

# Newton Flotman Surgery Feedback



## September 2025

In September 2025 we visited Newton Flotman Surgery to speak with patients about their experience with health and social care services. From this visit we received 19 reviews for the surgery. The reviews have an average star rating of 4.5 out of 5.

Newton Flotman Surgery is a GP surgery in the village of Newton Flotman. The surgery offers a variety of services including contraceptive coils, asthma reviews and vaccinations.

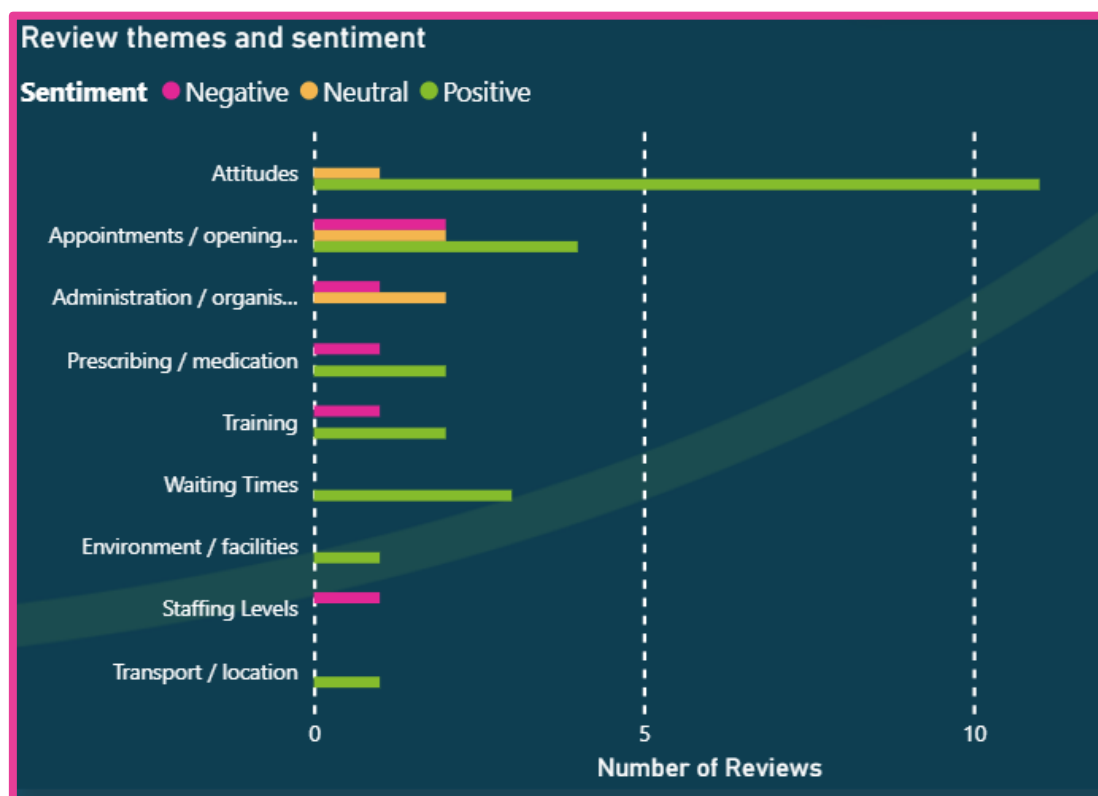
Healthwatch Norfolk Officers who visited Newton Flotman Surgery noted:

- The front door is not automated but it was propped open for patients to enable easy access.
- The waiting area is cosy with relevant patient and community information on display.

- The dispensary has a hatch located by the front door and we observed patients being dealt with quickly.
- The car park has only a few spaces and we noticed many patients parked on the street alongside the surgery.

Overall, people were pleased with the care they received at Newton Flotman surgery, and many felt staff were very friendly and sympathetic. There was mixed feedback regarding access to appointments, with some having no problems but multiple people reported not being able to get an appointment at all.

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 Newton Flotman Surgery by the Healthwatch Norfolk Engagement Team*

## Comment from the practice:

“The Partners and leadership team value and appreciate the feedback that has been provided and, as always, will look to find ways to make improvements to our service provision wherever possible.

We take on board the feelings of our patient population and can guarantee that we are striving, as best we can, to provide the best possible service under challenging circumstances. We are very aware of the housing developments, expected population growth, and the pressures that this will bring to us providing medical services, and are working with the ICB and our neighbourhood Practices to pre-empt and mitigate wherever possible.”

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
88410	Newton Flotman Surgery	Feel like a person not a number	I prefer this branch to Long Stratton as it feels more homely. I don't just feel like a number they treat you like a real person. The reception team are brilliant at both sites. The booking system is a bit frustrating, having to call back the next day if there is not appointment is frustrating. This is not the surgeries' fault, but I don't like how routine screening and checks stop at 74, like health check and breast screen. Are we not important now we are over 74?	5
88384	Newton Flotman Surgery	Good location	I live just down the road, so it is nice and close. It's hard to get an appointment, I can't remember the last time I saw a doctor. I have seen other clinicians though. Staff are very nice and very polite.	5
88293	Newton Flotman Surgery	Lovely nurse	I don't normally come here but I've had a blood test today. She was lovely and I didn't even feel it! And she was on time.	5
88289	Newton Flotman Surgery	Can't fault them	I'm here every two weeks and it's fine, no problems. I can book in OK because they know my background. I can't fault them at all. The doctors here and at Long Stratton are fine.	5
88288	Newton Flotman Surgery	Excellent	It's excellent. It's handy because I live here so I can walk it. It would be handy if it opened full-time. I have asked to see a GP here but was told it had to be in Long Stratton as that's where my named GP was. But I was here today for a blood test, and it was fine. The pharmacist is excellent here, she's very helpful.	5

