average star rating of 4.2 out of 5.

Aylsham Surgery is a GP Practice located on Hungate Street in the centre of the town. Upon their last inspection in January 2018, the surgery received a rating of 'Good', from the CQC. There were approximately 9000 patients registered with the practice at that time. The practice offers a variety of services including an on-site dispensary, Phlebotomy and a COPD clinic with spirometry.

Healthwatch Norfolk Officers who visited Aylsham Surgery noted:

The front of the surgery has a small foyer with two sets of automatic double doors.

The reception and waiting room are small but clean, with a services noticeboard and a wheelchair for patient use.

The small main car park is to the back of the building, meaning users of the car park must go back round to the front entrance to enter the surgery. There is a back door out to the car park, but this only works when exiting the building.

The staff seemed helpful, polite and friendly.

Overall, patients found their experience while visiting Aylsham Surgery to be generally good, with people expressing that staff members were friendly and that it was easy to access appointments. That being said, some people found there to be long waits on the telephone line.

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
246848	Aylsham Surgery	I can get an appointment easily	<p>I've always found them very nice. Everyone is very polite. I can get an appointment easily. I normally do this by coming in to the surgery when I go shopping. They are always happy to see me and they never rush me. The level of care is good.</p> <p>We are now changing doctors as mine is retiring. I'm a bit apprehensive about that but I'm sure the new doctor will be ideal for the surgery.</p>	5
246846	Aylsham Surgery	It's a good surgery	<p>I can't doubt it, it's a good surgery. Everybody is so nice. I get things done that I want done. They listen to you. The level of care is very good. The communication is okay. They're very busy so I had to wait a little while but I rang up this morning and got an appointment straight away. The parking is poor though. It's too crowded with people who go shopping.</p>	5
246877	Aylsham Surgery	We're very lucky	<p>Absolutely brilliant. The staff are great. I can always get an appointment when I want one. I generally phone up for an appointment. No complaints. We're very lucky.</p>	5
246874	Aylsham Surgery	I think it's right at the top	<p>Brilliant. They take more trouble here. They have been absolutely brilliant, these last six months. I have no problem getting an appointment here, never ever a problem. I think it's right at the top, these last six months.</p>	5

246857	Aylsham Surgery	I've not found any fault	I've not found any fault with it at all. My medication order is fine. They are always available. They are pleasant. I've just had a blood test and they were very good.	5
246845	Aylsham Surgery	It's absolutely fine	It's absolutely fine. I got an appointment over the phone. I didn't have to wait long. I saw a nurse and that was fine.	4
246842	Aylsham Surgery	No problem at all	I come here quite a bit. No problem at all. Kind, friendly. I don't have to wait long when I'm here. I've had no problem getting an appointment, once you can get through on the phone.	4
246867	Aylsham Surgery	The care that I receive is good	Everything is fine with it really. Sometimes they run a bit behind. The care that I receive is good. I see doctors and nurses; it depends really. It's terrible to get through on the phone though.	4
246840	Aylsham Surgery	I can't fault the doctors but sometimes reception are rude	Sometimes it's really good, sometimes really not. It depends on who is working on the desk. I can't fault the doctors but sometimes reception are rude. It's all a bit of a battle to see somebody.	3
246862	Aylsham Surgery	I don't think it's that good	To be quite honest I don't think it's that good. They've messed me about here. They take so long to do anything. That's how I feel. I know they're busy but it seems a bit lax to get things going.	2