

Boughton Surgery

Feedback



October 2025

In October 2025 we visited Boughton Surgery to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the surgery. The reviews have an average star rating of 4.1 out of 5.

Boughton Surgery is a GP surgery in the village of Boughton. The surgery offers a variety of services including asthma checks, diabetes reviews and cervical screening.

Healthwatch Norfolk Officers who visited Boughton Surgery noted:

- Healthwatch Norfolk Officers were welcomed by the Practice Manager and reception staff.
- We were told by staff that they had a small Patient Participation Group.

- Entry into the surgery was via two doors which were not automated, but there was a doorbell for people who needed any assistance.
- During our visit, patients were collecting prescriptions from an outside window to the right of the entrance. Staff offered patients the opportunity to wait inside in the waiting room if their prescription was not ready.

Overall, people were satisfied with the care they received at Boughton surgery. Many felt that staff were friendly and polite. There was mixed feedback regarding access to appointments. Some felt they could get appointments when needed, however others felt there were long waits for routine appointments and that there wasn't enough follow up appointments following investigations such as blood tests.

Below there is a graph that shows the key themes and feelings shared

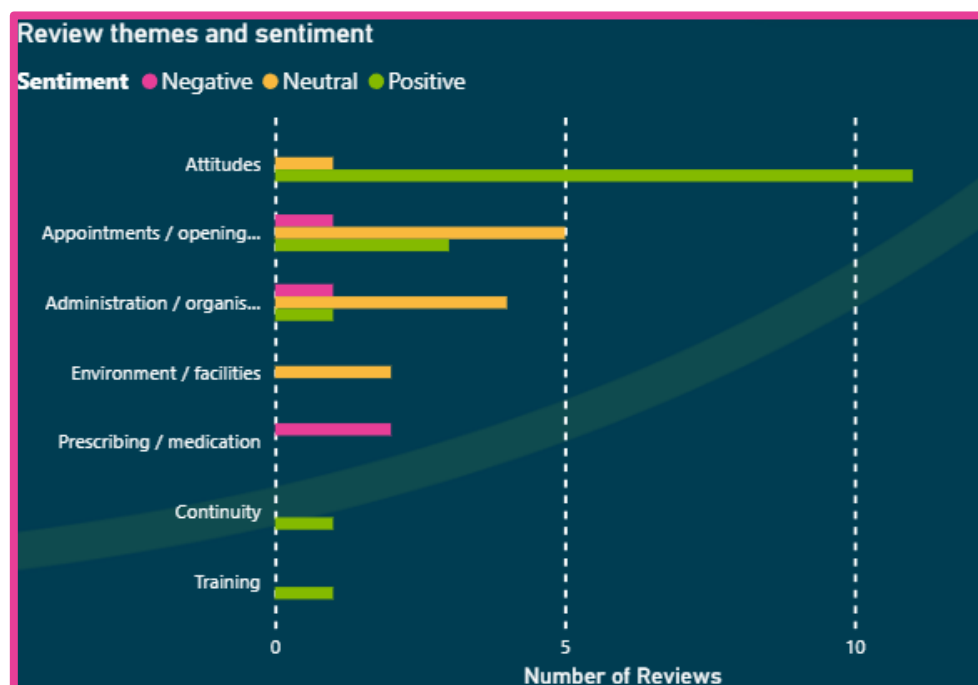


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Boughton Surgery by the Healthwatch Norfolk Engagement Team. in the feedback collected by Healthwatch Norfolk.