88287	Newton Flotman Surgery	It's calm	I like getting my prescriptions here as it's much calmer than Long Stratton. I live in Newton Flotman, but my appointments tend to be in Long Stratton.	5
88284	Newton Flotman Surgery	On time and helpful	I don't normally come here but is easier to get to on the bus. They were absolutely brilliant today. I was seen on time, and they were very friendly and helpful.	5
88283	Newton Flotman Surgery	Super-duper	I just pick up my prescriptions here and they're super-duper! I asked to for them to be moved here as they're absolute garbage at Long Stratton. They're so slow there to sort through all the bins and check everything. Here they're quicker and more efficient so there's no queues.	5
88282	Newton Flotman Surgery	Can't fault it	I can't fault them, got an appointment straight away and from there referred to the hospital. I find the staff always helpful. The only thing that was not great was that I found out results on the NHS app 2 weeks ago but still not heard anything from the doctor.	5
88281	Newton Flotman Surgery	Fantastic	It's my first time here and it's great, they're fantastic. Smiley nurse, smiley receptionist. Friendly and brilliant.	5
88417	Newton Flotman Surgery	They do a really good job under pressure	I normally go to the Long Stratton site but have been here a couple of time. I find it to be easy access and the parking is good. All the staff here and long Stratton are always polite. Sometimes it can be hard to get an appointment in a timely fashion, but they do a really good job under the pressures they are under.	4

88402	Newton Flotman Surgery	Staff are fine	I don't have to come very often. It can be frustrating to wait to get an appointment. You do not get to see a doctor, had an appointment where I was given a nurse who could not deal with my problem so had to come back and see a doctor. The staff are fine at both sites.	4
88387	Newton Flotman Surgery	Staff are always pleasant	I have to come regularly for a blood test, I book the next one while I am here and it is never a problem. It can be a bit of a wait for other appointments. The staff are always pleasant and polite.	4
88383	Newton Flotman Surgery	Staff have time here	I like this branch better then Long Stratton as the staff have time to give you here. The pharmacy is much better here, they did that big extension at Long Stratton and still only left them with one small window which only one person can work at. It's a shame this one doesn't open every day and there seems a bit of a doctor shortage. The appointment I had today I had to wait 2 weeks for if I had wanted to have it at Long Stratton it would of been 4.	4
88290	Newton Flotman Surgery	Problems accessing medication	In general, they're very good. Dr. Hodgson and Dr. Saint have been very good with me and my family. My only issue is I have a very poorly daughter and recently we've had problems getting her medication. We've had a couple of pharmacists who haven't been helpful and one of them actually shouted at me. I hadn't raised my voice, I was just asking for what we needed. I had to make a complaint. Most of them are good to be fair and I try to understand when they run out of things, but I wish they'd also see my point of view. My daughter is seriously ill and if we don't get the medications, it means hospitalisation.	4

88285	Newton Flotman Surgery	Waited to be called in	The only bad thing was the length of time I had to wait in the waiting room. It was 30 minutes late and I'm supposed to be at work by now. The service when I got in was great and the appointment was easy to book.	4
88280	Newton Flotman Surgery	Quick and on the ball	They are very quick, and on the ball, I don't have a problem getting an appointment. I find the staff are very helpful and are working the best they can. I know the new system that has been put in has been causing some problem for some people, but I tend to just pop in and it's no problem. I ring up for my regular blood tests and get them no problems. I always try to get them to see me here as it is closer than the Long Stratton one.	4
88279	Newton Flotman Surgery	Glitchy	I have to be honest, it's been glitchy, there's lots of problems. Six months ago, I'd get a text every month to say my medications were ready but now we don't. We have to keep coming down to see what's going on which costs us time and money, I travel a lot for work, and my husband is self-employed. I've had times where I've been very close to running out and as it's HRT it's important it continues smoothly. I have had nice staff today, the lady was very nice and very sympathetic. It's also a concern about people being on long-term medications. My husband has to chase his annual blood test, and I would have thought there'd be closer monitoring of my HRT. I've had one review in five years. It was with the pharmacist who was actually brilliant, and I learned more with him than any GP. Even the female GPs don't have the knowledge or expertise. Often, they have to seek advice and get back to you which is good that they do get the right answer but	4

			they could do with some specialist training or having a specialist you see. They are very good for women's screenings, they do contact you for those.	
88286	Newton Flotman Surgery	Can't get an appointment	You can't get an appointment. A fortnight ago, I had to go to the walk-in clinic but there were no doctors there. They did help but it hasn't worked so I'll have to go back as I can't get in here. It's useless, I'm not too happy with it all. There are not enough doctors and it's all down to money. They're very nice and talk to you nicely but if they haven't got any appointments, they haven't got any. I sometimes think they don't care about me any more now I'm 80.	3