

Feltwell Surgery

Feedback



October 2025

In October 2025 we visited Feltwell Surgery to speak with patients about their experience with health and social care services. From this visit we received 17 reviews for the surgery. The reviews have an average star rating of 4.5 out of 5.

Feltwell surgery is a GP surgery in the village of Feltwell. Upon their last inspection in January 2020, the surgery received a rating of “Good”, from the CQC. There were approximately 5581 patients registered with the surgery at the time of our visit. Feltwell surgery offers a variety of services including childhood immunisations, cervical screening and NHS health checks.

Healthwatch Norfolk Officers who visited Feltwell surgery noted:

- Feltwell surgery was signposted from the road and entrances to the surgery and dispensary were clearly labelled.

- Healthwatch Norfolk Officers was welcomed by reception staff and the practice manager.
- Access to the surgery building was through two automatic doors which patients were observed using with apparent ease.
- The car park appeared adequate during our visit, but one patient mentioned it can sometimes be difficult to park at busy times. One accessible space was clearly marked. There was also a generous drop off space by the door.

Overall, people were happy with the care they received at Feltwell surgery. Many felt that staff were kind, helpful and good listeners. Most people reported being able to get an appointment when they needed one, however a few people did not like the triage system and felt this overcomplicated the process.

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

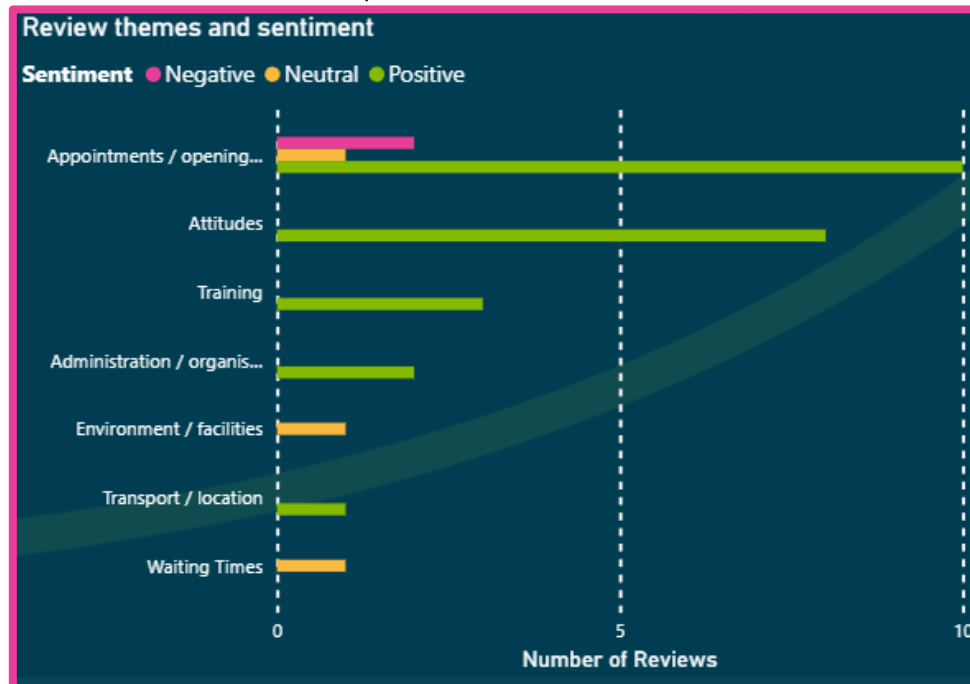


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Feltwell Surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice in response to patient feedback comments:

Thank you to all our lovely patients who took the time to speak with Healthwatch Norfolk when they visited the Surgery recently. We are delighted that the overall feedback was very positive and that many of you are happy with the care and service you receive from our team. Your comments help us identify what is working well and where we can continue to improve.

I would also like to address a few specific concerns raised:

Parking Availability

One patient mentioned difficulty finding parking. We would like to remind patients that, in addition to the main car park at the front of the surgery, we also have access to a large overflow car park located at the side of the building. This is available for all patients and usually has ample space.

Booking Appointments in Advance

A patient reported being advised to book a follow-up appointment in six weeks, but reception was unable to schedule this as our appointment system currently only allows booking up to three weeks ahead. We appreciate how this may have felt like a communication issue and to help avoid this in future, our clinicians will ensure they make patients aware of the booking criteria. We would like to encourage patients to contact reception closer to the time so that we can arrange the appointment for you as soon as clinics become available.

Use of the Triage System

We understand that some patients do not feel comfortable using the triage system. We want to reassure all patients that triage is an essential part of how we operate, ensuring you are seen by the most appropriate clinician at the right time. This helps us offer timely, safe, and effective care for everyone. Our reception team are trained in triage and care co-ordination and are always happy to support patients through the process.

Waiting to see a Clinician

We understand it can be frustrating when the clinician is running late. Sometimes appointments overrun because a patient needs more time, has a complex medical issue, or requires urgent attention. Our clinicians always aim to give every patient the time and care they need, just

as they will for you when it is your turn to be seen, and we sincerely appreciate your patience.

Once again, thank you for your valuable feedback. We remain committed to continually improving our service and providing high-quality care to all our patients.

