

Campingland Surgery Feedback



August 2026

In August 2026 we visited Campingland Surgery to speak with patients about their experience with health and social care services. From this visit we received 28 reviews for Campingland Surgery. The reviews have an average star rating of 4.4 out of 5.

Campingland Surgery is a GP practice located in the market town of Swaffham in West Norfolk. There are approximately 7,500 patients registered with the practice. Campingland Surgery offers a variety of

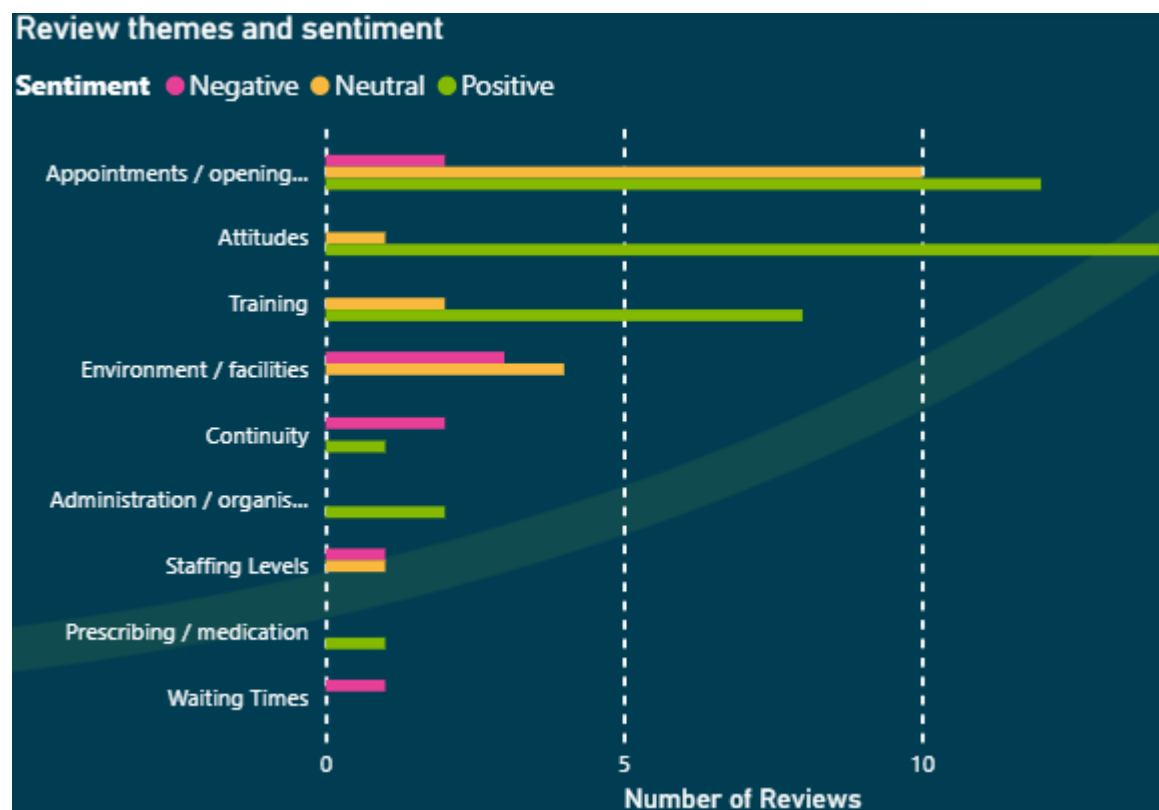
primary care services, including chronic disease management clinics run by specialist nurses.

Healthwatch Norfolk officers who visited Campingland surgery noted:

- Healthwatch officers were greeted and welcomed by staff.
- Parking at the surgery appeared limited with a small number of dedicated parking spaces alongside the surgery building, including one accessible space. There is limited time-restricted parking on the other side of the road.
- The building is clearly labelled and the entrance is via automatic doors, which people were observed using with ease.
- Patients were able to check in via a digital screen or at the reception desk.
- Signage in the surgery appeared helpful and a digital screen displayed patient information including a 'Feedback to Healthwatch Norfolk' page.

