

Woodcock Road Surgery Feedback



July 2025

In July 2025 we visited Woodcock Road Surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for Woodcock Road Surgery. The reviews have an average star rating of 4.4 out of 5.

Woodcock Road Surgery is a GP surgery in Norwich. Upon their last inspection in October 2023, the surgery received a rating of "Good", from the CQC. There were approximately 8,500 patients registered with the surgery at this time. Woodcock Road Surgery offers a variety of services including asthma clinics, spirometry and learning disability health checks.

Healthwatch Norfolk Officers who visited Woodcock Road Surgery noted:

At the time of our visit, one of the automatic doors was not working

Overall, people were happy with the care they received at Woodcock Road Surgery, in particular commenting on how friendly and helpful staff were. There was mixed feedback for appointment availability, with some people reporting no difficulties, while others noted they have struggled to be seen.

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 Woodcock Road 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
53784	Woodcock Road Surgery	Get help when I need it	The staff are friendly and helpful. I can get an appointment when I need it, and the place is clean and tidy. They look after me.	5
51914	Woodcock Road Surgery	Never had any complaints	I've been here years and years and never had any complaints. They're always helpful and get me in at convenient times. All round lovely receptionists and doctors.	5
51911	Woodcock Road Surgery	The service over the years has been brilliant	I've been coming here since 1965 and the service over the years has been brilliant, not least in recent years. Never not been able to see a doctor, and they've never been wary to refer us, it gives us elderly confidence. They're very good and they listen to us. Not everyone listens to you when you get to a certain age. I can't think of anything negative.	5
51910	Woodcock Road Surgery	I haven't had any problems	I haven't had any problems so far	5
51907	Woodcock Road Surgery	I can't fault them	Haven't been in a while, they've dealt with me really quick in an emergency, I can't fault them.	5
48589	Woodcock Road Surgery	Very Very Pleased	I made a mistake with my appointment time today and was an hour late for my appointment, but they still saw me, and I did not feel rushed. I am being looked after really well and always have been here. I have no problems.	5

48588	Woodcock Road Surgery	They are all brilliant	The surgery is nice and close by. The receptionists are outstanding. I get on well with one particular doctor, Dr MacNab is the best and is absolutely fantastic. You can sometimes struggle to get an appointment, but it is normally okay. They are all brilliant.	5
51915	Woodcock Road Surgery	Everything is fine usually	Don't come often but have had issues getting appointments. Everything is fine usually. Can be difficult to get nurse appointments for dressings.	4
51913	Woodcock Road Surgery	They're alright here	They're alright here, not a 5 as they've got a few issues. Came in today but not the correct day for the appointment, the appointment had to be done today so they got me booked in for later in the day.	4
51918	Woodcock Road Surgery	Always in a queue on the phone	When you try to get an appointment on the phone I always find I'm in a queue. Sometimes waiting 30 minutes to get through to book an appointment. The staff and the appointment are fine it's just getting the appointment.	3
48586	Woodcock Road Surgery	Doctors keep changing	The doctors keep changing so I have to tell my story right from the beginning every time which is very frustrating. It feels like you have to fight for an appointment. The staff on reception are nice and friendly.	2