

## **Heathgate Medical Practice**

### **Comments from Friends and Family Responses 2023-2024**

Here are the results of our friends and family questionnaires for the 12 months between April 2023 and March 2024 (inclusive).

This includes responses from paper questionnaires in Practice and results from the survey available on our website.

This questionnaire asks patients the following national contract question.

#### **‘Overall, how was your experience of our service’**

There are five options for patients with the ability to make comments. In the eight-month period we have had **251** responses:

- Very good – 91.5%
- Good – 4.3%
- Neither good or poor – 2%
- Poor – 1.1%
- Very poor – 1.1%
- Don’t know – 0%

The majority of responses have comments alongside the answer to the general question.

#### **Comments**

These are extracted from the responses from across the year.

- Staff are so helpful and efficient. Fiona and Caroline are just excellent.
- Dr Prescott dealt with a potentially sensitive issue with my 14-year-old son in an excellent, professional and caring manner. She spoke factually and spoke directly to him. She treated him with care and respect.
- Heathgate surgery is amazing. Lovely team plus they have an excellent physiotherapist.
- Help and kindness shown from the receptionist and Doctor. I am extremely grateful. Thank you.
- I could not give any other answer as the service is excellent. (Answer chosen – very good).
- All of the medical staff are always patient and friendly. We have never had such a positive GP surgery experience before. Today we saw Dr Ames who was as ever, wonderful with my 2-year-old. Thank you.
- Timely appointment, helpful staff and a caring consultation.
- Service excellent as usual.
- Mostly very helpful service and always try to give appointments when needed. Thank you.

- You are an amazing practice. Warm and kind. Friendly and above all professional.
- Very helpful.
- This has been our surgery for 15 plus years (since we moved to the area) and I cannot fault the service received. Caring and compassionate staff and an efficient system (Particularly when you dealt with Covid vaccines). Thank you.
- Very helpful – explained everything.
- Thank you for the highly attentive care by the surgery for my mother.
- Patient friendly nurse who explained everything. Made me feel relaxed.
- Always prompt and professional service. Everyone kind and friendly. The best Health Centre I have been to.
- Always dealt with efficiently and pleasantly. Premises clean with a good temperature.
- Staff always friendly, helpful and competent. Able to get an appointment when I need one.
- Treated with kindness and efficiency.
- Very polite and efficient dispensary team.
- Great organisation. Well run.
- Humans treating humans.
- Dr Barton was absolutely amazing. She was so thorough, and I felt listened too. Thank you.
- We are both very happy with the help and support that we get when needed.
- My contact with the surgery has increased considerable as I now take care of my aged mother. The service I have received from all the staff has been excellent. Everyone has been extremely helpful.
- Excellent explanation of test and options for future treatment.
- You are all very helpful and considerate. Many thanks.
- Always prompt and friendly – thank you pharmacy team.
- Cannot fault your service in any way.
- Always helpful, very professional, and caring. Very happy patient.
- Because they are always polite and kind and always happy (Tilly aged 9).
- I had some concerns with my medication, and it was resolved immediately. Paige carried out my annual review recently. She was very informative.
- I am very happy with my visit. Friendly and efficient. The Doctor took the trouble to send me information pertaining to my particular problem.
- Becky on reception was very kind and helpful. I am impressed and hope that Becky has a lovely weekend.
- The Physiotherapist was polite and friendly. He gave clear explanations and instructions on the exercises I should do for a period of 3 months and wished me luck!
- Dr Ames has been very supportive with my mothers complex health issues. He has been patient and generous with his time to support her diagnosis and designing a treatment plan. He has also included me in consultations which has been very helpful. This has enabled me and my sister to understand our mothers health and care needs.

It also means that we are able to support both our parents with their care and appointments. The small suggestion for improvement is to be explicit about who does what for example. When an appointment is required for another service at the surgery or elsewhere, whether the patient or the carer makes that or it is through the Practice administrators. We as a family are very grateful for the care and persistence that has been demonstrated by Dr Ames as well as the kindness towards our mum.

