

# Windmill Surgery

## Feedback



### August 2025

In August 2025 we visited Windmill surgery to speak with patients about their experience with health and social care services. From this visit we received 25 reviews for Windmill surgery. The reviews have an average star rating of 4.8 out of 5.

Windmill surgery is a GP surgery in the market town of Wymondham. The surgery offers a variety of services including diabetic reviews, contraceptive implant fitting and cervical screenings.

Healthwatch Norfolk Officers who visited Windmill Surgery noted:

There are automatic doors at the entrance which increase ease of access to the waiting area where a variety of seating is available accommodating a range of needs. An on-site dispensary is also present and clearly signed.

We observed the receptionist interacting with a patient who had arrived at the incorrect time and was experiencing

communication difficulties. The staff member responded calmly and quickly devised a plan to solve the issue.

During our visit, the car park spaces were full most of the time, so people parked on the road alongside the car park. However, there is a 'pick-up point' at the entrance and two accessible parking spaces.

Overall, people were pleased with the care they received at Windmill surgery with many people praising how helpful and nice the staff were. Two people did raise concerns over the car park and how it was difficult to get a space, which was also noted by the engagement officers who visited.

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

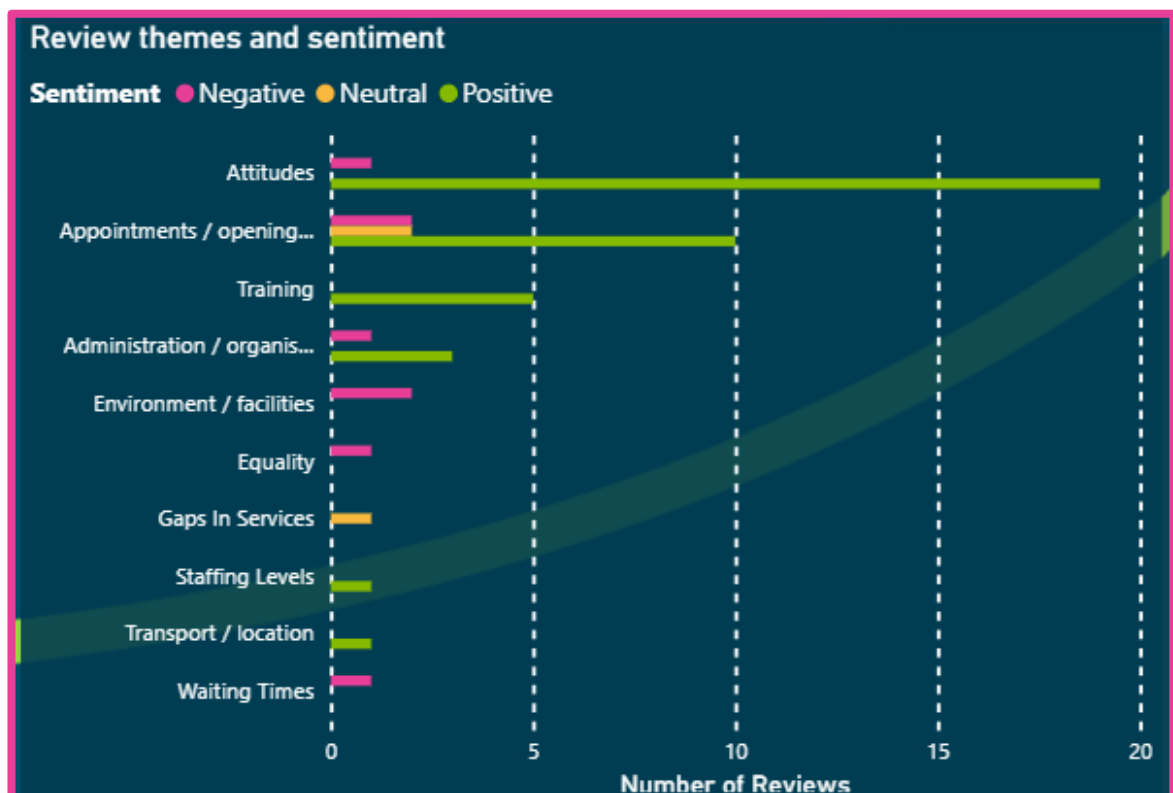


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Windmill surgery by the Healthwatch Norfolk Engagement Team.

Comment from the practice:

*"We are delighted to receive such a positive Healthwatch report. This feedback is a true reflection of the hard work and dedication of our entire team, and we are proud that our commitment to providing safe, compassionate, and high-quality care is being recognised by our patients.*

*At Windmill Surgery, we continuously strive to listen, improve, and adapt our services to meet the needs of our community. Hearing that patients feel well cared for, respected, and supported means a great deal to us.*

*We would like to thank all of our patients who took the time to share their experiences and provide valuable feedback. Your input helps us to celebrate what we do well and focus on areas where we can further enhance the care we provide.*

Alice

Site Manager"

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
58028	Windmill Surgery	Nice people	They're great. I came here an hour late and they fitted me in. They're really nice people.	5
58027	Windmill Surgery	Always thorough	It's really good. They're always good! It's relatively easy to get appointments, I've never had particular problems. I was worried moving here from my old surgery, which was amazing but they're really good, there's no difference in service. They're really thorough and take me seriously. It's nice to know you won't be fobbed off.	5
58026	Windmill Surgery	Lovely midwife	They're brilliant. I've got a lovely midwife.	5
58024	Windmill Surgery	Good but can't always get appointments	Everyone I've seen has been a five out of five. It's always been really good apart from you can't always get appointments even for children. I wanted one for my child yesterday and I had to wait until today.	5
58022	Windmill Surgery	Happy but problems parking	It's got a built-in pharmacy which is a tremendous help. I've found all the staff extremely helpful. Overall, I'm very happy, no complaints. The only problem is parking. It can get very packed.	5
58021	Windmill Surgery	Friendly and efficient	They're very friendly and efficient. The staff are lovely and super helpful. I'm very pleased with them. My husband had a major operation and they're interested in his welfare, asking all about him today.	5

