

Theatre Royal Surgery Feedback



October 2025

In October 2025 we visited Theatre Royal 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 4.5 out of 5.

Theatre Royal Surgery is a GP surgery in the town of Dereham. The surgery offers a variety of services including spirometry, cervical screening and diabetes reviews.

Healthwatch Norfolk Officers who visited Theatre Royal Surgery noted:

- The area immediately inside the entrance door was very busy as this is where the pharmacy is situated. The surgery reception area is separated from this and from the waiting room allowing a good level of privacy.

- The entrance door is automatic and although the door to the reception desk is not, staff can see through the glass panes to offer assistance where required.
- There is no on-site parking but there is a large public car park close by.

Overall, people were appreciative of the care they received at Theatre Royal surgery. Many people highlighted how welcoming and kind staff were. There was mixed feedback regarding accessing appointments, with some reporting there was a long wait for routine appointments and that often they were only given telephone appointments and not face-to-face.

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

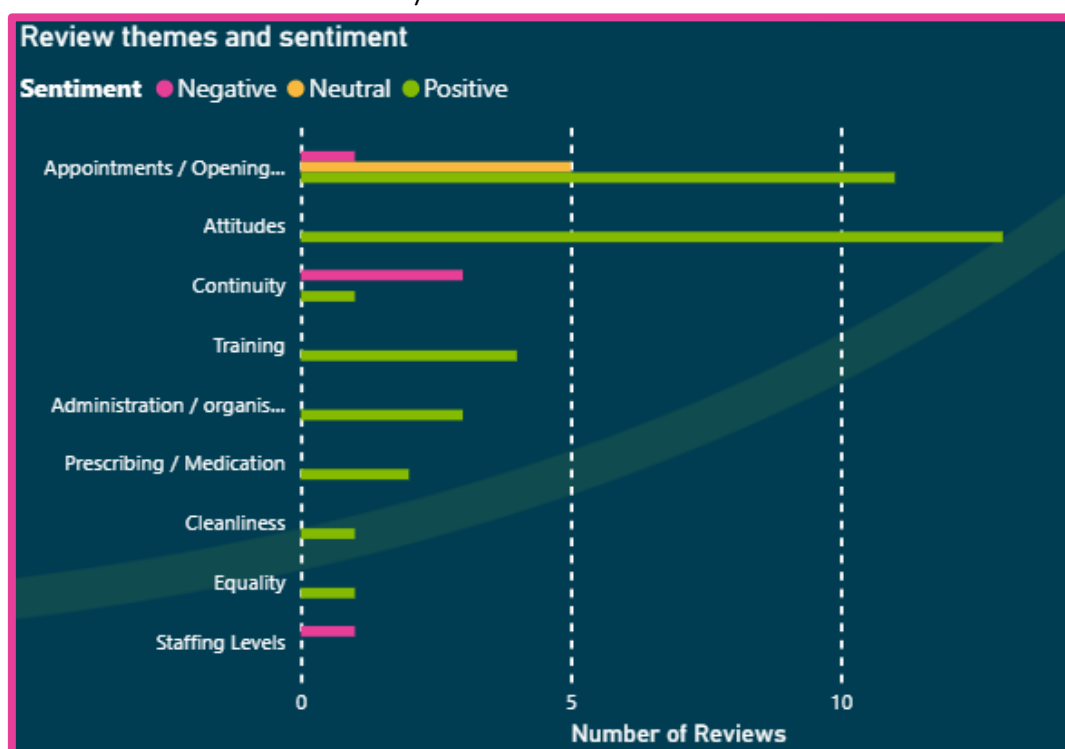


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Theatre Royal Surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"Thank you to Healthwatch and to everyone who shared feedback.

We're genuinely pleased to receive a **4.5 out of 5** rating and to hear so many comments recognising how welcoming and kind our team are at Theatre Royal Surgery. We'll make sure this positive feedback is shared with all staff – it really boosts morale in a very pressured environment.

We also hear the mixed feedback about access and continue to review appointment capacity, including the balance of face-to-face and telephone slots to keep care safe and sustainable for all."