- Very efficient re making appointments and receiving telephone consultations. Dr Barton is very caring and efficient and willing to listen and be supportive. Pleasant reception staff and a comfortable environment.
- Extremely helpful and informative. Very understanding of people with different personalities.
- I phoned up for an appointment and 30 minutes later Dr Ames dealt with my problem by requesting several investigations that would need to be done before a face to face appointment at the surgery.
- Very impressive communication and rapport and very thorough and good examination. Also covered everything. Very efficient.
- Rang at 2.15pm and a call back from a doctor at 3pm. Appointment at 4pm. Medication sorted by 4.15pm. Can't do better than that!
- Always fantastic care from all the health care professionals I have seen. Particularly Dr Wallace and Nurse Practitioner Ellen.
- Fantastic care given as usual. No complaints and probably the best GP Practice in Norfolk.
- Always great service. Staff always ready to listen to me. I do prefer Rockland as that is smaller.
- Very friendly and approachable.
- I find all the staff here (nurses, doctors and reception) very helpful. We are very fortunate to have face to face consultations.
- 10/10 – the surgery is the main reason that I do not want to leave this area. Absolutely amazing service. I love you all. Particularly Dr Ames.
- I have ALWAYS been served well by the Practice. Repeat prescriptions are a breeze. The care and empathy demonstrated by medical staff and receptionists has always been exceptional.
- Very good service after knee op.
- Only problem is the wait for appointments but much better than other surgeries. Otherwise, receptionists caring and polite.
- Had no problems with Heathgate – always received a good service.
- Palliative care – the surgery refused to help and made my husband wait in an ambulance for 6 hours. The rest of this comment is withheld.
- Professional and courteous service. Reassuring Practitioners.
- I have rarely had a negative experience in all my years as a patient. My GP is amazing, and everyone should follow her model. She listens, problem solves and advocates for you.
- The staff at Heathgate are the most approachable compassionate GP Practice I have ever encountered. I feel valued and listened to and emotionally supported. Thank you.

- Thank you to the Practice Manager and Dr Wallace. My uncle has now got his blue badge.
- Very helpful. They overcome a problem for me.
- I was seen within a reasonable time. Listened too and everyone was kind and friendly.
- Always very helpful.
- On January 2<sup>nd</sup> (a busy day), I was given an appointment to see a GP who gave him a thorough examination. She was extremely kind, gave him antibiotics and phoned him twice again during the day to note his progress. This was followed by a further phone call the next day. Excellent service.
- Excellent service.
- Super service for my Dad! Thank you.
- The service from this surgery is excellent.
- Dr Prescott is excellent and overall, the staff are very helpful and the building well presented.
- Simply never had many issues that would cause me concern.
- Always had excellent service and care from the Practice. Recently Dr Limmer went above and beyond with her support for me.
- Always provided the best level of care for all my family and able to access as and when required when urgent.
- Prompt reply to my telephone request this morning. Doctor phoned and prescription sorted.
- Appointment was on time. Clear explanation of the procedure. Calm and patient. Clean and comfortable premises. Spacious care park.
- The team are always supportive and respectful. Excellent care and we both thank you all for all your hard work.
- Dr Lowndes Burt was just great – really easy to talk to.
- Always helpful and professional. I feel very lucky to have this Practice.
- This is the best surgery I have ever had. You are all so kind and helpful.
- The Practice staff are all brilliant and the envy of my friends and family. Well done. Keep it up.
- Was able to obtain a same day need appointment with the nurse practitioner. Ellen was very thorough, understanding. This is an excellent Practice and whenever I have used it for me or my children, have bene well treated.
- Listened to the problems. Giving helpful advice and information and implementing action to these problems.
- Very professional.
- Very helpful.
- My husband telephoned yesterday stating that he has pains under his left armpit. The receptionist said that it did not seem to require a same day need appointment and to take pain relief, and to call back if the pain does not ease. I feel that it is not the receptionist's role to provide such information as they are not qualified.
- This Practice is fantastic. I cannot rate higher. Whenever I am in need you find me an appointment. Thank you for being awesome.
- A very responsive and caring service with lovely GPs. It would be nice to see 'my GP' more frequently.

