

# Docking Surgery Feedback



## October 2025

In October 2025 we visited Docking Surgery to speak with patients about their experience with health and social care services. From this visit we received 24 reviews for the surgery. The reviews have an average star rating of 4.8 out of 5.

Docking Surgery is a GP surgery in the village of Docking. The surgery offers a variety of services including asthma reviews, phlebotomy (blood tests) and minor surgery.

Healthwatch Norfolk Officers who visited Docking Surgery noted:

- The visiting Healthwatch Norfolk Officer was expected and welcomed by reception staff and one of the nurses.
- The surgery was clearly signed from the road
- Entrance to the building was via two automatic sliding doors which patients were observed using with ease.

- There were up to date patient information notices displayed in the waiting area.
- At the entrance, a sign indicated that the surgery was veteran friendly.
- During our visit the car park appeared adequate and two accessible spaces were marked, although the markings for these spaces were fading.

Overall, people were pleased with the care they received at Docking surgery. Many felt that staff were friendly, helpful and polite. Most people felt that they could get an appointment when they needed one, however two people did raise that they felt the wait for an appointment was too long.

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 Docking 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](http://www.healthwatchnorfolk.co.uk).*

| ID     | Service Provider | Title                      | Review                                                                                                                                                                                                                                                                                        | Rating |
|--------|------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 271564 | Docking Surgery  | Marvelous                  | They are always so brilliant and always good to me. I usually get an appointment, and the staff are all lovely, I like them all. The doctors and nurses are excellent. It's marvellous.                                                                                                       | 5      |
| 271563 | Docking Surgery  | Brilliant                  | I have been seen at the surgery today and it has been good. The doctor was brilliant and the reception too. I feel very lucky.                                                                                                                                                                | 5      |
| 271562 | Docking Surgery  | Very efficient             | It all seems very efficient. There is no waiting really and they get you sorted out. The pharmacy on site is good, very convenient. The staff are very friendly and helpful.                                                                                                                  | 5      |
| 271561 | Docking Surgery  | Exceptionally friendly     | It is very efficient and the staff are exceptionally friendly. It would be better if you could always see the same doctor but everything else is good, I can't fault them.                                                                                                                    | 5      |
| 271558 | Docking Surgery  | Always very good           | Always very good. I called this morning and I was asked to come in straightaway. The staff are good and helpful. Also, I like that they can offer appointments at the other surgery as well, I don't mind travelling and it's nice to have the choice.                                        | 5      |
| 271557 | Docking Surgery  | Very friendly and helpful  | Easy to get an appointment and you get your prescriptions on time. I order them online and they are ready to collect quickly. I have no complaints; they are very friendly and helpful. It's not a big thing but it would be helpful to know when they going to be closed for staff training. | 5      |
| 271555 | Docking Surgery  | Good, polite and attentive | Receptionists are very polite. The doctors are good and attentive. I usually get an appointment when I need one but I'm not sure if it's best to use the phone or go online. It's as good as I might expect. I get my prescriptions                                                           | 5      |

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|--------|-----------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
|        |                 |                             | really easy and it's always good here and quick. I find it personalised here compared to other surgeries I have been to.                                                                                                                                                                                                                                                                                                   |   |
| 271550 | Docking Surgery | Great friendly staff        | It's good. They are fast you don't have to wait very long for an appointment. It's the best surgery I have been to. You get appointments okay and the staff are great, very friendly. They also get back to you if you mess up, I had two appointments and I forgot one of my appointments and they got in touch to sort it out.                                                                                           | 5 |
| 271549 | Docking Surgery | Friendly and welcoming      | They are friendly and welcoming, and I get the appointments I need. It's good to be able to go to both their surgeries. I feel like the doctors actually know you. They give you as long as you need. This does mean you may have to wait a bit in the waiting area as the doctor takes time with the patient before you but that's okay because I know I will get the time I need. It means you don't feel like a number. | 5 |
| 271548 | Docking Surgery | They listen to you          | They are good because they see you on time and they listen to you. They give you the time to talk to them. They get my medications on time as well. Basically, I think they are very good.                                                                                                                                                                                                                                 | 5 |
| 271547 | Docking Surgery | Absolutely five out of five | Since I have been coming here it has always been five out of five. Absolutely five out of five. You pick up the phone, you speak to people and you get an appointment. If there is not one available here you get offered one at Great Massingham Surgery, which is fine for me as well. They are also responsive if you email and it's all very quick. The reception team are lovely too.                                 | 5 |
| 271544 | Docking Surgery | Polite and efficient        | You ring for an appointment, and you get one. They are efficient, polite and nice, just good really. The dispensary does seem a bit more chaotic recently, but I do get my prescriptions okay.                                                                                                                                                                                                                             | 5 |

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|--------|-----------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 271543 | Docking Surgery | Very good and convenient         | It's very good and convenient. I can't always get an appointment with the doctor I would like to see as soon as I would like, but you can always see someone. I can also go to the other surgery at Massingham to see a particular doctor. Otherwise, it's very good.                  | 5 |
| 271542 | Docking Surgery | They give good advice            | I have been coming here for years, and they have saved my life. They are always good, friendly and helpful and they give good advice.                                                                                                                                                  | 5 |
| 271535 | Docking Surgery | Reception are great              | We are new to the area, and it has been very good. The reception team are great and it's easy to park. So far, we are very happy.                                                                                                                                                      | 5 |
| 271534 | Docking Surgery | So far, it's excellent           | Nurse Julie is very friendly, bubbly and thorough. We booked our appointment quickly and the parking is easy.                                                                                                                                                                          | 5 |
| 271533 | Docking Surgery | The staff are lovely             | I have no complaints. I ordered my prescription two days ago and it's ready this morning to collect. I get appointments with no problems and the staff are lovely. I could go to another surgery but because it's so good here, so I don't.                                            | 5 |
| 271516 | Docking Surgery | Best surgery I've been to        | It's the best doctor's surgery I've been to. As soon as you need an appointment or whatever they can sort it for you. They are very helpful.                                                                                                                                           | 5 |
| 271515 | Docking Surgery | Always absolutely fine           | I always find it absolutely fine. I can get an appointment if it's necessary and I can book ahead or see a doctor on the day if required. Whenever we have needed, we have been able to see the doctor face to face. They are also good at calling you back if you need to be triaged. | 5 |
| 271514 | Docking Surgery | It's always very straightforward | Very good, they get my prescriptions and I see the doctor. It's always very straightforward.                                                                                                                                                                                           | 5 |
| 271552 | Docking Surgery | Staff are brilliant              | The staff are brilliant and I would give them five out of five but if you want to get an appointment it can be a bit of a wait so I would only give that three out of five. Once you are here it is all very good.                                                                     | 4 |

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|--------|-----------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 271546 | Docking Surgery | The people make it good    | It's the people that make it good. The reception people are very good. They are quick and efficient, and you don't have to wait so long on the phone now. The atmosphere at this surgery is very good and I like the waiting room space. It feels open and not claustrophobic. | 4 |
| 271513 | Docking Surgery | Staff are extremely kind   | Making an appointment is alright and the staff are extremely kind. My biggest gripe is I can't always see the same doctor. You have to keep repeating yourself and it doesn't feel like they are as connected to the patient. They have been better lately.                    | 4 |
| 271553 | Docking Surgery | It can be too long to wait | A family member has an ongoing issue, and it can be too long to wait for an appointment.                                                                                                                                                                                       | 3 |