Overall, people seemed very happy with their experiences of care at Campingland Surgery. Staff were praised for being friendly, helpful and polite. Nursing staff and doctors were praised for listening and explaining things clearly. Whilst several people said they could get appointments easily, some patients mentioned difficulties accessing appointments and concerns with continuity of care.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.



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.

Campingland Surgery provided the following response:

Thank you so much for taking the time to speak with Healthwatch and share your feedback. We really value your comments, as they give us valuable insight into your experiences and help us identify areas where improvements can be made. Your participation is greatly appreciated.

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
492123	Campingland Surgery	Friendly and helpful	Very good, I think the staff are friendly and helpful. I don't come very often but it all seems good when I do.	5
490539	Campingland Surgery	Always there for me	Whenever I call, they answer and sort me out. There has never been a time when I have called and they have not been able to help. They are always there for me. The only thing that would improve it for me would be if they had more tech. It would be good if the screen in the waiting room showed you which room to go to when it was your turn. It is all good and I am very happy.	5
490538	Campingland Surgery	A good experience	As always, a good experience today. I have regular check-ups and I make an appointment by phoning the surgery and it seems to work fine.	5
490528	Campingland Surgery	They are just lovely	They are just lovely, not found anyone here I don't get on with. I think they give me good care. In the past I have had problems getting an appointment, but I got this one very easily. The parking needs improving.	5

ID	Service Provider	Title	Review	Rating
490524	Campingland Surgery	They are attentive	They are attentive and when you see a doctor it gets done and gets sorted. The staff are so helpful and sometimes go above and beyond. I missed ordering my repeat medication and they sorted it out quickly for me, which they didn't need to do as it was my fault. I do have to come quite regularly and they look after me.	5
490523	Campingland Surgery	Friendly	They are efficient and friendly. I can get an appointment okay. I have not seen a doctor for years, but I have seen the nurses and they look after me.	5
490518	Campingland Surgery	Doctor very thorough	Not been here for four to five years but I had to come Tuesday and the doctor I saw was very thorough and then I am now back today (Thursday) for a blood test, and I have another one booked for next week. They are very good.	5
490516	Campingland Surgery	All the staff are polite	I find it easy to get an appointment, all the staff are polite, and I feel well looked after.	5

ID	Service Provider	Title	Review	Rating
490514	Campingland Surgery	Reception team are very good	The reception team try their best to get you in at 8.15, like today they squeezed me in. The doctors are generally very good; they listen and that matters. If they are not sure on something they will refer you. They could do with more regular doctors who work full time, the locum that I saw last time would only let me talk about one thing. I believe in having one named doctor as the care is better. They have been struggling to get my notes from Scotland. They could do with a car park.	5
490513	Campingland Surgery	Nurses explain things well	The nurses are good. They let you know what's going on and are good at explaining things. Some appointments are over the phone, which is okay, but I come for regular visits as well.	5
490511	Campingland Surgery	All very good	It's all very good. They sent me a letter for my annual review, and I was able to pick the time. Everyone is lovely and it was fine. I never have any problems.	5
490508	Campingland Surgery	Absolutely 5-star	Absolutely 5-star. I have no hesitation saying this, they are always spot on. They are supportive, give good advice, are compassionate and show kindness. This is true across the	5

			whole team. I felt really listened to. If you send an email it is responded to really quickly and I find it a good option to get in touch.	
490507	Campingland Surgery	Flexible, helpful and they listen	They are very flexible, helpful and they listen to you. If they cannot sort it they will refer you. It's always been as good as possible to get an appointment. I was discharged from hospital on a Friday and phoned Monday morning for an appointment to change my dressing, they couldn't fit me in on the Monday but got me in for the Tuesday and did not make me phone back to book it. The nurses have been brilliant as I have been having to have it changed every day.	5
490503	Campingland Surgery	It's fantastic	It's fantastic, if you need to be seen you are seen. They respond and never let you down, they are friendly and listen to you. I don't mind having a telephone appointment because if after talking to you, you need to be seen then they will get you in. The staff seem to have changed, and they are still as good and the doctor I have seen has been committed to my care.	5

