

The Park Surgery

Feedback

October 2025

In October 2025 we visited the Park surgery to speak with patients about their experience with health and social care services. From this visit we received 16 reviews for the surgery. The reviews have an average star rating of 4.8 out of 5.

The Park surgery is a GP surgery in the town of Great Yarmouth. The surgery offers a variety of services cervical screening, childhood immunisations and minor surgeries.

Healthwatch Norfolk Officers who visited the Park surgery noted:

- The surgery has a small carpark but there is lots of public parking and a bus stop nearby.
- The surgery has automatic doors and any doors that weren't automatic were propped open at the time of our visit. Additionally, there is a ramp into the surgery, and a designated space to park mobility scooters.

Overall, people were satisfied with the care they received at the Park surgery. Many people reported that all staff were helpful, friendly and polite. Most people reported they were able to get appointments in a reasonable time, but there were a few who felt this could be difficult.

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 the Park 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
261596	The Park Surgery	Really good	All visits are really good. Really nice when you are called by your Christian name to see whoever, Dr or nurse.	5
261595	The Park Surgery	Always good service	All members on every occasion give 100%. Always good service.	5
261594	The Park Surgery	It's brilliant	I moved here 12 months ago and it's brilliant. It's easy to make appointments and they send out good reminders via email. They are very good, friendly, helpful and patient.	5
261593	The Park Surgery	Staff are really good	Always managed to get an appointment when I call. Reception is incredibly friendly and helpful. The doctor is pretty good too. If my doctor is unavailable, they normally book me in with someone else. The nurses are really reassuring and helped calm me down. Really calming, relaxing and helped me through. Sometimes you do have to wait quite a while for an appointment but it's understandable as they're busy.	5
261591	The Park Surgery	No complaints at all	No complaints at all, they've saved my life twice, fantastic. The staff are always pleasant; the nurses and doctors are lovely.	5
261590	The Park Surgery	They're excellent	They're excellent, very good, can get appointments and advice. If we want to ask them something we can text them, they have very good communication. Sometimes you can't get same day appointments. We have our own doctor who we see almost every time, and they're happy for you to get second opinions if needed.	5
261589	The Park Surgery	Fantastic and I can't fault it.	Fantastic, don't wait long for appointments, and everyone you see is polite and helpful. Reception bends over backwards for you.	5

			Soon as you phone up you don't have to wait long and can get a phone same day or next day with the GP. I've been here over 30 years, and I can't fault it.	
261588	The Park Surgery	It's just easy, the doctor is great	It's just easy, the doctor is great, and I see the same one every time. I come in to book my appointments. When you call there's to many options and the message goes on and on. But I can get seen quite quickly.	5
261587	The Park Surgery	Very good and easy to access	It's easy to access and I don't normally have to wait long for an appointment. Normally see the same doctor and they are very good.	5
261586	The Park Surgery	Top notch, full of happy people and it gives me such confidence	It's my first time here and it's been top notch. The standard of the staff, there was an incident and the way they dealt with it gave me a reassuring feeling. I was chatting with the nurse who has been at this surgery for 30 years and she was happy, you can tell when a place is full of happy people and it gives me such confidence that I'm going to get sorted here after previous let downs.	5
261584	The Park Surgery	Excellent	Excellent service, the doctor is good I like him.	5
261582	The Park Surgery	Nothing is too much trouble	Fantastic, they're brilliant, I can't fault them. The way they communicate with you is so friendly and helpful. They care about you, you're not just a name or number, they're friendly but remain professional. I had a test with Penny that I've been putting off for ages, and she was absolutely brilliant. Dr Maclean is really really good. Nothing is too much trouble.	5

261580	The Park Surgery	Fabulous and really accommodating	You have a regular doctor you see all the time. If I have any issues I call, and they get me in more or less straight away. They're fabulous and really accommodating. Dr Wolf is lovely, they're all lovely and always have been. I don't think there's anything to improve, it's outstanding and you can't get any better than that.	5
262321	The Park Surgery	Absolutely brilliant	I have found them absolutely brilliant. Very good mental health care.	4
261592	The Park Surgery	Some doctors and nurses are absolutely amazing	Some of the doctors could work on their bedside manner, but other doctors and nurses are absolutely amazing and take your situation into consideration.	4
261585	The Park Surgery	There's room for improvement like anything.	I think the only fault is all the young doctors. I've only had 5 doctors all my life and now I'm seeing a new one every 5 minutes. I get in for appointments when I want. There's room for improvement like anything.	4