

Plowright Medical Centre Feedback



August 2025

In August 2025 we visited Plowright Medical Centre 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 4.7 out of 5.

Plowright Medical Centre is a GP surgery in the market town of Swaffham. The surgery offers a variety of services including NHS health checks, diabetes reviews and diabetic eye screening.

Healthwatch Norfolk Officers who visited Plowright Medical Centre noted:

- Healthwatch Norfolk officers were greeted by staff and made to feel welcome.
- Posters with details of the Healthwatch Norfolk visit were displayed in and outside the surgery.
- The reception desk was clearly labelled and included a lower counter for wheelchair users.
- Healthwatch Norfolk officers observed staff interacting with patients in a friendly, helpful way.
- The waiting area was bright and clean with plenty of seating overlooking a garden area.
- The notice boards appeared informative and up to date and included a copy of the Hearing Loss Charter.
- Staff told us that patients could access an online appointment request form 24hours a day including the weekend. Patients can also call or visit the surgery to make appointments during opening hours.
- Blood tests can also be booked via the NHS App.

Overall, people were happy with the care they received at Plowright Medical Centre and highlighted that staff are friendly and accommodating. There were mixed opinions on making appointments, with some saying that it is a long wait for a routine appointment.

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

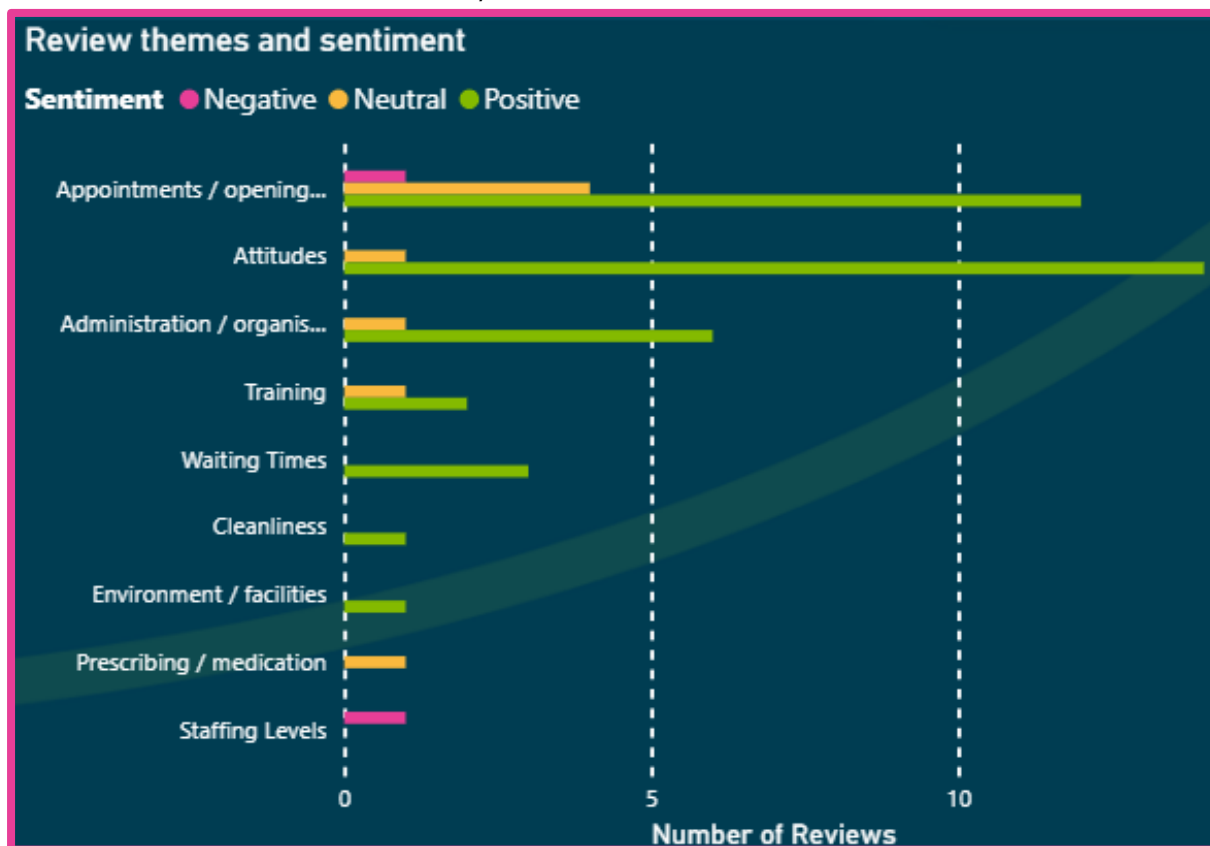


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Plowright Medical Centre by the Healthwatch Norfolk Engagement Team.