492186	Campingland Surgery	I'm happier with face-to-face	Everything is okay. I made an appointment by phone, and I have had an annual review today. It was nice to speak to someone in person. They also did my blood pressure today which was good as sometimes the appointments are on the telephone. I am happier with face-to-face. I have also seen doctors and nurses for other reasons over the year, and I usually get to see my usual doctor. If I don't see my usual doctor, I get to see another doctor, which I don't mind.	4
492112	Campingland Surgery	I think it's getting better	Everything seems to be fine now and I think it is getting better. I had a run-in with a member of staff about three years ago, but things have been fine since. I had a health check appointment recently and it was okay. Sometimes the reception can come across as being a bit rude and recently I was asked an inappropriate question over the phone. However, a different receptionist called me back and made me the appointment I was asking for. Overall, it is quite good and everything else is fine.	4
490541	Campingland Surgery	Mostly fine	If you have an acute problem, you are fine. I only make appointments if I think they are really necessary and I do	4

			know what to say. For chronic conditions I don't feel they are so good so I tend to manage things myself. I do think that, overall, they are fine and do as well as they can but there is that extra bit that isn't there, and maybe it is, if I asked.	
490540	Campingland Surgery	Doctors are very good	It's always fine but the building is just so old and tired, and it needs something done about it. The doctors are very good, and I have had no problems. I can get appointments on the day, or book routine ones, as well.	4
490535	Campingland Surgery	Overall, it's okay	Overall, it's okay. Sometimes when you have an appointment, they assume it's something it isn't or maybe not. They assume too soon. I don't like phone appointments because how can they know what's wrong if they can't see me?	4
490531	Campingland Surgery	They need more full-time doctors	They need more full-time doctors and better parking. The appointment system is not good as you need to call on the day, and you can't phone in advance. The whole NHS system is broken, always long waits.	4

490526	Campingland Surgery	Staff are really nice	It can be quite hard to get an appointment to be seen face-to-face. Did an online form and it has taken just over a week. The staff are really nice, and the pharmacy ladies are partially lovely. I don't come very often but when I do the doctors are lovely.	4
490521	Campingland Surgery	Never had any issues	I have never had any issues. You have to be on the phone at 8am, but think that's the same everywhere. The staff are lovely and the quality of care is good. They have been fine with me and my husband.	4
490517	Campingland Surgery	All the staff are brilliant	For looking after your body, I would give them 5 stars but for booking an appointment it would be 2. The nurses and doctors are brilliant. The reception team are brilliant, but get the brunt of the frustration. The 8.15 rush can be a long queue. It's frustrating that you cannot book anything for two weeks in advance. If the doctor says he would like to see you in a month, when you go to book at reception they say they can't book you in and you have to phone in again two weeks later. It's a good surgery, but it's worn down and the building needs refurbishing.	4

490510	Campingland Surgery	Patient and reassuring	I like the approach of the doctors. They are kind, patient and reassuring. The reception staff are really helpful and the whole team are good at juggling all the things going on with me at the moment. They are all very good and receptive and never clock-watch. The only thing that can be slightly difficult is getting an appointment, as you have to wait in a queue on the phone.	4
490505	Campingland Surgery	The staff are great	The staff are great, but I just wish you could have a doctor that knew you. They normally run past the appointment time, so you are normally 10-20 minutes passed your booked time. I don't have any problem getting an appointment.	4
490504	Campingland Surgery	Doctors are great	For me it has been good. The doctors have been great and when I come to the surgery, which isn't often, they are always good. I would say a 4-star rating. For my mum, I would only say 2 stars because of a poor experience she had after a fall. I think we called 999 and they told us to contact the surgery, but the surgery couldn't send a doctor out and told us to call 999. She is elderly and I think someone should have seen her quicker. An ambulance did come out in the end and the crew were brilliant.	4

490532	Campingland Surgery	When here no complaints	You have a bit of difficulty getting an appointment in advance, but when you get here I have no complaints at all. You know if you really need to be seen you would be. Parking can be difficult.	3
490512	Campingland Surgery	Pharmacy and nurses are good	I don't have to come very often. I find the pharmacy and nurses are good. Doctors are not so good and it's hard to get to see one. My husband has lost a little bit of confidence in them. We tend to just see the nurses now and they book in advance for us. The pharmacy always let us know when the medication is ready.	3