

Blofield Surgery

Feedback



October 2025

In October 2025 we visited Blofield Surgery to speak with patients about their experience with health and social care services. From this visit we received 20 reviews for the surgery. The reviews have an average star rating of 4.4 out of 5.

Blofield surgery is a GP surgery in the village of Blofield. The surgery offers a variety of services including immunisations, asthma reviews and cervical screening.

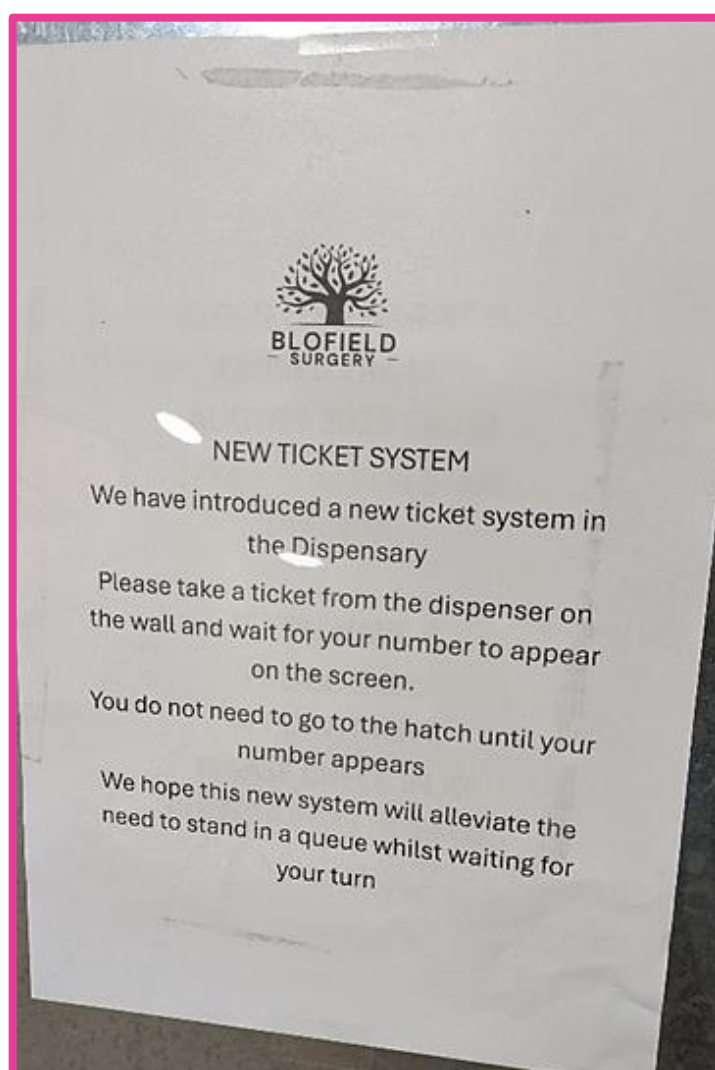
Healthwatch Norfolk Officers who visited Blofield surgery noted:

- There is a large carpark with accessible spaces.
- There is a bike rack available.
- There are accessible automatic doors either side of a foyer containing a wheelchair for patient use.

- The waiting room areas were observed to be bright and clean.
- There are noticeboards showing health information.
- Different areas of the surgery are clearly signed.
- Staff were seen to be friendly and helpful.
- There were several mentions of the dispensary having improved in performance.

Overall, people were pleased with the care they received at Blofield surgery. Many people highlighted how helpful and patient staff were. There was mixed feedback regarding access to appointments. Some felt it was easy to get an appointment whereas others felt they had to wait a long time and that it was especially difficult to get an appointment with a doctor.

