

Watton Medical Practice Feedback



June 2025

In June 2025 we visited Watton Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 22 reviews for the practice. The reviews have an average star rating of 4.1 out of 5.

Watton Medical Practice is a GP surgery in the market town of Watton. Upon their last inspection, in March 2018, the surgery received a rating of "Good", from the CQC. There are approximately 14,168 patients currently registered with the surgery. Watton Medical Practice offers a variety of services including minor operations, wound care and travel immunisations.

Healthwatch Norfolk Officers who visited Watton Medical Practice noted:

The waiting room is large and bright with ample seating. Music is played over the speakers at a comfortable volume creating a welcoming atmosphere.

The car park has numerous spaces and provided sufficient parking for visitors on the day.

There are automatic doors at the entrance which increase accessibility for patients.

Overall, people were satisfied with the care they received at Watton Medical Practice, highlighting how helpful and polite staff were. Feedback about appointments was mixed. While some patients said that they could get appointments when needed, many people reported difficulties accessing them. Concerns were also raised about the lack of face-to-face appointments and the absence of continuity of care.

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

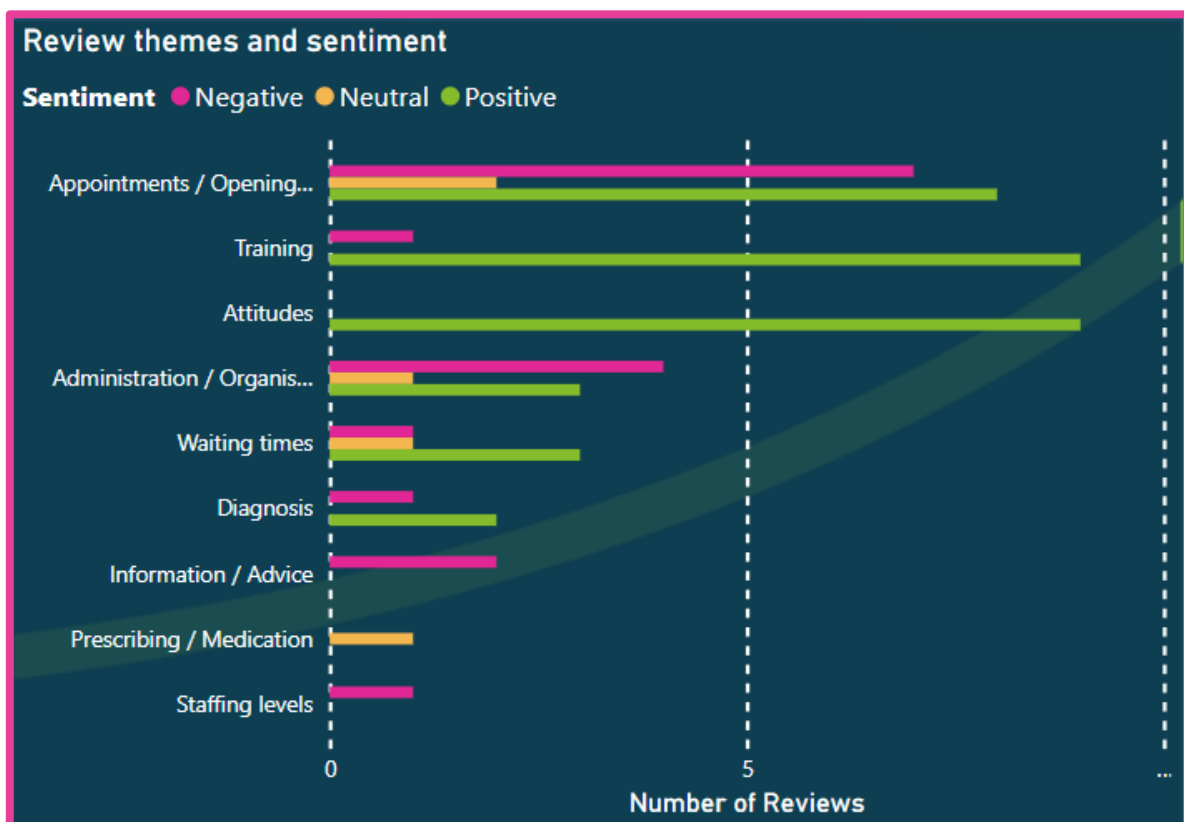


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Watton Medical Practice by the Healthwatch Norfolk Engagement Team

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
261118	Watton Medical Practice	The nurses are very polite and helpful	I can ring dead on opening time and I'm already in a queue. You can't get face to face with the doctor. The care is brilliant once you're through the door. I can't complain about that. I've never had a bad doctor. The nurses are very polite and helpful. They do look after me.	5
261110	Watton Medical Practice	I really can't fault them	It's brilliant. I've had a recent operation and I'm having dressings changed three times a week. The level of care is great. They spotted an infection really early. They've been brilliant, really good. I really can't fault them.	5
261099	Watton Medical Practice	They are here to help us!	It's fine. I rang up for an appointment this morning and now I'm here! I normally ring at 08:30 and that works for me as well. The care is fine; no problem at all. I've had no cause to be abusive at any point at all. I can't understand how people can do that. They are here to help us!	5
261097	Watton Medical Practice	It has gotten better	It has gotten better. I used to find it really difficult to speak to a doctor but over the last couple of months it's improved. Up until recently I've seen nurses. The level of care has been good. I can't really think of improvements. It's the same as any surgery really, they're all pushed.	5
261095	Watton Medical Practice	Absolutely superb	I love the surgery. I've never had problems with appointments. My wife and children have had no issues. They are all nice people. I see the nurses and doctors and am happy with both. Absolutely superb.	5
260921	Watton Medical Practice	Everybody's nice and helpful	We moved at the beginning of the year, and I've found it very good. Everybody seems nice and helpful. There was no problem registering and transferring my details, and my hospital operations are all in hand. I have noticed queues and queues at reception and there's only one person there, but I use the computer check-in.	5

