

Swan Lane Surgery

Feedback



September 2025

In September 2025 we visited Swan Lane Surgery to speak with patients about their experience with health and social care services. From this visit we received 22 reviews for the surgery. The reviews have an average star rating of 3.8 out of 5.

Swan Lane Surgery is a GP surgery in the village of Tharston. Upon their last inspection in 2024, the surgery received a rating of "Good", from the CQC. There were approximately 7,200 patients registered with the surgery at the time of this inspection. The surgery offers a variety of services including asthma reviews, cervical screening and contraceptive coil fitting.

Healthwatch Norfolk Officers who visited Swan Lane surgery noted:

- The surgery has added additional parking spaces since our previous visit.

- The automatic doors and spacious waiting room create an accessible environment for all. There is ample information for patients on display without overloading the boards.
- The dispensary sits in a separate area to differentiate it from people waiting to speak to reception. We observed a constant, slow-moving queue during our visit.

Overall, people were satisfied with the care they receive at Swan Lane surgery. Many people spoke of how helpful and friendly staff at the surgery were. However, concerns were raised over access to appointments, with people reporting long waits on the phone when calling for appointments and also having to wait multiple weeks for an appointment. Multiple people also raised concerns about the dispensary, saying that they had to wait in long queues and struggled to get access to their prescriptions.

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

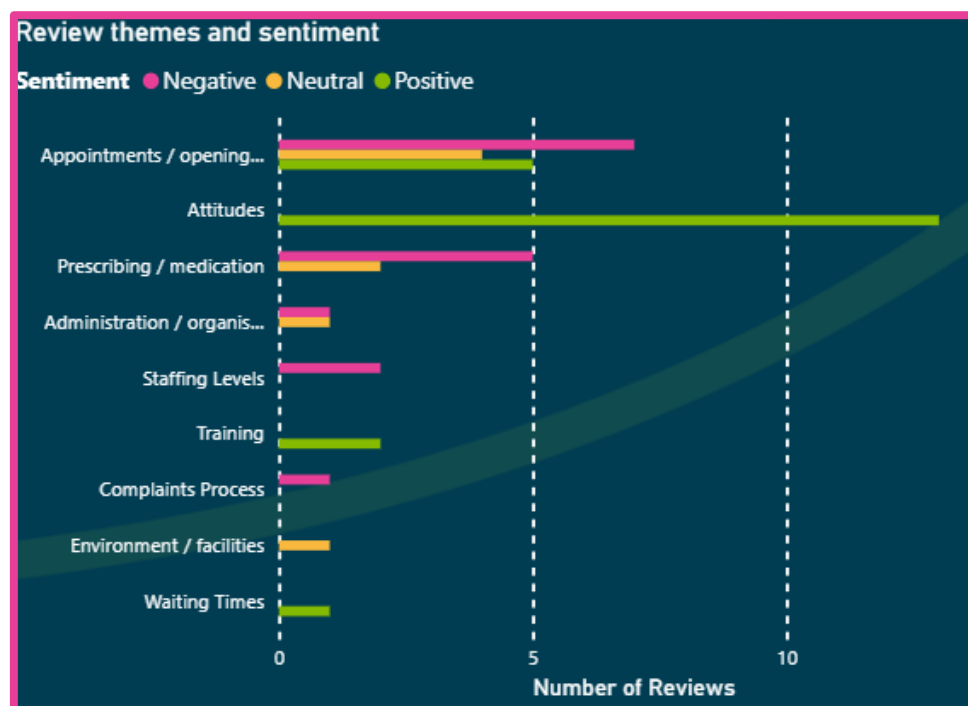


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Swan Lane Surgery by the Healthwatch Norfolk Engagement Team

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.

ID	Service Provider	Title	Review	Rating
88278	Swan Lane Surgery	No complaints	I have no complaints. The pharmacy's bogged down but apart from that it's fine. They're doing their best.	5
88272	Swan Lane Surgery	Need more facilities	The surgery is brilliant but I'm having problems with my repeat prescriptions. It's not just in the last month, it's been years - since Well took over - and it's problems both ends. The village is growing, we need more facilities.	5
86227	Swan Lane Surgery	It's five-star care	When you need them, they're there. But I'm finding I'm not getting the continuity of care. The doctors are excellent, but you see one doctor, have tests, see another doctor and then you go off on a different path. So that could be better. It's my only quibble. But the care here is amazing. The receptionists are incredibly helpful. Everyone is very helpful and pleasant. It's five-star care.	5
86051	Swan Lane Surgery	Pretty good	I was straight in, straight out. It was easy to book. Pretty good so it's a 5 today.	5
86049	Swan Lane Surgery	Great treatment	I've had great treatment today - friendly staff, very efficient. Just couldn't park but otherwise excellent. I had asked at reception to book an appointment, but they told me to phone which was a bit strange as I was already there, but it was OK. I understand it's to do with not jumping the queue ahead of those who have phoned.	5
86048	Swan Lane Surgery	Helpful and give guidance	I'm quite happy with it. Generally, when you see people they're helpful. They talk things through with you and provide guidance. It's a bit frustrating getting appointments but that's everywhere.	5