– Practice Manager Feltwell Surgery

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
263071	Feltwell Surgery	Helpful and kind staff	Helpful and kind staff. I get appointments okay, usually as I need them. I have nothing negative to say it's all pretty good.	5
263064	Feltwell Surgery	They listen properly	The doctors are lovely, you don't feel rushed and they take time to listen properly. The reception staff and nurses are lovely too. I get appointments as I need them. The experience here far surpasses the qualities you expect and other experiences I've had at other surgeries. I feel cared for here and it feels like the doctors are doing it for the right reasons.	5
263063	Feltwell Surgery	Staff are brilliant	Very good, the staff are brilliant and help you as best they can. If I need to see a doctor I get an appointment, so really good.	5
263062	Feltwell Surgery	Brilliant	They see you as soon as possible. I called this morning, and they asked if I could get here today and I have just been seen. I don't have a bad word to say about them. All very good.	5
263059	Feltwell Surgery	Efficient service	I have not had any problems here and it's an efficient service. I called at 9am today for an appointment and got an appointment for today. I am now going to the pharmacy to collect the medication prescribed. I was pleased to get the appointment for today and it's all been very efficient. Ideal.	5
263058	Feltwell Surgery	They always help	I have never had a problem, and I always manage to get appointments as I need them. I use online to make appointments, but you can call as well if I want to know quick. If I call, they always help me. They are good when I ask for my little boy, I always get an appointment.	5

263056	Feltwell Surgery	Helpful and attentive	The staff listen and make it easy to see someone. They are helpful and attentive. I go online to make an appointment, or I call if I need to be seen quickly and I always get appointments when I need them. This is probably the best surgery I have come across. I have moved around lots of times and this one is the best I have come across.	5
263055	Feltwell Surgery	The people make it lovely	It's lovely, the people make it lovely. When I want anything here, I usually get it. I usually ask in person or call to make an appointment, and I always get one.	5
263054	Feltwell Surgery	It's all been pretty good	I have had no problems here really; it's all been pretty good. If I need anything I have no problems getting it. It all seems to work okay. It's also very handy as I live in the village.	5
263048	Feltwell Surgery	Very attentive	The reception staff are fantastic, and they put you in the right direction. They are very attentive. I have realized that triage works really well. It's all very good. I usually phone or occasionally go online to make appointments and I like the choice of being able to do either. The doctors are excellent, and the surgery meets my needs.	5
263043	Feltwell Surgery	Fantastic in many ways	I have been coming here for many years and it's very good. If you needed to be seen and it's urgent you are seen immediately and if it is not urgent, they see you maybe the next day or not very long ahead. I make appointment requests online and you get a quick response, usually within the hour, but always the same day. I love the text reminders, very helpful. The reception staff are polite, informed and they direct you to the right person. I recently asked a question, and they asked me to hold on and they came	5

			back with a response. Reception staff are always helpful, calm and polite. All the practitioners are professional and if you see a nurse and they can't deal with it they call a doctor to come and see you and I think this is good. Mental health they take extremely seriously and respond very quickly. The physio is also brilliant. Overall fantastic.	
263060	Feltwell Surgery	Fairly good	On the whole they are fairly good. I do get very anxious when I have to fill out the online form. I am scared I am not putting the right information down. It leaves me wondering how you will be dealt with if I don't get it right. Also, I can never understand why the waiting room is empty. Also, I don't like the pharmacy closing over the lunch period it's not that convenient.	4
263057	Feltwell Surgery	Sometimes a bit difficult to get an appointment	Sometimes it's a bit difficult to get an appointment. You have to explain to receptionist why you want one, you have to go through hoops. The staff are good though and helpful. I'm not too keen to use online but I do order my prescriptions on my phone. The pharmacy are helpful too.	4
263050	Feltwell Surgery	Generally, they are good	Generally, they are good, pretty okay. I'm giving four out of five because I never give a perfect score as things are never perfect. The thing I don't like is, it's a bit of a wait in the waiting room to see the doctor, by the time I get to see them my blood pressure is sky high. You have to wait on the phone as well. The staff are very helpful though.	4
263039	Feltwell Surgery	Very good today	I'm very pleased with it and they have been very good today. They have printed out my next appointment as I don't have a phone and don't get the messages. They are usually alright but	4

			sometimes I find parking here difficult. When it's busy there are not enough spaces.	
263052	Feltwell Surgery	Some miscommunication	When you see a doctor, they are fine but there can be a 2-3 week wait especially if you want to see a specific doctor. Also, there seems to be some miscommunication between the doctors and some of the other staff. The doctor told me to make an appointment for 6 weeks, but reception told me I would have to wait to make the appointment. They did then contact me in about a weeks' time and made me one but because the doctor said one thing and reception said something else, I found it annoying. Also, I don't like telling the receptionists what's wrong with me.	3
263046	Feltwell Surgery	Difficult to get an appointment	I find the process of trying to see a doctor difficult. I phone and I can't always get one the same day. Also, when I did see a doctor, they asked me to make another appointment and when I got to reception, they told me I had to call or go online. I was in the building, so it seemed silly. It's really just getting appointments.	3