

Queens Square Surgery Feedback



July 2026

In July 2026 we visited Queens Square Surgery to speak to patients about their experiences with this health service. From this visit we received 22 reviews and they have an average star rating of 3.7 out of 5.

Queens Square Surgery is in Attleborough, a town in South Norfolk. The site is a branch of Attleborough Surgeries, the main surgery of which is Station Road. Upon their last inspection review in 2023, the surgeries maintained a rating of 'Good' from the CQC. There are around 18,500 patients registered with the practice, and it offers a variety of services including long term disease management, wound care and immunisations.

Healthwatch Norfolk Officers who visited noted:

Relevant health information was on display in waiting areas together with the latest newsletter from the Patient Participation Group (PPG).

There was ample parking space for visitors on the day.

We met the PPG chair who gave us insight into some projects they have worked on with the staff team. For example, the white demarcation lines in the car park were created following concerns raised by the PPG. They also told us they produce a periodic newsletter which patients can access.

Overall, most patients we spoke to were positive about their interactions with staff. The team were described as friendly and helpful, with some highlighting feeling heard and understood by clinicians. Several patients said they could secure appointments when required, however the majority reported difficulties with access. We were told it can take too long to be seen, some were not satisfied with seeing other clinicians instead of a GP, and two people would prefer in-person appointments rather than the phone appointments offered.

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
471623	Attleborough Surgeries	Felt listened to	Filled in an online form this morning at 8am, got a call back and then an appointment 9.40am. I felt listened to and got my issue sorted.	5
471606	Attleborough Surgeries	They listen	I have come in today to book an appointment and they are going to text me the time and date. I find the staff polite, professional and helpful. I have no problems here and they listen to me. My wife suffers from anxiety and they make her feel at ease; booking appointments when the waiting room is less busy or letting us in the back door so she doesn't have to walk through a busy waiting room which she struggles with. I think the partners who run it do a good job.	5
471583	Attleborough Surgeries	Really happy here	They're really good here. I moved from Essex two years ago and the care is better here, and the flow. The online form is good. I'm really happy, there's nothing negative to say.	5
471578	Attleborough Surgeries	They're friendly	This one's great, they're friendly and recognise me. It's easier for parking than the other one too. Because of my condition I get appointments through when I ask for them.	5

471577	Attleborough Surgeries	5 for Queens Square	Here is OK, I'll give five stars for this one as the staff are OK and it's good when you get in. It's the worst for getting in with the doctors at Station Road though. You phone up and it's 7-10 days to see anyone - anything can happen in that time! I fell over last year and badly cut my arm so I came in here and Station Road, they told me they 'don't do blood' so I had to go to the hospital.	5
471576	Attleborough Surgeries	I'm happy	I don't often come but arranging my appointment and coming in today was absolutely fine. I only booked it yesterday and I did it over the phone. I'm happy with the advice I was given.	5
471575	Attleborough Surgeries	Good with mental health	It's a good surgery. They've been helping me with my mental health recently and they've been really good.	5
471621	Attleborough Surgeries	Miss the expertise of a doctor	If I could see a doctor it would be good. My appointments are always with other clinicians, and they do help, but I feel like I am missing the expertise of a doctor. The staff are all friendly.	4
471582	Attleborough Surgeries	Need another surgery	They're good on notifying me for my diabetic check-ups but we need another surgery. You're not able to get other appointments or see a doctor.	4

471581	Attleborough Surgeries	Excellent	It's excellent, I've never had a problem. I have long-term illnesses and they look after me fine, I can get appointments. The receptionists are always very helpful and I've never had to wait too long inside once here.	4
471573	Attleborough Surgeries	Thorough paramedic	I had my wellness check yesterday and they rang me later on telling me to come in. I saw James the paramedic today who was very nice, helpful and considerate. He was very thorough. It is a job to see a doctor though.	4
471572	Attleborough Surgeries	Great service, long waits	It takes too long to get an appointment, it's normally 3-4 weeks to see anyone. However I was told last week I needed to have an appointment and I did get one for the next day. Once you get in the service is great.	4
471571	Attleborough Surgeries	Young son always seen	They've always been good here. Sometimes getting an appointment is difficult but, with the growing infrastructure, it's understandable. I can always get my little boy in.	4
471569	Attleborough Surgeries	Fine when get in	It would be nice to see a doctor more often but I've no complaints really. When you get in it's fine.	4

471626	Attleborough Surgeries	Difficult to get an appointment	It is difficult to get an appointment. You email and sometimes it can take a couple days for them to get back to you. My daughter has disabilities and should be seen straight away. I have had to wait a month for my appointment, and I had to wait three weeks after blood test results. The staff are lovely and helpful. The doctor I saw today was lovely.	3
471617	Attleborough Surgeries	Trouble getting forms sorted	I came out of hospital being told I need to see my GP and I could not get in for four weeks and then it was a phone call, which I asked for on my mobile, only for it to be on my landline. Luckily I was in. They sent me a form to fill in for some tests which I cannot open on my phone so I have come in today to get a hard copy but they could only do one of them, and will call me when they can print the other one - so I will have to come back again (<i>while speaking to HWN team member, patient got the call and picked up the form</i>). If you get in the system then they are wonderful.	3
471613	Attleborough Surgeries	9 out of 10 times it is okay	9 out of 10 times it is pretty good but getting to speak to someone can be tricky. My son had a call not logged which left him waiting a long time when his mental health was not good. On the whole they are lovely and the doctors and nurses are great. They are good, it is just the getting an appointment.	3

471580	Attleborough Surgeries	Incorrect nurse appointment	Today's been alright but it's disgusting for getting appointments, you never see a doctor. I saw a triage nurse today and it was alright but it should have been an asthma nurse as I'm struggling to breathe with my asthma and another lung condition. I've got to come back in to see them and the appointment is in another three weeks. I've not been told what I can do in the meantime. I think I need oxygen and I'll go to the hospital if it gets worse.	3
471579	Attleborough Surgeries	They're efficient	It's fantastic, they're efficient. The text messages drive me crazy though! You get too many when you have an appointment. It would be nice to see a set doctor as I'd feel more relaxed if I knew them, but it's like that at every surgery.	3
471622	Attleborough Surgeries	Nurse is 100% okay	My appointment with the nurse today was 100% okay but I cannot get to see a doctor. I can only have a phone appointment and that I have to book a month in advance. A lot of the reception team have left.	1

471620	Attleborough Surgeries	Very difficult to get an appointment	I find it very difficult to get an appointment and impossible to see a doctor. Most of the time it is a phone call appointment where they cannot see what is wrong. I know a doctor can look at someone and see that they are unwell which they cannot do over the phone. The staff on the whole are good, the reception team here are better than the other branch. Once this problem is sorted I am changing surgeries as I had to wait over two months for my appointment. It was due to some staff illness but that doesn't help me get better. The level of care here is just not the same as it used to be.	1
471574	Attleborough Surgeries	Anxious about booking process	It's nowhere near as nice as it used to be. I'm half scared to make an appointment because it's so difficult. I have to have regular injections and booking them makes me feel so anxious I sometimes think I can't be bothered with it. I try to book from about two weeks before it's due and it's a right hoo-ha. They also never follow anything up like they used to.	1