- Lucky enough to see the same GP who is very knowledgeable and caring.
- Staff and doctors are as helpful as they can be in the current financial circumstances.
- Nurse Cath is always fabulous and very helpful.
- You are always very helpful and hard working and kind. Cannot thank you enough.
- Able to book online and action taken.
- Called in for my review before it was due.
- Appointment on time.
- Dr Verity was amazing allaying my concerns today. She was patient, thorough, knowledgeable, and set my mind at ease.
- The reception team have been very helpful and understood my concerns, offering me a cancellation to see a GP quickly. Dr Barton was very thorough, explained things clearly and reassured me that all was OK and she would do further investigations just to make sure her findings were correct.
- Brilliant service. Called for help at 8.30am and seen at 9.30am. Thorough and very kind.
- Always helpful and can always get an appointment.
- Dr Carroll was very helpful and informative. I have always found the surgery very efficient. Thank you.
- Could not have been done better.
- Receptionists chatting to each other whilst I was waiting. The doctor was kind. Still a good surgery.
- I feel that Dr Wallace gives me first class attention and always good advice. I have every confidence in him. Top man!
- We have always been able to get an appointment and the doctors are very helpful.
- Mr Whiting should be a proud man. It is always good to come to the surgery and know we are in good hands, and I think the surgery is well managed.
- We have always been able to get an appointment and Doctors are very helpful.
- No waiting, great communication with my son.
- Friendly, kind and understanding. Very patient!
- Michelle was very pleasant and friendly.
- I had more than one issue and I had the opportunity to discuss each one fully with an appointment outcome and prognosis.
- Clear instructions, calm, engaging. Cleared three problems, one of which was presented out of the blue.
- Glad I came in. Quick service and concise instructions.
- The nurse was very comforting to both me and daughter during immunisations.
- Very friendly.
- For my own health and needs, I have found access simple and care ideal. However, I continue to struggle to make appointments and get the care I need for my daughter.
- Very happy with the way he (the Doctor) listened to me.
- I can always get an appointment and my children have ALWAYS been seen on the same day in an emergency. Super service.

- Helpful and friendly.
- I am happy with my experience.
- Telephone service always efficient, calm and friendly which makes a huge impact for the patient. Dr Llewellyn is beyond incredible. She is approachable, kind and comprehensive in her approach. I am very grateful.
- Very helpful, could not fault anything.
- Always a good service.
- I just told Dr Barton how blessed I feel to have such an excellent Practice. GPs are all excellent and extremely caring. I have just become aware of the online service which I have used and is excellent. Maybe you need to promote more.
- I have found that making an appointment is easy and waiting times are not too long. Helpful and knowledgeable diagnosis.
- Dr Wallace listened and gave detailed options for my situation for me to take away and think about. Very reassuring doctor.
- We have been very impressed with the surgery. We have always got appointments or phone calls when needed. Dr Millsted has been really helpful and kind.
- Very thoughtful and helpful Dr Wallace.
- The staff are always helpful and polite. No big delays with appointments. It always clean and fresh in the Practice.
- Dr Wallace was very kind and thorough – an excellent doctor.
- My mum needed an appointment very quickly and was seen the next day. She is 84 and that appointment stopped her worrying.
- Whenever I have had to use your service (and lately that seems quite a lot), I have been dealt with promptly and professionally and with kindness, caring and friendliness BY ALL OF YOU. It is because of you that I still able to get around. I have my sight and I have reached 85 years. Thank you.
- We have always received excellent service from everyone at the surgery.
- Thorough examination and clear explanation of my concern.
- So helpful. Can't thank ALL the staff enough.
- I had a very good consultation where I received the advice I needed. I was not rushed at any point and left better informed. Many thanks.
- Dr Ames was and is always very professional, personable and knowledgeable.
- Dr Millsted – absolutely lovely doctor. Full check over. Made me feel at ease. Answered all my questions. Lovely to have such a lovely doctor who is so caring – AMAZING.
- Informed promptly of appointment by text. Short waiting time to be seen. Staff at reception are pleasant and helpful.
- Really quick and efficient. Listened to my concerns providing a range of options to help.
- Made me feel at ease, explained menopause thoroughly and put my mind at ease. Michelle is so easy to talk to and I'd like all my nurse appointments with her.
- The nurse engaged us well in conversation and was not rushed. Michelle's service was person centered. She listened to XXXXX and responded well to questions.

