

Newmarket Road Surgery Feedback

October 2025

In October 2025 we visited Newmarket Road 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 4.8 out of 5.

Newmarket Road Surgery is a GP surgery in the city of Norwich. The surgery offers a variety of services including learning disability health checks, cervical screening and phlebotomy (blood tests).

Healthwatch Norfolk Officers who visited Newmarket Road Surgery noted:

- The surgery has a good-sized carpark
- The front entrance has automatic doors allowing for better accessibility.
- There is a screen in the waiting room showing information about different organisations and the patient participation group (PPG).

Overall, people were happy with the care they received at Newmarket Road Surgery. Many people felt that staff were kind, helpful and efficient. People did raise that while they were often able to get an appointment, these were often multiple weeks away, especially if they were trying to see a doctor.

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

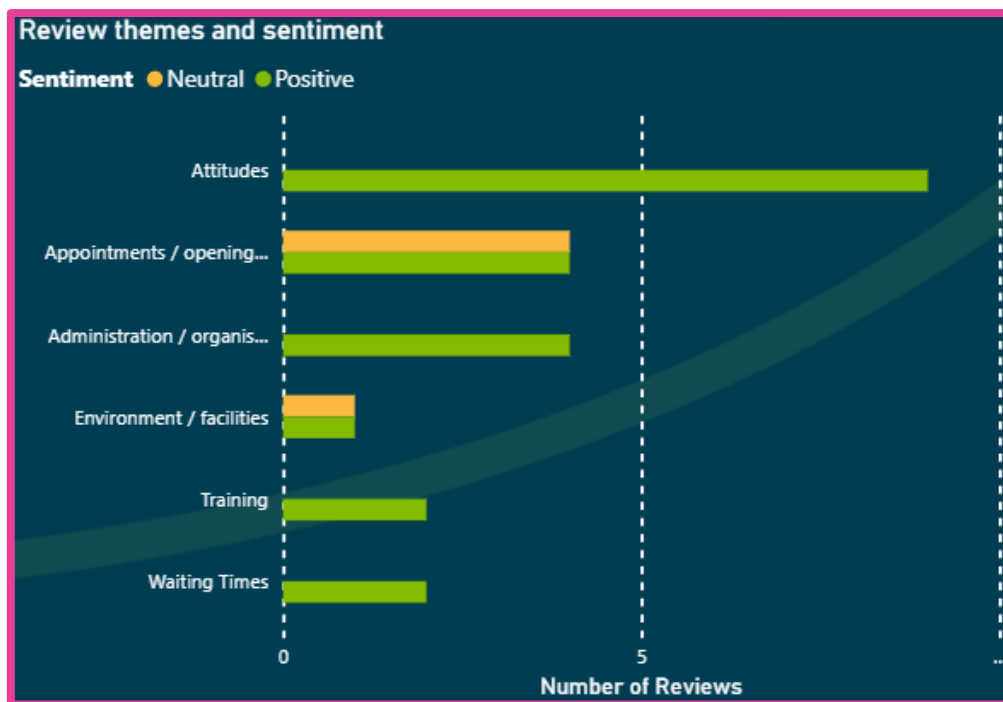


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Newmarket Road Surgery by the Healthwatch Norfolk Engagement Team.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Service Provider	Title	Review	Rating
268726	Newmarket Road Surgery	They're an asset to the NHS	I can't fault it. If I have a problem, they do their utmost to get me in. They bend over backwards for me. The doctors can't do enough for you. They're an asset to the NHS. Can I give them a six out of five?	5
268724	Newmarket Road Surgery	It was perfect	Great. The parking is easy and the service is quick this morning. It was perfect.	5
268721	Newmarket Road Surgery	Couldn't be better	I come here twice a week for dressings. The nurse is kind, funny and friendly. Couldn't be better. They are all lovely. Trying to get through on the phone is tricky.	5
268719	Newmarket Road Surgery	I would give it ten out of ten!	They are very good. The doctor is good. I would give it ten out of ten! It is very good now.	5
268718	Newmarket Road Surgery	They are kind	It is very convenient, easy to book and efficient. They are kind. No problems. I came for a blood test today. I choose to come here if I can get in here.	5
268714	Newmarket Road Surgery	Fantastic!	My doctor is absolutely fantastic!	5
267374	Newmarket Road Surgery	Amazing	I was having to come in every week for two and a half months to get dressings changed and they always had an appointment for me with the nurse which was amazing. I can always get a same day appointment if I call in the morning. The doctors are really good with	5

			referrals and take me seriously. I don't really see a doctor very often, receptionists are helpful.	
267373	Newmarket Road Surgery	They never let me down	Always had excellent appointments and service when I've needed. They never let me down, it's easy to get to, pleasant, and they keep an eye on me. There can be a bit of a wait to see a doctor, but they have always dealt with me pretty quickly, and referrals are quick.	5
267372	Newmarket Road Surgery	The efficiency, kindness, and overall care is great	The efficiency, kindness, and overall care is great. It can take a little while to get an appointment but that's not their fault, the call back system works well.	5
267371	Newmarket Road Surgery	Helpful and good	I prefer coming here than St Stephens Gate as it's closer. The receptionists are helpful, it can be around a 2 or 3 week wait to see a doctor but if it's urgent they will see you, and once you're in it's good. A few more chairs in the waiting room would be good.	5
267363	Newmarket Road Surgery	Lovely	I came for a vaccination and got on fine; the nurse was lovely.	5
268725	Newmarket Road Surgery	The surgery is what you'd expect it to be	They are extremely efficient. Very little waiting about. The care is fine. I can't think of anything obvious to improve on. The surgery is what you'd expect it to be.	4
268720	Newmarket Road Surgery	I like the facility where they call you back	The doctor is nice and kind and treats you personally, not like a number. It is hard to get an appointment with that doctor though. I like the facility where they call you back. However, the doctor will call but never leave a message, which I don't really like.	4

267364	Newmarket Road Surgery	Staff are lovely, friendly and approachable.	It's so much better now that you can come in to book an appointment, it takes so long to get through on the phone and I'm not keen on the online systems. They've been really good at getting me referred to the hospital, and the staff are lovely, friendly and approachable.	4
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