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



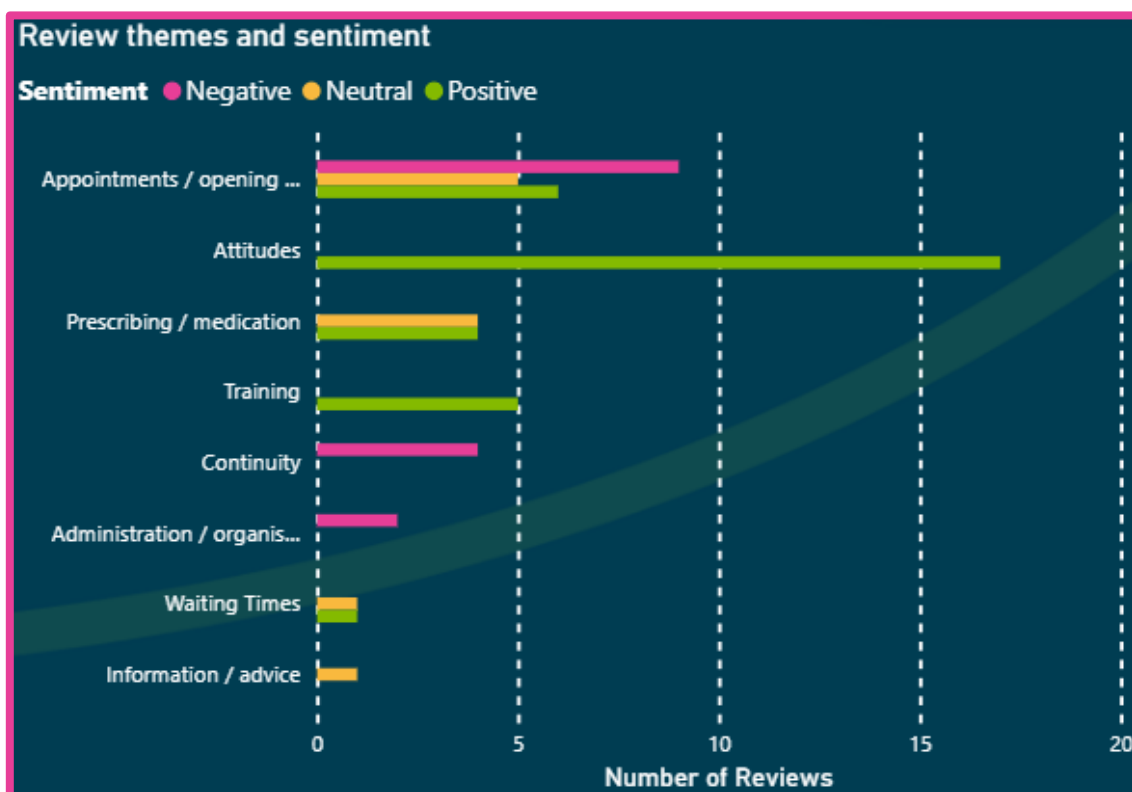


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Blofield surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"We are working on ways to make cancelling an appointment easier and to encourage patients to request appointments through the website to save them time on the phone. The last comment about not seeing a GP for 4 years could be taken two ways. Either they haven't needed to or haven't been able to. I not sure what they mean."

- Sarah Burleigh, Practice Manager

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
261695	Blofield Surgery	I feel listened to	It's very good here. I haven't got any complaints. I can normally get an appointment when I need. They are always very patient and let you talk. I feel listened to.	5
261694	Blofield Surgery	I've got to give them five because the care is good	The pharmacy sometimes has a ridiculous waiting time, but they do their best. The service is impeccable here. They've got a difficult job to do with so many people to look after. I've got to give them five because the care is good.	5
261693	Blofield Surgery	It's improved	The dispensary this morning has been okay. It's been bad in the past but it's improved.	5
261692	Blofield Surgery	They've always been really good for me	No issues, they've always been really good for me. It's really good care in the appointments. I've never waited longer than ten or fifteen minutes to go in.	5
261780	Blofield Surgery	Top class care	Ten out of ten! They answer the phone quickly. They're helpful and sympathetic. Very thorough. Lovely people. Top class care. I can usually see a nurse the same day and they can refer me to a doctor if needs be. Usually, the nurses are so good I don't have to see a doctor anyway! I don't have anything negative to say. It's just wonderful.	5
261691	Blofield Surgery	I have nothing but praise for the team	I have nothing but praise for the team here. They are absolutely fantastic. The care that mum gets; they bend over backwards. They're empathetic to the fact that I have needs as well. I come here every Friday to pick up mum's dosette box. They are so friendly. Perhaps they could better promote the range of services	5