- Fantastic!
- Very informative and didn't feel anything! (Referring to vaccinations).
- Great service, quick punctual appointments, and kind empathetic staff.
- Dr Prescott is caring and listened to me. She explained the symptoms I was having and the likely cause in a way that I understood and could explain to my family. She was just lovely.
- Very professional, to the point and covered all my questions.
- Polite staff, prompt appointments, empathetic staff and helpful with my twins – i.e. the receptionist holding the doors open for me.
- Very thoughtful responses from the GP and helped my son feel comfortable.
- Helpful, succinct and reassuring.
- Genuine care and attention.
- From phone call to reception this morning to seeing the nurse practitioner the same day – everything went well.
- The nurse was so nice and understanding. She explained the procedure thoroughly before doing it. When we ran into difficulties, she helped me through it and was able to complete it. She was so kind and understanding.
- Dr Wallace was very helpful.
- Phone call back with the doctor was prompt. Conversation excellent.
- Great advice, straight forward and good examination.
- Saw Dr Wallace and he was very understanding and helpful. Very happy with the outcome. Moved doctors to here and it is so much better than the other surgery.
- Long waiting times for appointments but otherwise the doctors and nurses I have seen have been nice.
- I saw XXXXXX with my two sons present. XXXXXX was very rude and told me that I will have to make future appointments without my youngest child as she could not concentrate with them in the room.
- Having to wait so long for an appointment does not help when you are in pain. Then when you get to see the doctor your symptoms have decreased. This is very frustrating and in turn it makes you feel that you are wasting the GPs time.
- Need to have more on reception to answer the phones. They are busy and at times too long to wait.
- Good service, good GPs, good response rate for children. Prescriptions are available in good time.
- The doctors are kind and it's a good place to find out what you have got (a child's own response).
- Excellent customer service. Good appointment availability and like being able to E Mail queries.
- Kind helpful and gave the treatment I needed.
- We have been patients for 23 years and have always been impressed with the service provided. We have always found we could contact a clinician when necessary and on urgent occasions we have had exemplary attention. i.e. telephoning at 8am and seeing a doctor later that morning. We can not fault the quality of the service provided.
- Friendly efficient staff who always go the extra mile to help.
- Good explanation of how to treat my condition and keep on top of it.

- Made to feel very welcome and managed to sort my medication issue.
- Friendly, attentive, sensitive and helpful. Gave me plenty of time.
- Staff all very helpful.
- Very good care for my husband and myself (carer) from Dr Barton.
- We both appreciate the value of our medical practice. The ability to be cared for by excellent doctors and staff.
- Excellent and quick response to some potentially serious issues. Noticeable improvement of late in friendliness of the hard-pressed reception team. I boast about our surgery to my London based sons.
- On time, polite and friendly.
- Always professional, courteous and treats me like a human being.
- Prompt appointment, friendly and professional.
- Heathgate is generally a really good Practice to belong to with helpful staff and good accessibility to advice and appointments – both online (really good idea) and face to face.
- I really appreciate the way the service is run. I never feel like I have to wait long to be seen and my concerns are always treated thoughtfully and efficiently. The only thing I sometimes have a problem with is the dispensary which is a bit slow and burdensome.
- Everyone in the Practice is helpful and pleasant.
- Even online I get a response very quick and detailed. If I need a phone call then it is in two hours.
- When the WELL pharmacy would not get my medication, the dispensary were very helpful in advising about an alternative.
- The doctor I saw today was amazing. The first person I have seen in such a long time who was really very proactive in trying to get me answers by making a referral urgently.
- I met Dr Ames for the first time and was so impressed with him. Thoughtful, thorough and listened to what you had to say. Would like to see him again when making a visit.
- Always friendly staff. A pleasure to visit.
- Service is excellent. I have always been able to make an appointment, either in person or telephone consultation without delay. Staff are friendly and professional. I am fortunate to be a registered patient at Heathgate. Always offered wonderful support.
- Ease of making an appointment. Helpful doctors and nurses. Face to face appointments are good.
- Wonderful staff and service. GPs and nurses are brilliant. Reception and dispensary staff and physiotherapist are good.
- We have always experienced a prompt and efficient service. Nothing is too much for the reception staff. An empathetic approach.
- Everyone is helpful, efficient and kind. The Nurse Practitioner is pleasant and extremely competent. My daughter is treated with respect and dignity at all times. Thank you for being such a good Practice.
- This is a brilliant service, all the staff are so friendly, competent and kind. It's a fantastic Medical Practice.
- Excellent service.
- Dr Wallace has given me excellent help with back and neck problems. He is professional and empathetic and the advice he gave me really helped. Thank you!



