

Fleggburgh Surgery Feedback



October 2025

In October 2025 we visited Fleggburgh surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the surgery. The reviews have an average star rating of 4.9 out of 5.

Fleggburgh surgery is a GP surgery in the village of Fleggburgh. The surgery offers all locally commissioned GP Services as well as additional services to support differing groups such as the elderly, carers, veterans, female health (menopause) and more.

Healthwatch Norfolk Officers who visited Fleggburgh surgery noted:

- The surgery has a large car park
- There is a ramp to access the surgery, and doors were propped open at the time of the visit to improve accessibility.

Overall, people were pleased with the care they received at Fleggburgh surgery. Many described staff as friendly and described them going above and beyond for patients. Additionally, most patients felt they could get appointments when needed but a couple of patients felt there could be a longer wait for appointments than they liked.

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

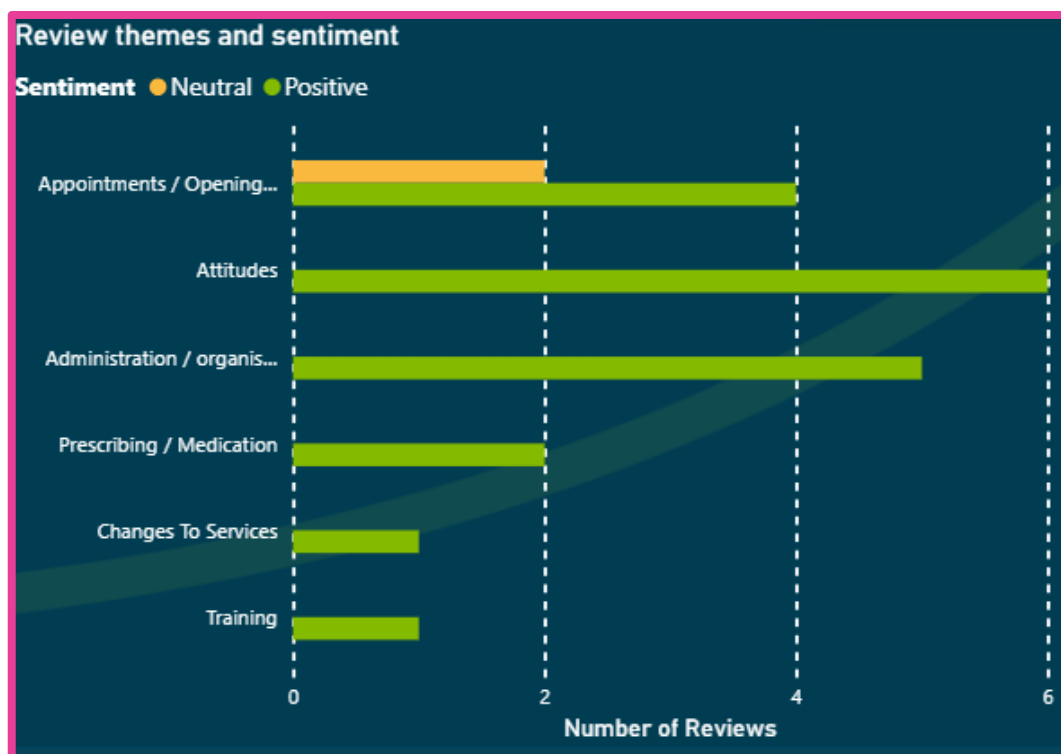


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Fleggburgh Surgery by the Healthwatch Norfolk Engagement Team.

Comment from the Practice:

"The Partners at Fleggburgh Surgery are extremely pleased with the engagement report which they believe is reflective of the Teams dedication to providing excellent patient care at all times. They would like to thank the Team for their hard work each day and thank the patients for their kind recognition of this. We are still striving to find ways in which to continuously improve our services and welcome any ideas or feedback from patients and the community.

Ms Clarke & Dr Moore

Partners"

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
261675	Fleggburgh Surgery	It's brilliant	It's brilliant, been here 12 years and gobsmacked at how it operates, it's amazing. I can frequently get a same day appointment; I like the emphasis on preventative care.	5
261673	Fleggburgh Surgery	Fantastic	Since the new people have taken over it's been fantastic	5
261672	Fleggburgh Surgery	Everyone is so helpful	I'm in and out of here quite regularly, I get things through on my phone. In here they are brilliant. I can never fault them. No problems, everyone is so helpful.	5
261671	Fleggburgh Surgery	They sort us out	The doctors and nurses are friendly and follow up care is good. We ring up or pop in to book appointments and they sort us out.	5
261670	Fleggburgh Surgery	No problems at all	I don't have trouble at all. I can get an appointment when I want one, might have to wait but only a few days. Tablets are done on time, they organise COVID/ Flu jabs for us. The dispensary is helpful when I have questions. Got no problems at all.	5
261669	Fleggburgh Surgery	Best surgery in the county	Best surgery in the county, I've been coming here for over 50 years. They listen, they're professional, friendly, and you can call and get an appointment. I think it's pretty good all round.	5
261668	Fleggburgh Surgery	They go over above and beyond	They take an interest in me, and I feel I'm known personally. All the staff are always helpful and welcoming. I think they go over above and beyond. I've never had a problem accommodating what I need or accessing services like appointments or blood tests.	5

261667	Fleggburgh Surgery	Best surgery I know	Best surgery I know. Sorted out my problems and it's been nothing but top service I can't praise them enough. Really good team. They're really good here. Everyone is lovely.	5
261666	Fleggburgh Surgery	They're pretty good	They're pretty good	5
261665	Fleggburgh Surgery	They go above and beyond	They're brilliant, no hassle whatsoever, always there to help us. All of the staff are good, they're always obliging to try and help you. I would give them 10 out of 5 if I could. They go above and beyond, everyone is helpful and they try their hardest. I can't fault them they are really good.	5
261674	Fleggburgh Surgery	It's very good	It's very good, don't get the appointments quite as quickly as used to but it varies. Supply of medication is pretty good, able to see the doctor but could be a week wait.	4