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
105436	Theatre Royal Surgery	Done everything I have asked for	I have only been here 3/4 months, as I was moved across from Toftwood, but everything I have asked them to do has been done. They have been on time and efficient and there is lots of communication and messages. I didn't understand the closure of and was a bit worried, but I have been happy with the service and have had no problems with getting an appointment.	5
105432	Theatre Royal Surgery	They do well	I can get an appointment when I need one, I think they do well. They know me well and are very good.	5
105429	Theatre Royal Surgery	Think they are excellent	Hard of hearing and I think they are excellent and they look after me well. I think they make all the adjustments that I need. They come and get me when it's time for my appointment. I have been offered a telephone appointment but when I remind them, they soon sort out a face-to-face appointment.	5
105423	Theatre Royal Surgery	No problems	We've just come from Toftwood and I haven't needed to see a doctor yet. I'm getting my prescriptions arranged from here and they're a lot quicker than Toftwood used to be. No problems!	5
105422	Theatre Royal Surgery	Can't fault them	They're really good, I can't fault them. I got booked in this morning and they make sure to book appointments around my work shifts. I've never had any problems, and I've been here for years.	5
105421	Theatre Royal Surgery	Very welcoming	I do like being here, they're clean and very welcoming. They put you at ease. The receptionist is very helpful.	5

105410	Theatre Royal Surgery	Generally, very good	They're generally very good. If I get to see a doctor it goes very well, I don't like the telephone calls. I feel like they offer more telephone appointments than face-to-face since Covid. But I've always had a good experience with the doctors.	5
105408	Theatre Royal Surgery	They're great	My appointment was fine, I had to pick up a machine, and it was all ready. I get on very well here, no problems at all. You can nearly always get an appointment and when you do, they're great in my opinion.	5
105407	Theatre Royal Surgery	Really effective	I find the surgery really effective. They're helpful and quick at getting appointments. My doctor, Dr. Patel, is lovely.	5
105405	Theatre Royal Surgery	No problems	I find getting an appointment fine, the staff are friendly, and I have no problems. I have no complaints.	5
105404	Theatre Royal Surgery	I'm pleased today	I phoned this morning and got my husband in, so I'm pleased today. In general, it seems to have improved but to get an appointment like that is unusual. Vincent is really good, my husband likes him, and Krupa Patel too.	5
105401	Theatre Royal Surgery	I love it	I love it! I can always get a doctor's appointment and so can my daughter. I use the phone or the online form to book, or both! They're all so lovely, I've never had a problem.	5
105395	Theatre Royal Surgery	Very good	I find this surgery very good. I have been registered with Theatre Royal since 1975. Sometimes it can be a little wait for an appointment but think that is because I like to see a certain doctor. The reception team and the nurses are very good, I call them my angels. I have no complaints.	5

105420	Theatre Royal Surgery	Quite happy	I'm quite happy here. If I want to get in on the day I come down at 8am and normally manage to get one. The phone queue is frustrating but other than that I've had no problems.	4
105419	Theatre Royal Surgery	They are good with me	When I go in, they are good at taking time with me as I struggle to get across what I mean, they are kind and I don't feel pressured. The reception team are friendly and helpful. I can get an appointment when I need one.	4
105418	Theatre Royal Surgery	Absolutely happy	I've been absolutely happy with them. I've not noticed any difference since Toftwood closed. I really haven't got anything to complain about. I come monthly for blood tests which they book for me. They're on the ball with antibiotics for my regular water infections. I came with a lump and was referred to hospital within a week. And the nurses are very good. You do have a long wait with queues on the phone, but you expect that.	4
105409	Theatre Royal Surgery	Do everything I need	They do everything I need them to do, they listen, understand and do not criticise. I get an appointment fairly quickly, about 2 weeks for non-urgent and when I needed an urgent one for my son I got it within 20 minutes.	4
105397	Theatre Royal Surgery	Staff are fine	I have noticed that it has got a bit harder to get appointments since the Toftwood surgery has closed and people have to now come here. The staff are fine, and they are doing their best with the premises they have.	4
105393	Theatre Royal Surgery	They care	They care about people and actually do something. I can get an appointment, like today I rang this morning and got one in a couple of hours. The staff are friendly.	4

105426	Theatre Royal Surgery	Courteous and professional	Everyone is courteous and professional. I feel like they can struggle to keep up with the fast pace that the NHS moves at. It would be better if you saw the same person so they could get to know you especially as you get older.	3
105417	Theatre Royal Surgery	No female GP available	I booked my appointment online and got one for today. It's generally OK however since we've had the patients from Toftwood it's been more difficult to get appointments. I asked to see my own doctor today as I gave birth very recently and she knows all about me and she's not available. I've been put with a male doctor to discuss female issues, but it can't wait and there's no females free.	3
105406	Theatre Royal Surgery	They look after me	I'm happy with everything, they look after me. I don't know which is a doctor, nurse or staff and they don't know you from Adam. I feel like you're just another patient, it's not like the old days. I don't doubt they do a good job. I think people expect too much of them.	3