

Watton Medical Practice Feedback



July 2026

In July 2026 we visited Watton Medical Practice to speak with patients about their experience with this health service. We received 15 reviews during this visit. The reviews have an average star rating of 3.5 out of 5.

Watton Medical Practice is a GP surgery in Watton, a town in the Breckland district of Norfolk. Upon their last inspection review in 2023, the surgery maintained a rating of 'Good' from the CQC. There are around 14,000 patients registered with the surgery, and it offers a variety of services including minor operations, carer reviews and STI testing.

Healthwatch Norfolk Officers who visited Watton Medical Practice noted:

Clear information is displayed at the entrance informing patients where they should go for blood tests.

The waiting area had ample seating for visitors on the day. There is a large, floor-standing screen in this section which shows the surgery's website. Patients can use all functions of the site, including booking appointments and prescription requests, as an alternative to queuing at the reception desk or using devices at home.

A banner also displays information and contact details for the Community Health and Wellbeing Workers attached to the surgery.

A water cooler was available for patient and staff use.

Overall, whilst some patients we spoke to on the day told us they experienced no barriers to accessing care, several described long waiting times for appointments and being redirected to alternative services. Feedback regarding communication with staff members was mixed; some found the team pleasant and helpful, and others had encountered difficulties.

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
457176	Watton Medical Practice	The services here are great	When you get to see them they're professional, polite, lovely, and do the job, no problems. I'm happy to wait for an appointment but sometimes the receptionists can be a bit short and sharp for no reason, but they do a good job and it's not all of the time. The services here are great and everything is brilliant.	5
457175	Watton Medical Practice	I've got no complaints	It's all been absolutely fine, I've got no complaints. I know people complain about the phones etc., but I've had no problems.	5
457168	Watton Medical Practice	They come second to none	Pleasant, smiling, efficient, they come second to none. If I need anything they give it me, I'm very pleased with them. No problem really, I can't really say anything bad about them.	5
456056	Watton Medical Practice	I'm impressed	I've been impressed! I'd have said zero stars before but at the moment it's a five. I've been in hospital and they've looked after me here. The nurse Kelly tells me each week when my next appointment is.	5

456055	Watton Medical Practice	It's turned around	My appointment was comfortable and on time. I waited about a month for it and I'm quite happy with that. I definitely got the help I was looking for today. It used to be terrible but it seems it's turned itself around.	5
451976	Watton Medical Practice	It's just there when we want it	It's just there when we want it. Getting appointments is alright, I only really come for annual check-ups. They're good for prescriptions, the pharmacy is just across the road from the surgery.	5
456057	Watton Medical Practice	Good with my daughter	I've got a daughter with long-term medical issues and I've never had a problem for her, she can be seen in a heartbeat. They are great for same day paediatrics but there's a care gap for adults. For low level things they tell you to use Pharmacy First but when you go there, they say it's a GP you need. Communication between the two could be better. The nurses and receptionists are lovely, and the doctors are helpful.	4

456053	Watton Medical Practice	Incorrect advice	Getting an appointment is virtually impossible, to see a doctor or anyone really. You feel like you're being passed over all the time. Recently I was told to go to A&E with high blood pressure. I got my friend to take me there and they sent me away as it wasn't high. Also, I phoned to have my dressing removed following an operation and the receptionist told me to take it off myself which I didn't think was right. Shortly after a nurse turned up at my house and said I shouldn't have been told that. They can be good at times but it's gradually got worse.	3
456049	Watton Medical Practice	We cope	I have no problems here at all but you have to wait to get an appointment and it can be weeks or months trying to see anyone. I use the online form. In the past it has come down to us calling 999. I'm lucky to have my husband to look after me, we cope and that's about it.	3
456048	Watton Medical Practice	Long wait times	The waiting times are a bit long to get in, and the appointments can be a bit later than usual. Apart from that it's not bad.	3

451973	Watton Medical Practice	Near impossible to get appointments	Near impossible to get appointments. I couldn't get an appointment for today so I have to come back at 8am tomorrow for a follow up. Once you're in it's pretty reasonable but follow up is poor. They should be more accessible. You come here because you're ill and then they tell you to wait 2 weeks, you could be bloody dead by then.	3
451966	Watton Medical Practice	Generally they're okay, it's just trying to get appointments.	You have to go online to do everything and I get lost online, it's so confusing. You have to do everything online, you can't phone, and when you do speak to someone on the phone they can be sharp with you. Generally they're okay, it's just trying to get appointments.	3
456051	Watton Medical Practice	Unhelpful	There's no follow-up at all. Most of the time they try to fob you off, it's literally impossible to get a doctor's appointment. It even takes three weeks for phlebotomy. The doctors change every day so you don't know who you will speak to. They're not helpful at all and neither are the receptionists. If you fill in the online form you get a message by 9am telling you to try again tomorrow as they're full. So you come down but you can't get past the care navigators. They think they're doctors but they should not decide what should be done. Doctors have studied for ten years.	2

456054	Watton Medical Practice	Zero stars	Unless you get here at 8 in the morning you're not going to see anyone. You can't phone up either. The last time I came I did see a doctor but that was a waste of time. I don't bother trying now.	1
451971	Watton Medical Practice	Generally not had a good experience	Lots of bad experiences with my kids. I've tried to raise complaints but no luck. I don't expect much.	1