

Melton Constable Surgery Feedback



May 2025

In May we visited Melton Constable Surgery to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the service. The reviews have an average star rating of 4.6 out of 5.

Melton Constable Surgery is a GP surgery located in the village of the same name. The surgery is a branch of Holt Medical Practice. Upon their last inspection in August 2018, the practice received a rating of 'Good', from the CQC. There were approximately 14,500 patients registered with the practice and its branch sites at this time. Melton Constable Surgery offers a variety of services including an Asthma Clinic and learning disability health checks.

Healthwatch Norfolk Officers who visited Melton Constable Surgery noted:

It was mentioned that parking at the surgery can sometimes be an issue as the public area is small and there is only one disabled parking bay.

The entrance has accessible doors that lead to a bright and welcoming waiting area.

There are noticeboards displaying local health information.

Overall, people seemed very satisfied with the care they received at Melton Constable Surgery, with patients specifically praising the friendly and helpful attitudes of the staff, as well as the ease at which they could access appointments. However, it was noted by one person that the size of the car park could be improved.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.

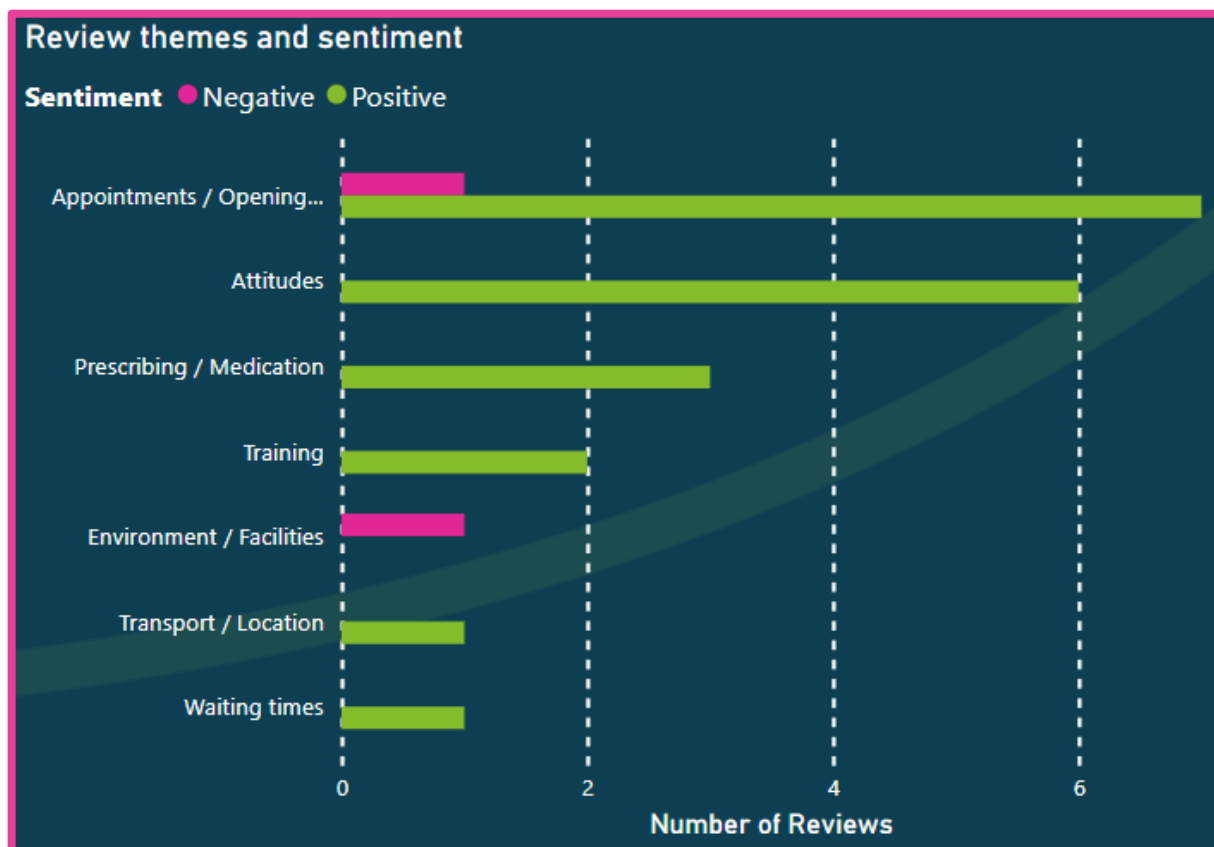


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Melton Constable Surgery by the Healthwatch Norfolk Engagement Team.

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
258881	Melton Constable Surgery	Everyone is friendly and helpful	It's nice. Really good. I'm pleasantly surprised. Everyone is friendly and helpful.	5
258880	Melton Constable Surgery	It's always spot on	It's fine. They are most helpful. I only live up the street. It couldn't be better really. Helpful, nice, never had any complaints. It's ten out of ten care. I usually get my prescriptions a little early, if anything. I come regularly and it's always spot on. I've come down today specifically to give this feedback.	5
258879	Melton Constable Surgery	It's the best it could be	Great! It's brill! It's a great service. They tell you when your prescription is ready. It all works really well. It's the best it could be.	5
258876	Melton Constable Surgery	The process is brilliant here	The process is brilliant here. It's quieter here than Holt. My appointment today was perfect. In on time and the care was what I would expect; really good.	5
258875	Melton Constable Surgery	I don't think you could ask for anything more	Everything that is in there, I don't think you could ask for anything more. I don't think I can find fault, really. I suppose yes, the carpark could be better. There is only one disabled space which we need for my wife's buggy.	5

258872	Melton Constable Surgery	Absolutely brilliant	Absolutely brilliant. They've helped us a lot. The way the staff are, I can't fault them. They always answer our questions. Getting an appointment isn't stressful. It's as quick as they can be.	5
258871	Melton Constable Surgery	Brilliant care	Good. It's right on the doorstep. Brilliant care, really good. Getting an appointment is fine. The doctor will see me if I need.	5
258869	Melton Constable Surgery	I'm happy	If I want an appointment, I ask for one here. It's a nice, friendly service. Good care. No improvements. I'm happy with Holt and here.	5
258882	Melton Constable Surgery	I can't complain!	It's alright, actually. I live just down the road. Nine out of ten times I can get an appointment when I need one. I use the NHS app. The care is okay; I can't complain!	4
258878	Melton Constable Surgery	It's positive	I collect my prescription here. It's positive. Everyone is friendly and polite. It works okay for me, at the moment.	4
258874	Melton Constable Surgery	It's very good, as far as I'm concerned	It's very good, as far as I'm concerned. I can get an appointment when I want one. The care is fine. I don't think there are improvements other than that it would be nice to see the same doctor.	4

258873	Melton Constable Surgery	It's not used enough	They are both good surgeries with good doctors. I would like to see this surgery used more. This surgery is closer for me than Holt. I don't really agree with having to wait two weeks. It's not used enough. But I've been looked after well.	4
258868	Melton Constable Surgery	Very good	Very good. I am usually able to get an appointment. The staff are professional and helpful. The care is pretty good. It would be good to get some same day appointments here, that's the only thing that would be an improvement, I would say.	4
258867	Melton Constable Surgery	The care is pretty good	It's local to me. The care is pretty good. I don't use it too much but when I do need it I get what I want. I've had no problem getting an appointment.	4