

Orchard Surgery Feedback



June 2026

In June 2026 we visited Orchard Surgery to speak with patients about their experience with this health service. We received 19 reviews during this visit. The reviews have an average star rating of 3.7 out of 5.

Orchard Surgery is a GP Practice in Dereham, a town in the Breckland District of Norfolk. Upon their last inspection in 2023, the surgery received a rating of 'Good' from the CQC. There are around 13,000 patients registered with the practice, and it offers a variety of services including immunisations, minor surgery and contraceptive care.

Healthwatch Norfolk Officers who visited Orchard Surgery noted:

There was clear signage in the entrance informing patients of the different booking-in procedure for physio appointments, including what to do in the event of a delay.

Named photographs of clinical staff were displayed above the reception desk to aid patient recognition. Local health and support information was also on display, together with details of the work undertaken by the Patient Participation Group.

The large car park provided adequate space for all visitors on the day and included accessible bays near the entrance.

Overall, many patients we spoke to on the day praised staff attitudes. Feedback on appointment access was mixed; some patients said they could book when needed, while slightly more reported difficulties with the triage process, and limited availability of GP appointments.

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 Orchard 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
436587	Orchard Surgery	It's good here	It's good. I'm quite a new patient. I came over from my previous surgery which was closed down. It's good here. The bring me in every year for a check up. They call me; I don't have to initiate. The care is fine. When I needed to see a doctor, I saw them. It was fine. I think the phoning in is difficult. I would like to talk to someone on the phone sometimes, rather than coming in as I don't drive.	5
436583	Orchard Surgery	I've always managed to get an appointment when I needed one	I've been up here three years and they've been excellent. I've had my health issues and they've dealt with them. I've always managed to get an appointment when I needed one. They have made changes to the prescriptions. It used to be automatic but now I have to renew every month.	5
436460	Orchard Surgery	Really good and helpful	I have very positive feedback. I've always managed to get appointments. It's really clean, everyone is really friendly. I get support for both my children. The online form is really easy to use. We have had reason to use the out of hours service recently and it was really good and helpful.	5
430283	Orchard Surgery	Very thorough	I get on very well here, they're very thorough. I'm happy seeing physios or other people like that but today I saw the doctor. It was quite easy to book, I came and spoke to reception straight from the opticians who'd sent me. I've never had any problems.	5

430280	Orchard Surgery	Never had a problem	I've never had a problem at all. I can get appointments when I need them, I book by phone and it works OK. I was given a date for a diabetic check which I couldn't make and they changed it no problem.	5
436581	Orchard Surgery	I've never had any problems	I've never had any problems. They always seem to look after me. I've never had any issues. To get an appointment I normally come down and stand in front of the desk. I can usually get an appointment that way. I can't use the phone anyway because I'm deaf. I've been for a blood test today and I've not had to wait too long this morning.	4
436461	Orchard Surgery	The receptionists are very good	It's been okay. It's alright. The receptionists are very good. There are a couple of doctors that I haven't got a lot of time for but there are a couple that are fine.	4
436459	Orchard Surgery	It's sometimes a job to get an appointment	It's sometimes a job to get an appointment. I must admit they're not a bad bunch. It's not always possible to see a doctor, sometimes you get a nurse practitioner. Sometimes I need to see a doctor. But apart from the time it takes to get an appointment, I've got no problems.	4
436457	Orchard Surgery	I can't really fault them	I can't really fault them to be fair. No problems. A lot of the stuff they want you to do on the internet, I come in for that. I haven't met a doctor or receptionist who wasn't polite and friendly.	4
430284	Orchard Surgery	Fairly positive	I was very worried about coming here from Toftwood but I've actually found it to be fairly positive. I can get an appointment, I come in to book. I can ask for a specific doctor and be given that.	4

430276	Orchard Surgery	Lousy appointment system	The appointment system is lousy. You go through a triage and they promise someone will get back and you wait nearly all day. In general, I do get what I need when they do contact me. The doctors are satisfactory.	4
430271	Orchard Surgery	Good with my husband	I'm lucky I don't have to come often but my husband does and they're always very good with him. He usually can get appointments. The online bit is a bit difficult but sometimes I'll come in and they'll help me book.	4
436585	Orchard Surgery	You can't always get appointments	It's definitely changed a lot. You can't always get appointments. The nurse I see is good in general.	3
436574	Orchard Surgery	It's over managed	I have no problem at all with the doctors or staff however, it's getting an appointment. It's over managed. You can be 20 or 30 minutes on the phone. Who has time for that? Even the new online system takes too long. Then you end up with a practitioner not a doctor, and they tell you that they can't help you and that you need to see a doctor! But overall, other than the difficulties in getting an appointment, the staff are brilliant.	3

430279	Orchard Surgery	Long time to access appointment	It's taken three months to have an investigation I need. I was two minutes late for my first appointment and they refused to see me so I rebooked. I ended up being rushed into hospital during that time so I couldn't be here, I had to reschedule for today. We were a few minutes late for my infant son's jabs and they wouldn't do them either. Even though at another one of his appointments we waited over an hour as they were running late. A letter has been sent to us telling me and my son if we miss any further appointments we'll be taken off their books.	3
430277	Orchard Surgery	Difficult to get appointments	I'm happy overall but it can be difficult to get appointments. Recently my husband had severe stomach pains and we couldn't get an appointment before two weeks. He ended up in hospital instead as he became more unwell and was diagnosed with a fatty liver.	3

430270	Orchard Surgery	Appointment difficulties	This Anima is a wretched thing! Sometimes you wait three days for them to contact you after they triage because they don't think it's important. You get an email and you don't know when the phone call will be so you have to stay in. People used to moan about the receptionists but they were an improvement on this. I had four things I needed looking at a couple of months back and they'll only deal with one at a time. Surely four things in one longer appointment is more cost effective than having four separate ones? I saw the nurse recently and she told me to book an appointment for two weeks' time at the desk. They told me I couldn't do that and that I had to go away and ring to book. My husband has lots of health issues and he also struggles to get appointments. In the main the doctors are very good with the exception of one. They listen, they're sympathetic and more often than not they know what the problem is and what you need.	3
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430275	Orchard Surgery	Difficult to see a doctor	My daughter's been unwell for six weeks. We were told to try a pharmacist which we did but it's not helped. I did the online form this morning and got a blood test in a couple of weeks. The tick boxes on the form don't always fit and there wasn't enough free text space to fully explain the problem. Reception have been lovely today and got us an earlier appointment. What I really want is to see somebody and be able to speak it through not just be sent off with tests but you can't see a doctor. It was the same for me recently when I had a double ear infection and was given an appointment three days later. The nurse practitioner said I should have come in sooner but that's what I was given. I can't praise her enough, she's really good and has been our saviour at times. It's often a case of being told to see a pharmacist or use the Walk-In Centre but you can't always face travelling to Norwich when you're not well.	2
430272	Orchard Surgery	Poor GP attitude	I came with my husband and the GP's attitude was appalling. They were brusque, had no empathy and were rude actually. She kept trying to redirect him to his consultant at the hospital but they'd already told us it was a GP we needed. We went to A&E in the end as he was so poorly. It was the worst experience we've ever had with a GP although this has been dealt with now and we won't have to see her again. The receptionist was also unhelpful once he was out of hospital. It's hard when you're dealing with someone you're looking after who's very ill. It's very difficult to get appointments.	1