

Heathgate Medical Practice Feedback

June 2022

In June 2022 we visited Heathgate Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the practice. Alongside this we promoted our visit on social media and received five additional reviews from patients which are also included in this report. The reviews have an average star rating of **4.8** out of five.

Overall, nearly all patients we heard from told us that they were happy with the practice and the support they received, in particular staff at the practice were praised by patients.

On the other hand, suggestions for improvements from patients included:

- *"When you call there is a long recorded message which could be shorter"*
- *"I do think generally that GP's do not have enough training in mental health services"*
- *"The chairs in the waiting room are exceptionally uncomfortable and my husband struggles with this. Also the music in the waiting area is too loud."*

In addition to the feedback collected, Healthwatch Norfolk officers who visited the practice noted:

Welcoming and friendly, a clean bright surgery building with easy access for all and a busy dispensary. They have plenty of parking with a newly laid car park surface.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/heathgate-medical-practice-norwich-nr14-7jt>.

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

ID	Title	Review	Rating
110643	Excellent Service	I ended up With the unknown and eventually got to the bottom with some investigation from numerous Doctors although wrong bloods got sent in the wrong tube which prolonged my diagnosis	5
110184	Like family to me	The system works well and they are like family to me	5
110182	They are very friendly	I have lots of praise for the surgery. They were great when I had a cancer diagnosis. The doctor said "Ring me when you like"	5
110175	They are there for you	They are always there. I've had no problems they are very good. We hear about other surgeries having issues but not here from my experience.	5
109841	Very lucky to have this surgery	The Drs we see Dr Ames and Dr Prescott we cannot fault they listen to you they don't stare at their computers they look at you and listen. We are very lucky to have this surgery	5
109840	Chuffed to bits it is my surgery	When I have had a problem they have been brilliant I am chuffed to bits they are my surgery. I'd give them 6 stars if I could we are so lucky - they have always dealt with everything and I have not had to wait. They have filtered out what is important and what is not to give a great service.	5
109838	The majority of staff are great	I think they are a 5 star surgery the majority of staff are great here. My Dr is ace	5
109837	Can't fault	I can't fault the surgery it makes no difference which GP you see they all listen understand give good advice and reassure.	5
109835	Best surgery in South Norfolk	Heathgate surgery is the best surgery in South Norfolk they have been my doctors surgery for 4 years and have always been amazing	5
109799	They make me feel comfortable.	I feel comfortable with whoever. The receptionists are wonderful and they listen their training is excellent. The doctors are wonderful. It is easy to make an appointment but you do have a wait for a routine appointment.	5

109791	Very understanding people	They are very understanding people. They get you in as soon as they can. They are very good and brilliant at keeping you informed. When you call there is a long recorded message which could be shorter but when you get through and speak to someone it's fine.	5
109781	Friendly and welcoming	We have not been here long and a friend recommended them. It seems friendlier and easier to get an appointment that at my previous surgery where we got grilled by the reception staff. Here it is welcoming and nice and you feel listened to.	5
109775	The Drs are incredible	I think the Drs are incredible at this surgery its easy to ring up get an appointment and come in.	5
109773	Nothing is too much trouble	The GPs are fantastic here and intuitive. They ask 'how are you' even with family members of the patient. They empathise listen and understand the importance of what is being asked of them. They respect and listen and are compassionate. Nothing is too much trouble. The dispensary are also incredible	5
109769	Very responsive and they listen	They are very good. The doctors are very responsive and they listen. However I do think generally that GP's do not have enough training in mental health services	5
109767	Always there for me	They have helped me out so much they are all really good - the Drs nurses and reception team always have a friendly smile and are always there for me	5
109766	Can't fault them	The surgery has always been good to me I can't fault them - they've ben great. They always accommodate me and are helpful.	5
109735	Excellent service from GP and receptionists	I had a couple of lumps on my neck last year phoned on a Friday afternoon receptionist arranged a call back Dr Barton called within 2 hours saw me the following Monday and Friday and fast tracked me she was right it was Lymphoma the care and service has been excellent she has called me 3 times just to see how I am doing the receptionists are all lovely and go above and beyond absolutely cannot fault them I've needed a couple of call backs since very happy with the phone call system rather than a visit	5

109729	Extremely helpful	I recently suffered a miscarriage which led to complications. Dr Prescott has been extremely supportive and helpful throughout. She had made me feel at ease with anxiety's and helped a lot with the complications I've had.	5
110211	I think it's generally good	It's generally good but I find the people on the desk ask lots of questions and then when I ask a question they say they can't answer because they are not a doctor.	4
109801	They go out of their way to find a solution	They are very polite and go out of their way to try and find a solution. The reason I am not giving it 5 stars is because the chairs in the waiting room are exceptionally uncomfortable and my husband struggles with this. Also the music in the waiting area is too loud.	4
109768	The staff are polite and helpful	I think the surgery is very good the staff are polite and helpful. The Drs are pretty good and the nurses too. Not 5 stars as the wait for an appointment can be up to 4 weeks.	4
109744	Pregnancy/maternity	Over the past year I have visited the practice a fair amount. Went in to have my blood pressure taken which was extremely high but there was no action taken I ended up ringing the maternity ward and spending the night in hospital. When I gave feedback I never got a response. One of the nurses who gave my baby her jabs was quite rough with putting and pulling the needle out. Other one was very kind and considerate. Mixed care been given since joining the surgery in 2020.	3

Response from Heathgate Medical Practice:

The Partners and staff would like to thank Healthwatch for their time at the Practice recently gathering the views of our patients. We are delighted with the feedback and the views from patients about the service they receive. It has been a challenging two years at the Practice during the pandemic but we have tried in every way we can to continue to remain open, flexible and accessible to our patients. Our doors have remained open throughout the pandemic.

We do not take things for granted and will consider the comfort of our waiting areas. With regard the recorded message when contacting us by telephone, it is about getting a balance of information to callers and passing important messages to them about the current service provision. We will revisit this and see if we can make it more concise.

All our clinicians have seen increased demand for mental health services and we are in conversation with our commissioning colleagues about increasing support and resources available from the current local specialist mental health care provider. In the meantime whilst patients wait for access to their services, our Doctors are managing these patients on a day to day basis where necessary.

Again, I would like to thank patients for their support to us all at this time.

Garry Whiting
Managing Partner
Heathgate Medical Practice