

# School Lane Surgery Feedback



## March 2026

In March 2026 we visited School Lane Surgery to speak with patients about their experience with health and social care services. From this visit we received 20 reviews for School Lane Surgery. The reviews have an average star rating of 4 out of 5.

School Lane Surgery is a GP practice located in Thetford. Upon their last inspection in January 2024, the surgery received a rating of 'Good', from the CQC. There are approximately 17,500 patients registered with the practice. School Lane Surgery offers a variety of services including diabetic, asthma and COPD checks.

Healthwatch Norfolk Officers who visited School Lane Surgery noted:

The reception area has been refurbished since our previous visit. New rope barriers differentiate between the queues and seating for the surgery and the pharmacy. The layout allows space for people using wheelchairs or prams. A board at the entrance displays the name and photograph of all staff members.

We observed patients being collected from the waiting area for their appointments. We also saw a clinician speaking to a patient in their language of origin to ensure their understanding. Information regarding opening times and out of hours contact details were displayed in multiple languages on the front door.

Consideration has been given to accessibility of the premises with a sloped ramp at the entrance as an alternative to steps, and automatic doors. Information regarding the availability of a hearing loop at the reception desk is displayed at the entrance.

There is no private parking for the surgery, however there is a large, free public car park close by.

Overall, patients were complimentary of staff attitudes noting their friendly, helpful manner and efficient responses. Several people told us the process of obtaining appointments worked well for them, however some reported problems with availability and appointment formats.

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 School Lane 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
359892	School Lane Surgery	Quick, prompt, and polite	I saw Claudia and she was very quick, prompt, and polite. She always is.	5
359877	School Lane Surgery	Looked after me over the years very well and continue to do so	They've always been there for me and looked after me over the years very well, and continue to do so. I've never had any trouble booking appointments.	5
359604	School Lane Surgery	I was falling apart and now I'm not because of these doctors	It's easy enough to get an appointment once you have read and understand the process, you can walk in, call up, or go online. I feel really cared for, listened to, and informed about my choices. Patient satisfaction is really good, you feel really listened to, and they ask you what you want to feel at the end of treatment and manage your expectations of what can be achieved and what you want. I trust them, I was falling apart and now I'm not because of these doctors.	5
356682	School Lane Surgery	Faultless	They're always really helpful. They've been brilliant for me and my mother. They're on the ball - faultless up to this point.	5

356681	School Lane Surgery	Treat me nicely	They're brilliant, they treat me nicely. I've got a lot of health problems, so I've even gone in at 5pm and got an appointment.	5
356679	School Lane Surgery	They try to help	Everyone is so polite, they're very nice people. They try to help you.	5
356678	School Lane Surgery	Good service, building concerns	I haven't been for a long time, but I got in OK. The person I saw was really good. However, it wasn't clear where the rooms were and where I was supposed to sit. I wasn't sure if they still saw people upstairs and if I was meant to go there. Maybe some signs would be good. It's awkward at the counter when you're talking about private things, it should be a private booth. You can also hear what the receptionists are saying on the phone and people in the waiting area may know the person they're talking to. There's no confidentiality and it does put you off.	5
356674	School Lane Surgery	Absolutely marvellous	They're absolutely marvellous - spot on! I get appointments when I need them.	5
356050	School Lane Surgery	Efficient system	Only my second time here, I rang at 8:30 and was given an appointment for 10:40, I came at 10:30 and I was seen and out again before my original appointment time. I left and went for a walk and by the time I got back my medication was ready to be collected.	5

359886	School Lane Surgery	Brilliant surgery but young staff are very inexperienced	The receptionists are great. Unless you can get a doctor that's been there a while the junior doctors are quite junior, but they are trying their best. The surgery and receptionists are brilliant and will help you as much as they can. Getting an appointment is difficult and the young doctors are very inexperienced.	4
359883	School Lane Surgery	The care is perfect, no faults at all	The care is perfect, no faults at all. I'm shocked as you hear so much moaning but they are 10/10, I'm lucky. I emailed at 8:15, they called me at 8:30, and I was seen at 10:55, can't see anything wrong with that. I can only give 4 stars today as there was some damp and peeling plaster in the doctor's room, but I know that they're aware of that.	4
359608	School Lane Surgery	Quite happy	No problems although it is a bit awkward getting an appointment. We ring up and press 8 for a call back - we do always get one. I'm quite happy with whoever I've seen.	4
359602	School Lane Surgery	Generally very good	It's generally very good but my prescription is late today as it's waiting to be signed off. However, that's a one-off, normally they're very good. I tend to book appointments online which seems to work well. They're very friendly.	4
359601	School Lane Surgery	I'm happy	It's fine here. Mind you, for 2-3 weeks I had been on the online form at 8.45 and it said it was fully booked. It does happen pretty regularly, but other than that I'm happy. It's OK when you get to see someone.	4

356675	School Lane Surgery	Quick service	I had a good experience. I put an eConsult in at 8am, by five past they'd called me with an appointment for 12pm. They recently saw me on the same day for another issue too. We're new here and they've also been quick with referrals my husband needed. The only issue I have is that you can only have one month's worth of medication. Some of my husband's are hard to get hold of and he can have sudden flare-ups, so it would be better if we could order further ahead. It would be five stars, but I'll give them a four because of that.	4
359625	School Lane Surgery	Neither good nor disastrous	Neither good nor disastrous. Getting an appointment is hard work, as it's difficult to get through reception. Once you're in the doctors are fine. They don't have as much time as they used to, to see/ understand your problems, and they jump to conclusions quite quickly. They are always courteous and knowledgeable, they just don't have enough time.	3
359618	School Lane Surgery	They try	I went in to chase something up and they sorted it out for me, they did it straight away. It does its job up to a certain point! They do try. It can be a problem to see a doctor face-to-face, it seems they put you off with a phone call. They'll even prescribe without seeing you. It can be hard to explain things over the phone. Usually when you try to book an appointment it takes a long time and you can't come down to book.	3

359607	School Lane Surgery	It's much better	I like the surgery. It's been painted and it looks lovely, it's much better. I've always been fine getting appointments.	3
359896	School Lane Surgery	It is impossible to get an appointment	The whole NHS system is vastly underfunded after 14 years of conservative rule. GP services in this country have deteriorated so much. It is impossible to get an appointment, I have been here for three and a half years and never had an in-person appointment, only had two telephone appointments.	1
359893	School Lane Surgery	The doctors take no notice of what you say and guess everything	The doctors take no notice of what you say and guess everything, no good experiences. You can't see the same doctor there is no join up of care. There is one doctor in particular who is outstanding, but the wait to see them is too long and it's not worth the effort.	1