- This is a good surgery which treats patients well. We are triaged by phone to assess needs and then directed to the most appropriate professional.
- Dr Millsted – the best doctor I have come across.
- Hayley is a really friendly and helpful receptionist. Not a rottweiler!
- Speed of appointments. Doctor Wallace was superb.
- Exemplary doctors. The phone gets answered within a minute. I work in care (and have dealt with many other Practices) and this is the best Practice within a 15-mile radius of Norwich, by far.
- We are continually impressed with the excellent health support and service we receive from your Practice. We have been astonished that that you have managed to provide this with the circumstances over the last few years. Thank you.
- Dr was caring and thorough in my diagnosis and treatment. I am very grateful for her patience and care.
- The Doctors are very understanding and compassionate, instilling confidence to the patient. The management, receptionists and nurses are also very understanding, with my needs now and in the past.
- Its only the phone system which is difficult. A waiting system would be more helpful. Once here – staff are great.
- I've always experienced very good service. Dr Ames is very kind, caring and understanding, but as he is so popular, it is very hard to get appointments with him.
- Efficient, friendly and respectful.
- The staff always look after me very well.
- Always friendly, helpful and informative.
- My husband has had very good care over the past 4 years. Staff are friendly and helpful. Just a very good service by the Practice. Thank you so much.
- Staff (x2) who I spoke to were polite, friendly and very helpful.
- Pint of beer or glass of wine! (Remember the question to appreciate this comment).
- After nearly 4 years of an infection, Dr Verity Lowndes-Burt finally got it sorted. She is an amazing Doctor.
- Because Dr Ames is the best. The receptionists are helpful and kind as are the ladies in the dispensary. Thank you everyone.
- The surgery and people have always been great and very helpful in every visit I have had.
- Usual empathetic and concern from both the nurse and the doctor.
- Excellent care throughout the Practice. Especially nurse Michelle.
- We honestly cannot fault the excellent service we have received consistently from all the staff (particularly Dr Prescott and Michelle) at the surgery. Kind, caring, professional, informative, unpatronizing and honest.
- Nothing different – excellent service from Michelle. Very caring and lots of information for various issues.
- The telephone – such a long message. Do we have to listen to that!
- Very thoughtful and caring professional service. Very good at listening to patients needs and concerns, helping me to manage my illness.

- Always very willing to help, which I'm not so sure is everyone's experience.
- Excellent clinicians, knowledgeable, professional and they really listen. Level of care is superb (I have been registered since 2005). Very thorough. Emergency appointments available daily. I have never had an issue and good mix of male and female staff. Excellent nursing team and reception all very helpful.
- Everything is perfect – you could not do any better.
- I was seen promptly by a GP who was really very helpful.
- I always feel that all the staff genuinely want to help you and not just fob you off. Especially with mental health, especially if I am having a blip. They will get someone to call me that day – thank you!
- A collection bin for unwanted spectacles is kept in the surgery entrance. All staff are consistently helpful and continue to collect specs for recycling. It's a pleasure to call in.

Thank you for all your comments. They are appreciated. Where there are concerns or comments with suggestions, we will review that part of our service and see how we can deliver things better or in a different way.

Garry Whiting  
Managing Partner