

# Paston Surgery

## Feedback



### August 2024

In August we visited Paston Surgery to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the surgery. The reviews have an average star rating of 4.4 out of five.

Paston Surgery is a GP practice in North Walsham. Upon their last inspection by the CQC, the surgery was awarded an overall rating of 'good'. There are 6738 patients registered at the surgery. The surgery offers a range of services including maternity/midwifery services, alongside screening and diagnostics.

Healthwatch Norfolk Officers who visited Paston Surgery noted:

Paston Surgery has a sizeable car parking area, but with a rough surface. The front door and next door that leads to the waiting area are not automatic and therefore not easily accessible to all. The waiting area is large, bright and clean, with information boards.

Overall, the patients we engaged with at Paston Surgery appeared to be satisfied with the care they received at the practice, with many people commenting on the staff's professional and friendly nature. However, there was the issue of access for disabled people coming to the surgery.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Service Provider	Title	Review	Rating
244137	Paston Surgery	Absolutely excellent	<p>Excellent, absolutely excellent. I had an issue over the weekend and they got me in on the Monday. Very professional. I've had follow up tests. I can't fault the service at all. The staff are lovely. The receptionists are helpful. I can't think of anything to improve. The longest bit was getting through on the phone but that's just how it is; you expect that. I've never had a problem here.</p>	5
244136	Paston Surgery	I've been dealt with very quickly	<p>Very good; the service I've had. I can't complain. I've been dealt with very quickly. We've been very lucky really.</p>	5
244135	Paston Surgery	Very good	<p>Very good. I had a phone call and half an hour later I was in. Any other thing I need to talk about with them, I can email them.</p>	5
244223	Paston Surgery	I feel I'm well cared for	<p>They're very good actually. The professionalism of the doctors and nurses! I feel I'm well cared for. I get text messages with reminders. Parking can be a bit stressful at times.</p>	5
244215	Paston Surgery	I get seen	<p>I get seen alright. I was a bit late this morning but they saw me alright. I only go for my bloods.</p>	5

244203	Paston Surgery	This surgery is the best surgery around	This surgery is the best surgery around. They're very professional and friendly. The doctors are very good. Very thoughtful. They follow up things quickly. It's brilliant, from the receptionists to the doctors. I won't go anywhere else.	5
244195	Paston Surgery	Getting an appointment is a piece of cake!	Excellent! They always see to me when I want to be seen to. Getting an appointment is a piece of cake!	5
244193	Paston Surgery	Really good	Recently I've had different conditions diagnosed. I saw one doctor. When I called I spoke to a different doctor but they checked between themselves and the first doctor called me back. It all married up. Really good. The receptionist was very knowledgeable. I've had phone calls to check on me. It shows they care.	5
244190	Paston Surgery	Brilliant	Brilliant. I've seen a nurse. She was explaining things very well. Very good. Very thorough. Reception was good.	5
244139	Paston Surgery	They're pretty good	It's alright. They're efficient. They see you on time. They're pretty good.	4

244197	Paston Surgery	They're all excellent	They're very good. They always look after me. It's the personal care. They think of you as a whole person rather than the individual things that are wrong. I can usually get an appointment when I need one. They're all excellent; the girls on reception, the dispensary. There is no improvement that I can think of.	4
244111	Paston Surgery	I can always get an appointment	I can always get an appointment. They have misdiagnosed but I think that was just a lack of experience. Getting an appointment is never an issue, especially not with my daughter. They pick up the phone.	4
244112	Paston Surgery	I find the care is as good as anywhere	The difficulties I experience trying to get an appointment is the same across the NHS. To get a planned appointment with a doctor takes weeks and weeks. It is real trial and error if you phone. Once I have an appointment I find the care is as good as anywhere. It's a good nursing service as well. A more customer friendly approach would help. It doesn't really feel bright and welcoming.	3
244209	Paston Surgery	I do struggle with accessibility	I do struggle with accessibility to the building. The front door isn't automatic and neither is the next one. I have to rely on others to help me open the doors. The surfaces outside are very uneven.	1