

Spixworth Surgery Feedback



October 2025

In October 2025 we visited Spixworth surgery to speak with patients about their experience with health and social care services. From this visit we received 10 reviews for the surgery. The reviews have an average star rating of 5 out of 5.

Spixworth surgery is a GP surgery in the village of Spixworth, and it is a branch surgery of Coltishall Medical Practice. Upon their last inspection in March 2022, the surgery received a rating of "Good", from the CQC. There were approximately 8800 patients registered with the two surgeries, at the time of this inspection. Spixworth surgery offers a variety of services including asthma reviews, childhood immunisations and learning disability health checks.

Healthwatch Norfolk Officers who visited Spixworth Surgery noted:

- The car park is small but is relative to the size of the surgery and there are disabled parking spaces available.

- Two accessible doors lead to a small but clean and bright waiting room.
- There are noticeboards showing health information.
- The reception staff were observed to be friendly and helpful during our visit.

Overall, people were very happy about the care they received at Spixworth surgery. Many people felt that staff were helpful and friendly. Additionally, multiple people raised that they were always able to get an appointment.

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

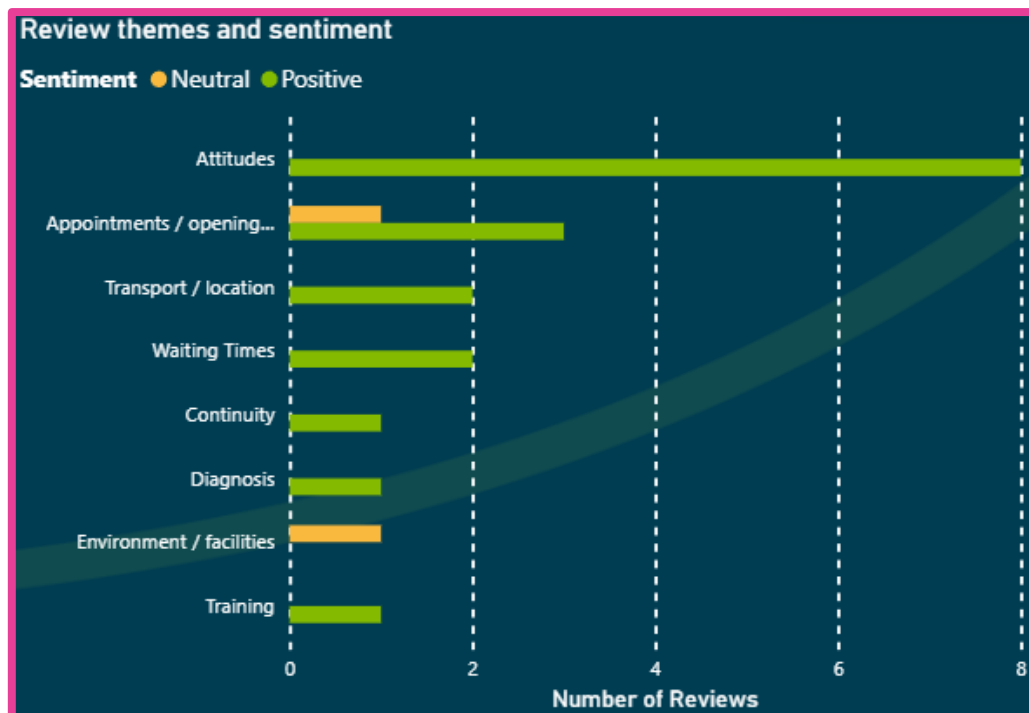


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Spixworth Surgery by the Healthwatch Norfolk Engagement Team

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
263078	Spixworth Surgery	Absolutely brilliant, I can't fault it	Absolutely brilliant, I can't fault it. They fit me in, they work things in with me so I can have double appointments. They're friendly and helpful. The doctor and nurse work together to arrange for me to see them both in one visit.	5
263077	Spixworth Surgery	The receptionist was fantastic and couldn't have been more helpful	I've just joined today. They helped me with the forms I needed to fill in. The receptionist was fantastic and couldn't have been more helpful. I've been made homeless, but they couldn't have helped me more this morning.	5
263076	Spixworth Surgery	I can't think of any reason why I wouldn't give them a 5	It's really good. They have relatively low wait times. Effective appointments. The only thing I would comment on is the size of the car park; it's always packed. But that's just thinking off the top of my head. I can't think of any reason why I wouldn't give them a five out of five.	5
263074	Spixworth Surgery	It's handy for me to get to and the care is fantastic	Fantastic, never a problem. They are always nice people. It's handy for me to get to and the care is fantastic.	5
263073	Spixworth Surgery	I only have good things to say about it	Fifty years, I've been coming here. I only have good things to say about it. We can talk to them, they're switched on. The doctors are always open. We've needed their help on several occasions, and they always fit us in.	5

263072	Spixworth Surgery	There are no issues in getting an appointment	They're very good. I never have to wait. I usually go straight in. The staff are very friendly. The care is very good. There are no issues in getting an appointment.	5
263070	Spixworth Surgery	I can't fault it in all the years I've been coming here	I can't fault it in all the years I've been coming here. You build up a relationship with certain doctors, and I try to see them when I can. I can usually get an appointment. I honestly can't fault them, the doctors, the reception staff. I can't think of any improvement.	5
263066	Spixworth Surgery	It's fantastic	It's fantastic. It's so easy for me to walk to. I have a blood test every month. They're all lovely; so chatty. The care is absolutely fine. Lovely people!	5
263065	Spixworth Surgery	Very good	They've been fine, absolutely. They picked up my diagnosis for heart failure pretty much straight away. Very good.	5
263061	Spixworth Surgery	I think it's lovely	I come once a month for a blood test. I think it's lovely. I prefer to come here rather than Coltishall, but they haven't always got the facilities here. The level of care here is five out of five.	5