58019	Windmill Surgery	Always wonderful	It's wonderful, it always is. You can always get appointments. We've been very happy with the service.	5
58018	Windmill Surgery	Good but car park issues	Overall, they're very good. It would be good if they could sort the parking as sometimes you can't get in. I think people park here and walk into town.	5
58016	Windmill Surgery	Nothing to complain about	The doctors and everyone I speak to are nice. It's reliable with comfortable hours and close to where I live. It's pretty easy to make an appointment. There's nothing to complain about.	5
58012	Windmill Surgery	Good service	It's all been very good since I've moved up here. They looked after my leg ulcer well, I was here every week. Every time I've called, I've got a face-to-face appointment. I've had good service every time I've come here from the doctors and everyone.	5
58011	Windmill Surgery	Super-friendly staff	I've always been happy, and I've been here twelve years. I've never had any issues. The staff are super-friendly, really patient, and they try their best.	5
57998	Windmill Surgery	Nice receptionists	I find them alright. I have to pre-book my appointments as I need to come in a taxi because I'm not mobile and sometimes it's hard to get one as they're full. But I only have to wait about a week, so I don't mind. The receptionists are all nice.	5
57989	Windmill Surgery	Brilliant nurses	I've been to see the nurse today and it was brilliant. Fiona and Anne have always been really good. They always seem to do their best. I find it OK to make appointments.	5
57982	Windmill Surgery	Very good	They're brilliant. They seem very confident in what they do. I know you wait but that's how it works, and they see you as	5

			soon as they can. They're very good at trying to fit my husband in too who has dementia. All in all, very good.	
57980	Windmill Surgery	Pleasant receptionists	They're very good. They're quite personable, particularly on reception. It's pleasant talking to them on the phone, it's not stressful.	5
57974	Windmill Surgery	Professional and lovely nurse	I've just had a very good experience with the nurse practitioner - very helpful, friendly and approachable. She was very professional and lovely.	5
57972	Windmill Surgery	I can get appointments	They're very good, I have no problems any time I come down here. I book over the phone and it's fine, I can get appointments.	5
57969	Windmill Surgery	No problems	It's fine. I've been coming here for a number of years with no problems.	5
57966	Windmill Surgery	They work with you	They're really good. If you've got a problem, you can just pop in, and it's sorted. They genuinely work with you, you don't feel like you're putting them out. It's the receptionists who make the difference. I had a text about an appointment but there was no time on it and online showed no appointment at all, so I came in, they've looked it up in no time and told me it's for tomorrow. The doctors are good too. It wasn't that good a year ago and I don't know what they've changed, but they've changed something and it's really good now.	5
57965	Windmill Surgery	The doctors explain everything	It was good today, it always is. All the doctors explain things to you so you can understand.	5
57964	Windmill Surgery	Helpful and kind	I like it. I feel I can always get an appointment, the doctors are always helpful, and the nurses are always kind.	5

57986	Windmill Surgery	Good staff attitudes, ring longer for patients	I haven't had any problems. I know everyone struggles with appointments but there's a lot more people in the area. Sometimes when they call patients, they only let it ring two or three times then hang up. I know my neighbour can't get to the phone in that time and I'm sure other older people would struggle too. Or even for people without mobility issues, they might be in the middle of something or trying to find their phone, so I think they should leave it ringing a bit longer. However, the attitude of all staff I've dealt with has been really good.	4
57984	Windmill Surgery	Marvellous physician assistant	It's a great surgery. I'm seeing Mia the physician assistant and she's absolutely marvellous. She looks into everything and follows it up - very good. You hear so much about people saying they can't see a doctor but if you ring up at 8am it works alright to get an appointment that day.	4
57976	Windmill Surgery	Pretty good, capacity issues	I think they're pretty good. It's a bit of a struggle to get appointments, you phone at 8am and get in a queue. They could do with a bit more continuity of doctors, but I can ask to see particular ones and they accommodate me if they can. Given the size of the practice and the people here, it would be good if they opened on the weekend too, else you have to go to the Walk-In Centre. Generally, I am happy, and the dispensary staff are helpful. The whole system itself is a bit dodgy at the moment. The frontline care is clinging on.	4
57992	Windmill Surgery	Poor communication	The receptionists are really bad, they seem to gatekeep. I've had multiple occasions where they haven't communicated	3

			<p>with the doctors or myself. For example, I called ahead of a shingles vaccination a few weeks ago to check it was going ahead, reception told me they didn't know because the nurse was off sick, and they'd call me back, but they never did. I came in and the nurse couldn't do it because she hadn't had the paperwork so didn't have the vaccine in stock. Nobody communicated this to me or my consultant. I had to go and come back a week later. They also told me I could have it done at a pharmacy but when I asked which one they said they didn't know, and I'd have to ring around. I called six different pharmacies and none did it. Today my appointment was at 9.50am and I've only just come out (11.45am), nobody spoke to me to say it was running late or to apologise. I have a repeat prescription which my doctor is happy to issue for periods of time without seeing me, but the receptionist will tell me I need to have an appointment. This feels like more gatekeeping. I'll come in and see the doctor and he'll ask why I'm there as he was happy to issue the prescription without an appointment. It's frustrating that the doctors and receptionists don't talk to each other. My biggest grumble is communication. I'd give the receptionists one star but Dr. Gosh and Dr. Thompson five stars, so overall it's three.</p>	
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