			they have here. I had no idea that they offered so much. Perhaps they could have some sort of thank you system in place? I would give them five plus!	
261690	Blofield Surgery	They do everything they can for us	It's fine. Really good. They always have my daughter's medication; fine. I can't complain. I can't think of any improvements. My daughter is epileptic and they've been great. They do everything they can for us.	5
261689	Blofield Surgery	Absolutely over the moon with this surgery.	Absolutely over the moon with this surgery. Service is excellent, it's an amazing surgery. They just care and are kind. They always try to fit you in for an appointment when you need one and they never turn you away, very accommodating.	5
261688	Blofield Surgery	Never had an issue	Our whole family comes here, and we've never had an issue.	5
261687	Blofield Surgery	They do a grand job	Since it's had the new build, it has taken some time to iron out a few niggles. The staff are great and ongoing care for long term conditions is good. I have a new doctor who I haven't met. They do a grand job, people moan but it's not their fault it's government legislation. No complaints.	5
261686	Blofield Surgery	The ticket system worked for me	It's up and down with the dispensing but it was better today. The ticket system worked for me, I didn't have to wait at all. The phlebotomist today was good, usual service! Getting appointments is normally not too bad.	4
261685	Blofield Surgery	I find it really hard to get an appointment	I find it really hard to get an appointment when I need it. When I do get in, I get good help. It's just getting in that's the issue. There could be better waiting times in the waiting area.	4

261684	Blofield Surgery	The doctors and staff are fantastic	The doctors and staff are fantastic. The dispensary is slow, however. Getting an appointment is fine, sometimes there's a wait.	4
261683	Blofield Surgery	Pretty good really, I'm quite happy with them.	The nurses are really good, I haven't seen a doctor for years. If you ring on the day, you get an appointment that day. Pretty good really, I'm quite happy with them.	4
261682	Blofield Surgery	When I see the doctor it's always good	When I see the doctor it's always good, they're responsive. Not being able to see the same doctor is a shame but they're all so good. You do have to wait an awful long time for an appointment, around a month.	4
261681	Blofield Surgery	Very good all round	Everything they do seems to be what I expect. My last few experiences I haven't seen a doctor, everything seems to happen away from a GP, and you never quite seem to get all of the answers or the full picture. Sometimes it would be nice after a period of time to have an annual mop up. In an ideal world you'd like continuity but to be fair to them they are very good all round.	4
261680	Blofield Surgery	It's mostly admin errors but the care received is good.	We have found that they don't always read discharge letter properly and it means that you aren't triaged appropriately, but the care is very good. It can be difficult to see a doctor, but the nurses are perfectly okay, no problems there. It's mostly admin errors but the care received is good.	4
261679	Blofield Surgery	Nurses are efficient but cannot see a doctor	2 years ago, it would've been higher. The nurses are very efficient and good when you see them but it's harder to see a doctor nowadays. I have some long-term conditions and I can't see a doctor which isn't really good enough. It's taken me a year from my	3

			initial concern to get an appointment at the hospital to get a monitor, and it took 12 weeks to see someone about an issue relating to potentially cancerous skin.	
261678	Blofield Surgery	The staff are pleasant, but I haven't seen a doctor in probably 4 years	Being able to see a doctor would be nice. I come in for regular ongoing care and Jackie is excellent. Sitting on the phone to book an appointment and having to wait weeks to see a doctor is mad. The pharmacy is pretty good. The staff are pleasant, but I haven't seen a doctor in probably 4 years.	3
261677	Blofield Surgery	Good staff but the phones are awful	The GP I see I trust and is very understanding, but to get through on the phone too book or change appointments is awful. It takes forever to get through to someone when you ring up. But the majority of doctors are superb. I've been here for over 20 years and it's not as good as it used to be.	3