

Millwood Surgery

Feedback



July 2025

In July 2025 we visited Millwood Surgery to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the surgery. The reviews have an average star rating of 3.7 out of 5.

Millwood 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. There were approximately 19,600 patients registered with the surgery at the time of the inspection. Millwood surgery offers a variety of services including travel vaccinations, asthma clinics and minor surgeries.

Healthwatch Norfolk Officers who visited Millwood Surgery noted:

- The surgery had lots of parking spaces, including accessible parking and bicycle parking.
- There were automatic doors on entry, and a lift inside, improving accessibility for patients.

Overall, people felt content with the care they received at Millwood Surgery, with people praising staff's attitude. However, many people expressed difficulty accessing appointments, particularly having to use an online system, and felt they had to wait too long to get an appointment.

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

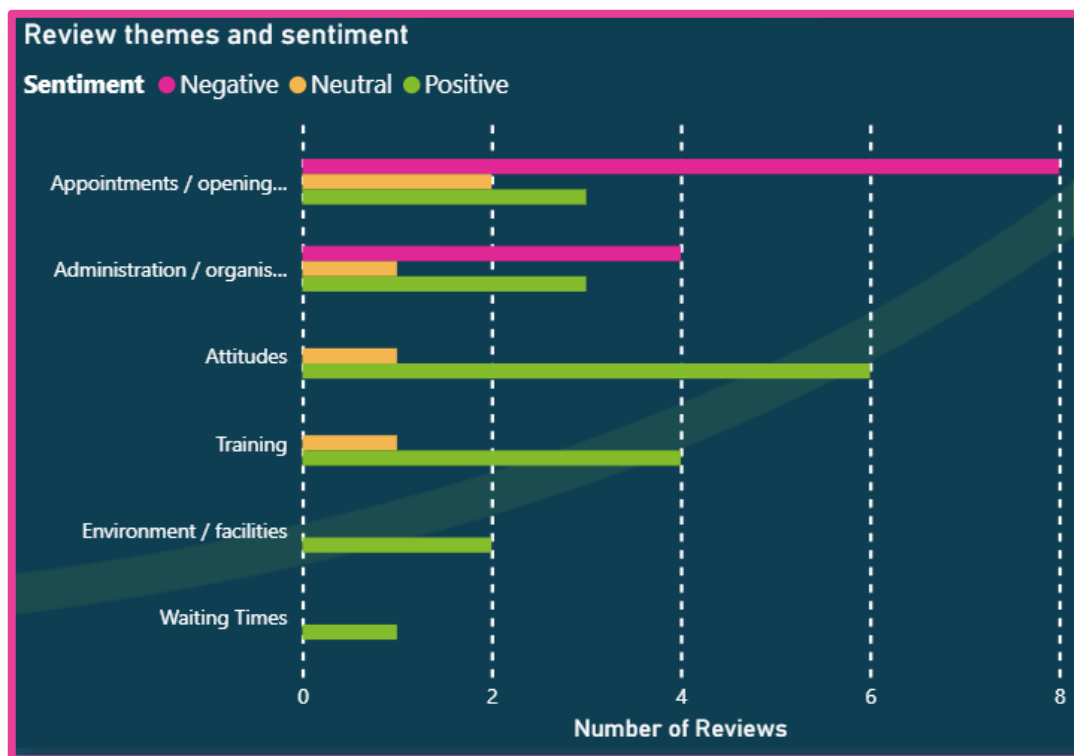


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Millwood surgery by the Healthwatch Norfolk Engagement Team

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
40550	Millwood Partnership	The call back is brilliant	The last few times I have been I would rate them very helpful and very good. I always get an appointment straight away and the call back is brilliant.	5
40536	Millwood Partnership	Efficient friendly service	I was seen on time today and it is usually an efficient, friendly service. There is often a queue at the desk, and I can only use the check in screen if someone is with me, but not on my own. The screen seems quite good because it told us which waiting area to go to. Also, the staff come out and call you which I think is really good. The person we saw today was good and well informed and able to answer my questions.	5
40531	Millwood Partnership	They are very efficient	I have several complex issues, and my doctor is always available. They are very efficient, and I only have praise for the team.	5
40524	Millwood Partnership	Very understanding	They are usually pretty quick, and the people are nice, they are good people. They are very understanding and direct. It's a nice building and online they are pretty good. They are always very accommodating, we get appointments okay and they are pretty quick.	5
40518	Millwood Partnership	They listen to you	They listen to you, and they normally get it right. I always get an appointment which I can make online. Overall, it is one of the best surgeries we have been to. They are really prompt and they do listen to you. You don't have to wait long when in the surgery either. I would prefer to book on the phone, but you really have to go online to make an appointment.	5