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
65552	Plowright Medical Centre	All good, no complaints	I see them a lot and I have no complaints. I can more or less get appointments when I need them. The staff are very good	5
65550	Plowright Medical Centre	Always very good	Always very good. The staff are friendly and very helpful. Getting an appointment is fairly good too.	5
65540	Plowright Medical Centre	Very accommodating	They are very accommodating especially around medication. I get appointments as and when I need them. I use the online request form, and they respond very quickly. I moved here recently, and they are much better than my last surgery. The surgery also seems to work well with the community mental health team and the two hospitals. They follow up letters etc really well.	5
65537	Plowright Medical Centre	Brilliant	It's brilliant. You can always get an appointment and if you email the response is very quick. Picking up my medication here is easy and I have nothing negative to say. The staff are very polite, and the doctors are on it.	5
65521	Plowright Medical Centre	I'm always looked after	Definitely five out of five. I am always looked after. A while ago I went through a tough time, but the doctors and nurses were very good with me. The pre diabetic lady is really nice, she has given me lots of information which has been really helpful. I can usually get an appointment and on the same day if I need it. I have never had a problem here and I'm always happy with the service.	5

65517	Plowright Medical Centre	Efficient, polite and friendly	The staff are efficient, polite and friendly. I would recommend this surgery 100%. All the staff are fantastic, the doctors the nurses, the reception and the cleaners are all good. Everyone is friendly. I can get an appointment, and they bend over backwards to help me.	5
65410	Plowright Medical Centre	Feels professional	It's a nice building and nice staff. It feels very professional. I don't really like the online system for asking for an appointment, so I call the surgery instead. From the waiting room you can see the garden and it would be nice if you could have access to the garden while you are waiting for your appointment. I think families with children might find this useful too. Sitting outside in a garden instead of with lots of ill people would be nice.	5
65409	Plowright Medical Centre	A bit of a wait for a routine appointment	It can be a bit of a wait for a routine appointment but if you want one the same day it works okay. If there is no doctor available, they do offer an appointment with a practice nurse, and they can sort me out. The staff are very nice and very pleasant and apart from the wait for routine appointments it's all very good.	5
65408	Plowright Medical Centre	Such a good service	It was such a good service I would say 100% good. It was only a few minutes to wait, and it all went well.	5
65404	Plowright Medical Centre	Very attentive	I find them to be very attentive, professional and efficient. Getting appointments is fine. They are all great.	5
65403	Plowright Medical Centre	They are looking after me	I do not have any problems here, they are looking after me well. It's a pleasant place to be, you get called in for your appointment on time, they tend to send me a text when	5

			they want to see me, and I can get an appointment when I need one. The reception team is as good as gold. It's all good, they don't leave you wanting.	
65401	Plowright Medical Centre	Quick, friendly and professional	The service I receive is quick, friendly, efficient and professional. I have had an eye check today and received a letter with the appointment time and date, I had to ring to change the appointment and that was no problem, they just rearranged it for me! I find it to be very well run.	5
65400	Plowright Medical Centre	Clean and modern	I only have to come once a year for my diabetic eye check, but I find the place clean and modern, the staff are always friendly, and I never have to wait. I get a text with my appointment date and time, so I don't even have to book that myself. I wish this was my doctors' surgery.	5
65399	Plowright Medical Centre	Very efficient	It's very nice, very efficient. They have looked after us well over the years.	5
65396	Plowright Medical Centre	They look after you	They look after you well. I had eye screening today and that went well. It can sometimes be difficult to get an appointment and there is a bit of a wait but when you look at the amount of new houses that are being built with no new doctors' surgeries. If you phone, you often get a same day phone appointment. The staff are all good, especially the reception team and pharmacy.	5
65393	Plowright Medical Centre	Positive and good	I don't come often, I am only here to pick up my husband's medication, but any experiences either of us have had here have always been good and positive.	5

65547	Plowright Medical Centre	Pretty good but I've had to fight to get what I need.	I have had a few health issues, and I have had to fight to get what I need. It's about regulations and treating you as an individual is missing sometimes. I don't think it's their fault, it's the system. Otherwise, it's quite okay. I have always praised them to the hilt, and the staff are very good, always polite.	4
65544	Plowright Medical Centre	A wait to see a specific doctor	I think it is hard to get an appointment sometimes, more than it used to be. If you want an appointment with a specific doctor face to face it can be a long wait, several weeks ahead. On the flip side I called today to make an on the day appointment and they didn't have anything, so I took a phone appointment for two days' time. However they had a cancellation, and they called me back to offer me one for today.	4
65534	Plowright Medical Centre	Staff all excellent	The staff are all excellent and the only thing that lets it down is access to appointments. It would be better if I could navigate the online appointment request system. It has been difficult to login, and it kept having to be reset. I have had no negative experiences of the surgery itself.	4
65529	Plowright Medical Centre	Responsive, but a lack of continuity	They are usually fairly responsive but there is a lack of continuity. You see different doctors and they don't remember you, which means you keep repeating yourself. You are frequently directed to the website which can be a good thing but also poor as you can't get the same detail. The website doesn't quite match the surgery in terms of options. I can however pretty much get an appointment when I need one.	4

65405	Plowright Medical Centre	Keeps improving	They have now started asking people if you want them to call you about blood test results, where it used to be you having to chase them. Think it's a lot for only your designated doctor to be the one to look at test results, think that could be supported somehow to reduce time. Getting appointments is fine and people do phone when they say they will. The reception team are great.	4
65398	Plowright Medical Centre	They seem to listen	They seem to listen but sometimes it can feel like I don't always get the whole story across. Prescriptions are not always ready on time. The staff are okay. I can get an appointment but normally have to wait about 4 weeks and it doesn't make a difference which doctor you see. All in all, they are pretty good.	4