

Swanton Morley

Feedback



October 2025

In October 2025 we visited Swanton Morley Surgery to speak with patients about their experience with health and social care services. From this visit we received 7 reviews for the surgery. The reviews have an average star rating of 4.1 out of 5.

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

Healthwatch Norfolk Officers who visited Swanton Morley Surgery noted:

- There is a large, clean waiting room with up-to-date health information displayed on noticeboards.
- The car park has two accessible bays near the entrance and the doors leading into the surgery are automatic.

- We observed staff interacting with patients in a friendly manner.

We aim to produce an engagement report for every surgery we visit. To ensure we can draw meaningful and reliable conclusions that accurately represent patient feedback, we only analyse data when a minimum of 10 reviews have been received.

Comment from the practice:

"On Line Triage

We do understand that some people find the new ways of working frustrating and they want to go back to just having to call to make an appointment. Unfortunately, we must develop new ways of working to manage demand and the government requirement of Practices to use digital tools to improve access and efficiency

Why Are We Doing This?

- Manage demand fairly – We receive a very high number of requests every day. Online triage allows us to review all requests in order of urgency.
- Direct you to the right care – Some issues can be resolved without an appointment, saving time for you and freeing up GP slots for those who need them most.
- Keep you safe – By gathering key details upfront, we can prioritise urgent cases and avoid delays.

What If I Can't Go Online?

Don't worry—if you're unable to use the online system, you can still call us. Our team will help you complete the triage process over the phone.

Waiting Area for Patient Privacy

We are committed to providing a safe and respectful environment for all our patients. To improve privacy and confidentiality, we introduced a waiting system in our reception.

Why This Change?

Previously, patients were often close to the reception desk when discussing personal details. To protect your privacy, we now ask everyone to wait in the designated area until called forward by a member of our team. This simple change helps ensure that conversations about your health remain private and confidential.”

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
261561	Swanton Morley Surgery	Each time I've come here I've had a good outcome	The difference from my last surgery is enormous. Their manner, they're there for you. Each time I've come here I've had a good outcome.	5
260981	Swanton Morley Surgery	Brilliant nurse practitioner	I was discharged from hospital with no care plan and a six-inch surgical wound. I couldn't walk to begin with, but when I could, I saw a nurse practitioner who cleaned me up. They were brilliant and told me to see her twice a week to change the dressings. I had to keep going for about 12 weeks as part of the wound didn't heal very quickly.	5
261562	Swanton Morley Surgery	The nurses are wonderful	They are generally very good, but not so good today. I've come in because I thought the pharmacist wanted to see me in person but it's actually a phone appointment. They are very accommodating and helpful. Very patient. The nurses are wonderful. If you have questions, they are very happy to answer.	4
261559	Swanton Morley Surgery	I've found them to be a good practice	They've been really good. The triage system works really well for me, and I usually get seen on the day, either in person or on the phone depending on the issue. I've found them to be a good practice.	4
261558	Swanton Morley Surgery	I'm grateful for the care that we receive	I pick my medication up here. I'm happy with the surgery. I'm happy with the service I'm receiving. It can be difficult to see a doctor but over all I'm happy. I'm grateful for the care that we receive.	4
261557	Swanton Morley Surgery	The surgery is lovely	The surgery is lovely. All the people and staff are lovely. It's just frustrating when you can't get an appointment face to face. The level	4

			of care is brilliant in appointments but there should be more appointments available.	
261560	Swanton Morley Surgery	The online triage form is clumsy	Overall, they are helpful. The people are nice and they do their jobs well. Recently, getting to the other surgery has been a problem, but it's okay when I can get an appointment here. The online triage form is clumsy. For me, it's a good idea however filling the form in is a pain. I object to having someone with no medical training telling me if I can or can't see a doctor. I should be the one who decides on whether I should see a doctor or not.	3