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
261724	Boughton Surgery	Such friendly people	It's great, I love it here, such friendly people. When you phone you speak to someone, and you get an appointment. Appointments are available whenever I phone and I get one. The only thing I would say is that when I see the physio they will only sort one issue at a time even if the other thing is quite quick. All the doctors are good	5
261723	Boughton Surgery	Brilliant staff	It is always alright, no complaints. I can't think of any faults. The staff are brilliant.	5
261716	Boughton Surgery	Very friendly	They are nice people; all the staff are very friendly. You phone for an appointment and you get one and calling seems to work. If I try online, it is not always available but the phone works for me. All the care is good, and it all works for me.	5
261715	Boughton Surgery	Always very good	I will give it five out of five. It is all very good. I can only say good things. It all works for me and my family.	5
261714	Boughton Surgery	Reception are very helpful	I have never had a problem with the surgery. I don't come frequently but they are always very kind, everyone I have seen has been kind. Reception are very helpful and it's all very good. The only thing I'm not too sure about is the check in screen. I find it a little daunting because I am not used to using screens and computers. However, I did do it even though I was not keen.	5
261712	Boughton Surgery	They listen to me	The staff are always polite and helpful with information and give you good understanding. I can get appointments when I need. I made a request today and they are already acting on it and they	5

			always seem to do things straight away. They listen and I think listening is the most important. The surgery is all good for me.	
261711	Boughton Surgery	Very thorough and caring	I was surprised to get an appointment today as I only called this morning. The doctor was very thorough, and we were spoken to like a friend. The doctor was really nice and good at taking care of both of us. More appointments would be nice as you are not always able to get one when you need. It would also be good if you could book in advance for routine appointments especially if you work and need to plan to take time off.	5
261720	Boughton Surgery	Everyone is very helpful	Everyone is very helpful but there are some frustrations. It took a while recently to get the appointment and treatment I needed. I saw a paramedic and then had to wait to see a GP before a diagnosis was made and I was given medication. It was not an emergency, but it did go on a bit. I have just booked a face-to-face appointment with a doctor but it's five weeks ahead. They were very helpful, and I did want to see a particular doctor for continuity, but it is still a long time to wait.	4
261719	Boughton Surgery	On the whole it's pretty good	They always try their best to try and help. A bit more communication so you know what's going on would make it better. You get no contact after tests. If it's urgent I call at 8am and you can see someone, if not you just have to wait a bit longer. On the whole it's pretty good.	4
261722	Boughton Surgery	Some frustrations	The doctors and nurses are all alright and I would give them five out of five, but other aspects bring it down to three out of five. I don't think the reception always listen and they can be quite defensive. There also seems to be a discrepancy between the	3

			online, in person and phone booking system. I find booking an appointment a frustrating experience. I can get an appointment, but it can be frustrating. There has also been some confusion between being asked by a doctor to collect something at a particular time and then being told by other staff it was not available. They did sort it in the end, but it gets frustrating.	
261721	Boughton Surgery	Not always a great experience	I don't think they are very organised, and it does seem very old fashioned. The appointments don't seem too bad, and the staff are all good, but I have had a few issues with the pharmacy. I have to keep coming back and forth because things aren't ready.	3
261718	Boughton Surgery	Helpful staff	The staff are very helpful, and I can get an appointment. I think there could be better communication to patients though. You don't always get information after tests which can be a bit worrying and frustrating. I don't think they contact you unless something is wrong.	3
261717	Boughton Surgery	Would appreciate better follow up	I don't think we get enough follow up and I would appreciate a bit more. Once you have seen them and had a test no one gets back to you. You have to assume all is okay. The doctor has referred me to the physio who I have seen today and that was good. Making an appointment can be tricky. It is difficult to call at 8am as there is always a queue, however we you do get through you usually get an appointment. We are not comfortable using the online system. Not sure what they can do but parking is not always easy as sometimes all the spaces in the car park are full. You can park on the road, but it makes it more difficult. The staff are always very helpful.	3

261713	Boughton Surgery	Some days good sometimes shocking	Some days are good, and some days are shocking. The availability of appointments seems to differ. When you call there is often a long wait on the phone. Today was good because I got in but not always. The care is good. There seems to be an issue with prescriptions, you make a request, they send a message to say it's ready and when you come to pick up it's not ready. My husband and I put a request through on the same day but when you pick up despite being told it's ready there will be some items missing. You do get them in the end but it's frustrating having to keep coming back and forth because something is missing. The staff though are very nice.	3
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