

Newtown Surgery

Feedback



August 2025

In August 2025 we visited Newtown Surgery to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for the surgery. The reviews have an average star rating of 4 out of 5.

Newtown Surgery is a GP surgery branch of East Norfolk Medical Practice in the town of Great Yarmouth. Upon their last inspection in 2020, the surgery received a rating of "Good", from the CQC. There were approximately 25,100 patients registered with the surgery at this time. Newtown Surgery offers a variety of services including cervical screening, vaccinations and learning disability health checks.

Healthwatch Norfolk Officers who visited Newtown Surgery noted:

- The surgery uses self-check in screens which are at an accessible height
- There is a large waiting room
- The car park had enough space for all the patients during our visit

Overall, people were pleased with the care they receive at Newtown Surgery, praising how kind staff were and felt that they listened to patients. Some people raised concerns with getting appointments saying that they have to wait a couple of weeks and often don't get to see their named GP.

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

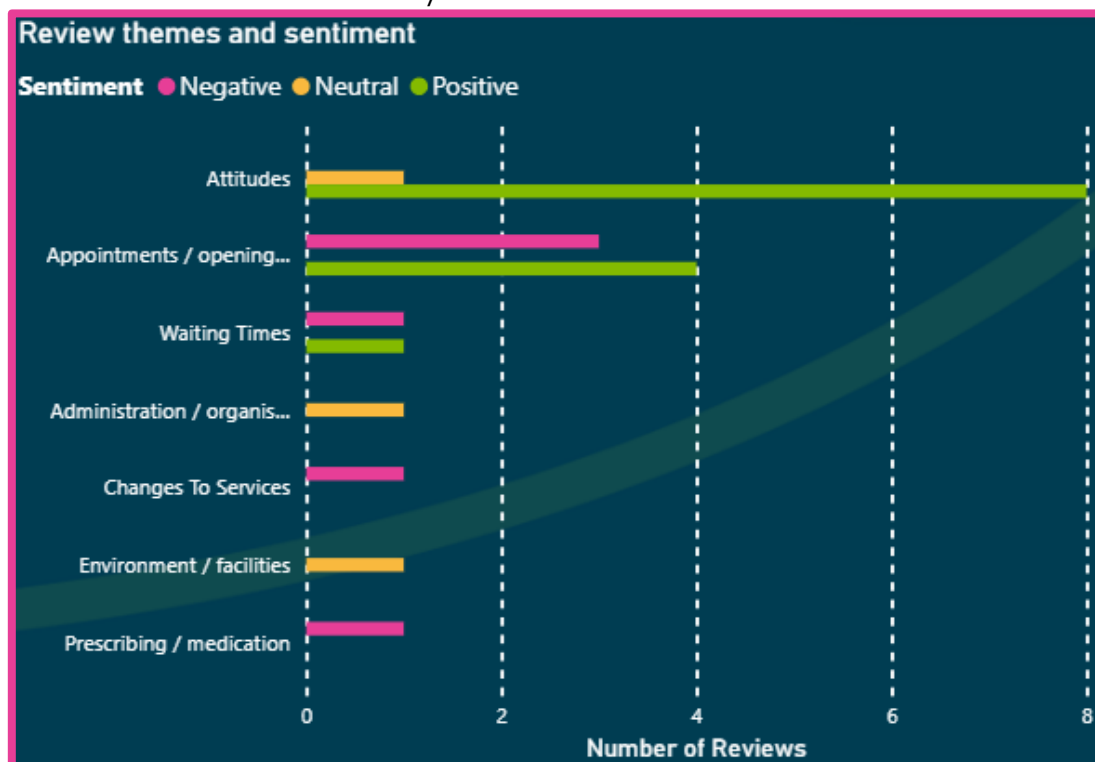


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Newtown Surgery by the Healthwatch Norfolk Engagement Team. The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Service Provider	Title	Review	Rating
88113	Newtown Surgery	Really nice	I find everyone really nice, the doctors are good, and they listen. When I ring up, I can normally get an appointment, it may not be here, but I can get in, I do prefer the Lighthouse branch. It's all okay.	5
88101	Newtown Surgery	No complaints	Everything I come about they sort out for me. The staff are very friendly and very tolerant to the way some people treat them. One thing they could do is cut down the overhanging brambles that come over the fence and obstruct the pavement.	5
88076	Newtown Surgery	So lucky to have them	Whenever I have needed anything, they have been pleasant and kind and do what I need and always with a smile. I find the reception team better here than the team at the lighthouse. We are so lucky to have them.	5
88065	Newtown Surgery	Been very good	They have been very good, I have been seeing Steve who is very good. I can get an appointment when I need one, the reception team are good. I normally go to the Caster branch which is also very good. I can't think of any improvements.	5
88315	Newtown Surgery	Pretty good	The wait time to see a doctor is too long, you have to wait a week, it's ridiculous. It's not too bad when you get in to see the doctor and the nurses in general are pretty good	4
88310	Newtown Surgery	It is a good surgery	It is a good surgery but sometimes you have to wait, apart from that they're fine. They run 5/10 minutes late but it's not too bad really. No problems with the staff or care, absolutely fine.	4

88308	Newtown Surgery	On the whole they are really good	A four for not being able to see your own doctor, but if you do need to see a doctor you can be seen the same day at one of the other practices. They've been very good here, and the nurse practitioners and clinicians are good. The only way to see a doctor is for an emergency appointment, if not you have to wait 2 or 3 weeks. On the whole they are very good	4
88306	Newtown Surgery	In and out quickly	I was in and out quickly, I don't like waiting around	4
88118	Newtown Surgery	They do their best	I think it is the same here as it is around the country, there is a wait to get an appointment but when they do they listen and caring and so their best to help. The appointments are a bit short, you don't always have time to talk about everything. It doesn't always make sense as when you come along to the surgery it's always empty, but you have had to wait so long. Think they go over and above with the resources, restrictions and funding that they have. I have been with them 20 years and never had a problem with any member of staff	4
88111	Newtown Surgery	One the whole pretty good	When you have a blood test, they never tell you if it has come back okay, only if there is something wrong which can be frustrating. I can get an appointment okay and the staff are pretty good. I prefer this branch to the others.	4
88107	Newtown Surgery	It's okay	I am registered here but have to go to different branches all the time which can be frustrating. The appointments are okay. They have cut my B12 jab from every 10 weeks to every 12 weeks, I have had no choice of it, and it has made a difference. It is just to save money. It's okay as they have looked after my parents well and the pharmacy is good.	3

88115	Newtown Surgery	Always get sent to another branch	Trying to get an appointment is a nightmare, it can take 2 or 3 weeks to get seen. They changed medication 3 weeks ago and it is only now just ready to be picked up. I can hardly ever get in here, I get sent to the other branches, last time it was to the lighthouse, even though they do it here I get sent to Caster for my Covid jab, it's very frustrating when this is just down the road. The staff are fine, but you never get to see you own doctor.	2
-------	-----------------	-----------------------------------	---	---