

Falkland Surgery

Feedback

July 2025

In July 2025 we visited Falkland Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery. The reviews have an average star rating of 4.6 out of 5.

Falkland Surgery is a GP surgery in the village of Bradwell. Upon their last inspection in February 2022, the surgery received a rating of “Good” from the CQC. At the time of the inspection, there were approximately 19,500 patients registered between this surgery and its partner surgery, Milwood Surgery. Falkland Surgery offers a variety of services including travel vaccinations, minor surgeries and smoking cessation.

Healthwatch Norfolk Officers who visited Falkland surgery noted:

There was a lot of parking available with multiple disabled parking spaces to allow for good accessibility.

Overall, people were satisfied with the care they received at Falkland surgery, with many praising the friendly and helpful staff. A few concerns were raised, including difficulties with appointment availability and uncertainty about which surgery the appointment was scheduled for.

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

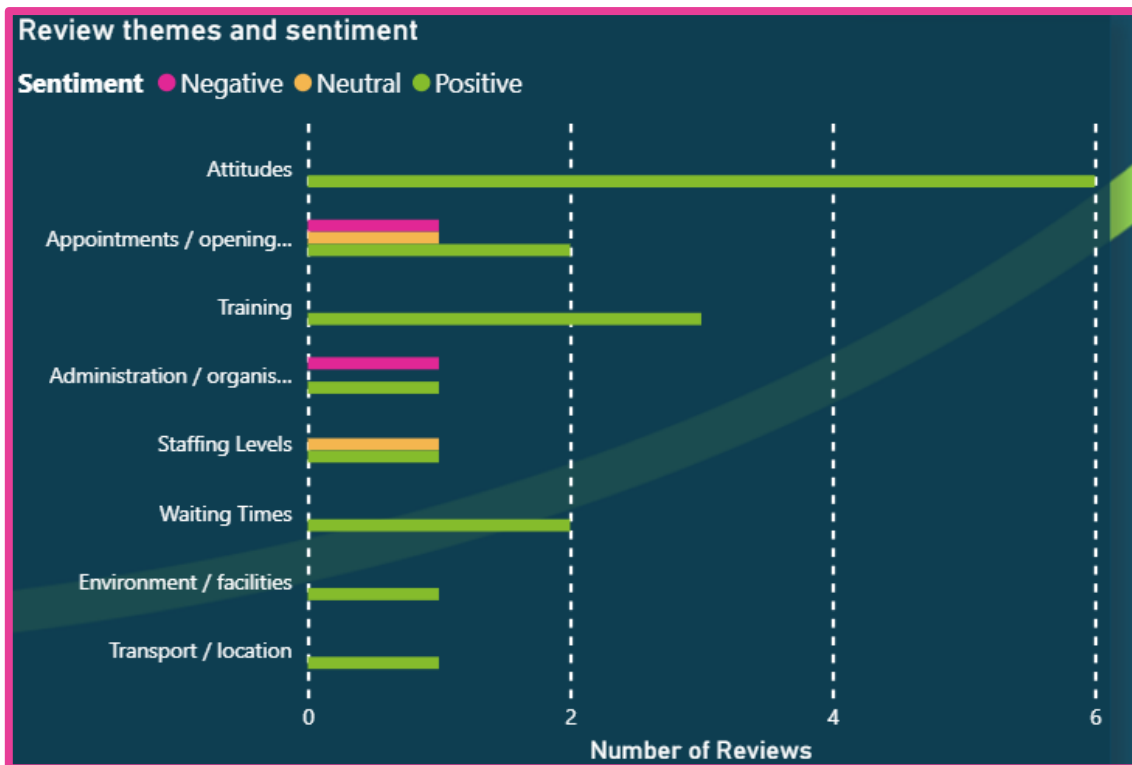


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Falkland surgery by the Healthwatch Norfolk Engagement Team.

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
46437	Falkland Surgery	Excellent care	The physio gave excellent care and we've got another appointment in 8-10 weeks. The care is excellent across both surgeries. All the staff are helpful if you have any queries. We're happy.	5
46436	Falkland Surgery	I'm happy here	I saw Molly from the Mancroft Advice Project (MAP), and it was helpful. I'm happy to come here for it as it's close to my home.	5
46435	Falkland Surgery	Really friendly	They're really good, really friendly. Straight in and straight to the point, no messing about.	5
46433	Falkland Surgery	Received good advice	I got some good advice and have been referred to a physio. They were a lovely lady, it was really good. I phoned up to book and it was a bit of a job but I got in.	5
46432	Falkland Surgery	Lovely nurse	It's my first time here and I got on very well. The nurse was lovely and gave good advice. My GP referred me here.	5
46431	Falkland Surgery	Absolutely fine	Whenever I come here it's absolutely fine. The doctor was very nice and explained a lot of things.	5
42793	Falkland Surgery	Good Experience	Good experience, easy to book an appointment. It was easy to check in, didn't have to wait long.	5
42775	Falkland Surgery	Really positive	It's my first time here, they were really helpful, explained quite a bit to me. I was absolutely fine booking the appointment. Everything was really positive with getting a referral etc.	5
42767	Falkland Surgery	Quite helpful	Quite helpful	5

51921	Falkland Surgery	Thorough checks	I saw a lovely lady who did several checks on me, in fact a lot more than a doctor would do. But the problem is we've been told we have to see a doctor at Millwood tomorrow, but you can't get an appointment there. You call at 8am on the dot and you're down in the queue. It's not like the old days, but today's experience was a four.	4
46434	Falkland Surgery	Happy with my regular appointments	I was late but the person I saw was still happy to see me. I have a regular appointment and I'm happy to come to this building.	4
42774	Falkland Surgery	It was alright	It was alright. I came to see the physio. I got straight through on the phone at 8am.	4
42776	Falkland Surgery	Communication between the surgeries needs improving.	The young woman was quite pleasant and went through everything but quite hard to understand sometimes, I can't take it all in. The text message reminder didn't say which surgery to go to, so we went to Millwood and then they sent us here, but they didn't know that we had an appointment here. The communication between the surgeries needs improving. We have to get one of our children to ring up and book our appointments for us. By the time you get through all of the information on the phone it's too late to get through to the receptionists.	3