40508	Millwood Partnership	Attitudes matter so much	I have a lovely doctor and because of her it's five stars. My doctor is amazing. People's attitudes matter so much. At a previous surgery the attitude of a member of staff put me off going to see a doctor for years but the attitudes here are good. The doctor is kind and the people on the phone are good. Attitudes are so important.	5
39304	Millwood Partnership	Never had any problems here	Never had any problems here. Very efficient. I book online, it's much better than the 8 o'clock rush.	5
40489	Millwood Partnership	Getting an appointment is difficult	No problems during my visit today but getting in is the problem. My boss helps me make my appointments sometimes because I can't do it online myself. To get this appointment I came to the surgery three times before I got it. The call back system seems to work better and once you are here it is very good. The doctor is very good too.	4
36790	Millwood Partnership	I don't really have any issues	When I can get in, they're very supportive and helpful with your care. They're pretty quick to respond to things and have good reminder via emails, texts and the NHS app. I would give 5 stars if the availability of GPs was better. I think the frustrations for me would be the booking of appointments. There is a 2/3 minute window to get your request through and get a response, but if you miss it then all contact is blocked. When I see a doctor or nurse they are fantastic. I don't really have any issues.	4
40560	Millwood Partnership	Getting an appointment is difficult	Today was very good but it can be hard to get an appointment. Once you are seen they are very helpful, but it is hard to get an appointment online. When I have been unable to get an appointment here, I have gone to the GP unit at the hospital and they are very good.	3

40543	Millwood Partnership	Getting an appointment is painful	Getting an appointment is difficult, it's painful. I put off coming because I know it's going to be so difficult. I don't like using the app, I would rather speak to a person.	3
40490	Millwood Partnership	When you are seen the service is good.	When you are seen the service is good. The doctors seem to know what they're on about. You can be on the phone for up to an hour waiting to speak to the receptionists. The wait is okay for an appointment.	3
40488	Millwood Partnership	The online system can be difficult	I'm a dementia nurse so I know how difficult it is for my patients to fill out the online form. I personally find it okay, but my husband wouldn't know how to book an appointment, so I do it for him. The staff are really nice, they're under pressure.	3
39433	Millwood Partnership	Can never get an appointment	Can never get an appointment with the doctor when I want one. We waited 3 hours this morning for them to call us back on the ring back system to get an appointment. Everything is fine once you get in.	3
36834	Millwood Partnership	Getting to see a doctor is the worst thing I find	Getting to see a doctor is the worst thing I find. If you're not dead on 8am or even if you are it's too late to get an appointment. They won't make an appointment for me even a week ahead. I'm usually number 25 in the phone queue at 8am and you can't book at the desk, you have to go online or call. The nurses and doctors, some good, some bad. I want to see MY doctor, and when I ask to see her I very rarely do. I usually see a nurse practitioner, or they say that they will get the doctor to ring me but it's not normally the doctor it's a practitioner.	3
40521	Millwood Partnership	I'm disappointed	I used to be at the Falklands surgery but now I have to come here for appointments, and I am disappointed with how things run.	2

		with how things run	There is no personal touch, I used to have a rapport with the staff before, but that has all gone. I think it's too big. You don't see the same people twice and you are just a number to them not a person. I am grateful to have a doctor, and the receptionists are polite but not that personal touch.	
36816	Millwood Partnership	Online booking system is a load of rubbish	Can't get an appointment with a GP, only with a nurse, not even a nurse practitioner. I don't use the online system as by the time you've typed it out all of the appointments are gone, it's a load of rubbish. I have more success ringing and using the ring back system which is fairly good. Once you actually get to see someone, they're okay but it's the fight to see someone.	2
40500	Millwood Partnership	The system doesn't work	Today has been quick and Sammy who took my blood was brilliant. She did what I would expect and was excellent. However, getting through on the phone is difficult you can be 102 in the queue and the call back system doesn't work. They don't call you back. The only thing that seems to work here, is the repeat prescriptions. The reception are under pressure and things need to change. The system needs to change. Since it's been grouped with Falklands Surgery it's terrible. I have seen a GP privately because I can't see a doctor here. They are pressurising their staff because the system doesn't work.	1