260994	Watton Medical Practice	My son feels safe and not judged	They're the dog's doodahs! You don't feel guilty for trying to get help and there used to be a time where you'd be made to feel that way. Now it's not a chore or a battle. The only issue is you don't have continuation with the same doctor, but you are seeing a doctor. My son is autistic with LD and he always sees Dr. Tobi. I know he's not really a doctor, but we call him that and in fact he should be Sir Tobi – he needs a knighthood or a shrine! He has a brilliant way of understanding neuro difficulties. He makes my son feel safe and he's never had that with any other doctors. Dr. Tobi 'gets' him, he doesn't feel judged for being different. They're up against a whole lot of people here but I've never had a grumble. I can see a doctor and my son can see the same doctor, so it has to be five stars.	5
260988	Watton Medical Practice	Helpful receptionist	I don't come often but I came to ask about my prescription today. The lady on the desk was very helpful and sorted it out. I didn't have to queue; I went straight up to the desk.	5
260960	Watton Medical Practice	No problems	They're absolutely fine, I've never had any problems. We can get in when we need to.	5
261116	Watton Medical Practice	Dealt with the same day	We've managed to get in when we can, even dealt with the same day. They are quite helpful. I can't think of anything that can be an improvement.	4
261114	Watton Medical Practice	Normally you can get an appointment	It's fine. It's convenient. Normally you can get an appointment, although it's hard to get through on the phone.	4
261113	Watton Medical Practice	It's a lot better than it was	It's a lot better than it was. You can get an appointment much easier now. The appointments happen on time. The level of care is fine, they do what needs to be done.	4

260925	Watton Medical Practice	No problems	The last few times I've been here have been smooth. They're efficient, on time and friendly. No problems.	4
260995	Watton Medical Practice	I'm looked after	They're fantastic, I don't have any problems with them. It's good with appointments and seeing the nurses, I get looked after. I'm quite happy.	4
260993	Watton Medical Practice	More resources would help	Today it was good, it's getting in that's the problem. I book online and it can be quite a wait. As an employed person you can't really hang around waiting for a call all afternoon. Perhaps you could book ahead for minor issues? The staff must be fairly tolerant. They're patient although accuracy in their communication could improve. More resources would help.	4
260973	Watton Medical Practice	Excellent care but no continuity	It's usually pretty good, they remind you about appointments and I like the community day clinics at the sports centre but the thing I dislike is you don't see the same doctor and by the time you've explained things that's your 15 minutes gone. And the ringing up at 8.30 is ridiculous. I saw Rob here who deals with arthritis, and he did very well. I've had x-rays, an MRI and nerve connection tests all within three weeks of seeing him. That was excellent. I'd been suffering for years and now I'm getting answers.	4
261119	Watton Medical Practice	Could do better	Could do better. I can't get through on the phone. I get phone calls back with results, but they don't know what they're talking about. I got one result which read "as expected". I don't know what that means. Once you're in the system it's not too bad.	3
261103	Watton Medical Practice	Disappointing	Disappointing. I don't like that you can't book an appointment for far enough in advance. That's not ideal. If the doctor wants to see you in four weeks time, you should be able to book an appointment for four week's	3

			time. I don't fault the care at all, it's just getting to a doctor. It's like the patient doesn't matter.	
260924	Watton Medical Practice	Clinician role explainer would be great	I had a routine check, and it was dead on time. We can wait a long time at the desk when we come in as there's only one person on there. She was pleasant and capable, but we had a long wait today. It's about time we had information to all the patients about how things run and what the different specialist roles are. An email could work but I think a poster in reception would be great as it would reach the people who are using here and not everybody has the internet. I saw a nurse practitioner and I was very happy to. I spoke to them about their training and their role, and I was very impressed with their skills. I think the title doesn't describe the role fully or their capabilities and a lot of older people my age wouldn't understand. If they knew more about them and the other roles, they would be happier to see them instead of a doctor.	3
260992	Watton Medical Practice	Concerned family history wasn't considered	I get on with them fine although it's very difficult to see a doctor, but I know that's universal. It's a long wait for routine appointments. They've told me now there's high levels of creatine in my urine test and I've looked back at my own records and it's been at that level for 4 years, but nobody mentioned it before. I'm concerned as my mum died young from a kidney issue. I've asked to see a doctor, but they've told me to do a second test. It is in hand now but I'm worried that they didn't pick up on the risks from my family history.	3
260983	Watton Medical Practice	Mixed experience	My experience is mixed. I do like the nursing team who I've got to know quite well. It's not the worst surgery but also not the best. They are making an effort and things have improved a bit lately. On a medical side, you see a different doctor each time. I've got lots of health issues, so I have to	3

			<p>explain everything and my history of operations. I have asked if I can see the same one as previously, but I was told you see the next one available.</p> <p>I can't wait weeks to see the one I like because of my conditions.</p>	
260959	Watton Medical Practice	Some system issues	<p>It was really good today, they flagged to our attention something about my daughter and we're getting an MRI. A few times they've booked phone appointments with my daughter who uses sign language, so I've had to complain. They keep shutting down our prescriptions because you need a review, which is a good thing to offer, but the process should be thought out, so review appointments happen ahead of time. I can't book anything now for weeks. Also, I don't have a lot of time to do these as I work and I'm an unpaid carer for three family members.</p>	3