88277	Swan Lane Surgery	Really nice people	It's my first time here and it's been really good. They got me in quickly and they're really nice people.	4
88276	Swan Lane Surgery	Dispensary closes at 12pm	The only thing I want to bring up is my medication. The main problem is the dispensary only opens until 12pm so after that you can't get anything sorted out. I can't always get my weekly prescription from the pharmacy and it's really important there's no gaps. It's been like it for 4-5 years, in the last 2 weeks since the new system it's actually been there on time. The team are great but I'm not sure they get the best backing from management. The receptionists are always courteous, nice and helpful.	4
88271	Swan Lane Surgery	3-month prescriptions would help	I made an emergency appointment this morning and was seen but I've been stood in the pharmacy queue for 45 minutes. Why can't they do 3 months' supply of things that it's OK to do that with? It would help a lot with the queues. I've worked in the NHS, and I know they get paid per prescription so perhaps that's why they don't? Or maybe I'm just being cynical!	4
86229	Swan Lane Surgery	Often, I can't get an appointment when I need	It's okay. The only problem I do have is that I have to come up here every three weeks for a blood test, preferably on a Monday. Often, I can't get an appointment when I need. It doesn't work out; they are often too early or too late.	4
86225	Swan Lane Surgery	We couldn't ask for anything more	It's normally good. We've moved into the area, and they've been great. Very helpful. The professionals always have time. We saw a nurse, and they did everything we asked for and more. We couldn't ask for anything more. One thing that could be improved is that there should be a phone option for cancelling appointments. You have to go through all the options and then speak to someone.	4

86223	Swan Lane Surgery	No problem at all with the doctors and nurses	A lot of the time, making appointments is a bit of a nightmare. You call in the morning and you're about 30 in line! You have to wait (for an appointment) about six or seven weeks. Emergencies aren't too bad. The care is fine, there's no problem at all with the doctors and nurses, it's just the initial trying to get in...	4
86222	Swan Lane Surgery	It's gotten more and more busy	It's gotten more and more busy. This has always been my doctors. I've been trying to get an appointment with my doctor for three weeks now. I've been trying to phone up but all the appointments are gone by the time I get through. That side of it has gone downhill. But when we're in, it's fantastic. And they do ring you back when you need. The pharmacy is fantastic. But it would be good if we could get some more doctors.	4
86052	Swan Lane Surgery	Always pretty happy	My appointment went well and I'm happy with the outcome. The only problem I've had is they've changed to a new system and it's a bit annoying. I have my prescriptions once a month and tell them which ones I don't need but they still put them in which is a waste. They say I can bring them back, but they can't be re-used so it's not very good. However usually they do get you in if you need to see them and I'm always pretty happy.	4
85892	Swan Lane Surgery	They try hard	They're generally excellent. I know they've had some horrendous times lately and it's been frustrating for everybody. You know you'll queue at the pharmacy, but you accept that, and they said it would be ready today and it was. From a personal point of view, we've generally managed to see somebody the same day. It is difficult to see your named doctor, but it's been fine when I've seen somebody else. It's just your named doctor knows you a bit and	4

			might see a difference in you. I do try to use the app but sometimes the information isn't all there, so you end up ringing which puts extra pressure on the receptionists. They're trying really hard, times are just different now.	
86232	Swan Lane Surgery	For the care I would give a five	It's a job to get an appointment. You can't get one for love nor money. My doctor is amazing with me. He will phone me if needed. Very kind and caring. He sorted out a big problem for me. For the care I would give a five, but overall, it's a three.	3
86230	Swan Lane Surgery	When you speak to people here, they're lovely	My wife needs regular blood tests, but the receptionists can't give the appointments at the right time. When you eventually get to see a doctor or nurse or physio, they're all lovely. It's just getting an appointment that's the issue. I rang recently for a doctor to sign off a particular request and had to wait weeks for a call back. Our doctor was changed without us knowing. But when you speak to people here, they're lovely. It's just the systems that are rubbish.	3
86224	Swan Lane Surgery	Once you're in, it's okay	It's usually good but you can't ever get an appointment with your own doctor. You can't book ahead at the desk, you have to ring. Once you're in, it's okay. I saw a nurse this morning and that was fine.	3
86220	Swan Lane Surgery	Personally, I think it's okay	Personally, I think it's okay. I'm a little unsure with appointments as they send me to A&E rather than see me, sometimes. The care in the appointments is good. It's managing around the appointments; they're so busy.	3
85904	Swan Lane Surgery	Prescription difficulties	I'm here quite a lot. I have such trouble getting my repeat prescription now they've changed the system. I go to the chemist, and they say they haven't been sent it from the doctor's so I have	3

			<p>to come back down and get a paper copy to take in, and I'm in a lot of pain. I feel sorry for the people working in the dispensary, I couldn't stand it for a day, but they are absolutely lovely staff. The type of medication I'm on can't be ordered until I run out and then I've got a week to get it before I have to take it again. So, it's a scramble to sort it in time when the system doesn't work. I have my bloods taken every four weeks and the nurses who'd done it for years left, the new one I've had leaves big holes in my arm. I asked not to see her and was booked with someone else, but they were too busy on the day, so I ended up having her again. I'm booked with her for my next one too. She's a nice person but I don't like how she takes my blood.</p>	
88268	Swan Lane Surgery	Not like it used to be	<p>We've got to go back in time 20 years and the pharmacy would run better! There's something wrong in the system, it's not running smoothly, I've been here 45 minutes in the queue. They used to have queues out the door and get through everyone in 15 minutes. Also, there's loads of doctors on the board but where are they? I think they don't come in. Years ago, you could ask to speak to the practice manager if you had a problem, now you're not allowed. You're told to put it in writing and a week or so later they might get back to you.</p>	2
86228	Swan Lane Surgery	It's pretty rubbish	<p>It's pretty rubbish. You can never get an appointment. I can't get one for my son. I've been told to ring up in two weeks, and I might not get one even then. And the queue for the pharmacy! It's ludicrous. The doctors should work a full week. I want to see a doctor, not a student! You just can't get a same day appointment.</p>	1

			When I am here, I don't want to discuss my personal issues with the receptionists, in front of all these people.	
--	--	--	--	--