

Gurney Surgery

Feedback

October 2025

In October 2025 we visited Gurney Surgery to speak with patients about their experience with health and social care services. From this visit we received 8 reviews for Gurney surgery. The reviews have an average star rating of 4.8 out of 5.

Gurney surgery is a GP surgery in the city of Norwich. The surgery offers a variety of services including cervical screening, phlebotomy (blood tests) and childhood immunisations.

Healthwatch Norfolk Officers who visited Gurney Surgery noted:

- The surgery does not have any parking for patients
- The entrance has automatic doors and there were accessible toilets within the surgery.

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.

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
267360	Gurney Surgery	They're good	They've done me good; I don't mind coming here but I prefer going to Tuckswood	5
265880	Gurney Surgery	It's been good	I have only been here since April, I moved from Tuckswood as I moved house, and I have found it much better for getting appointments here. At the moment, I am having to come twice a week to get my dressings changed and never have any problems getting the appointments for that. I find that you actually get to see a doctor here too. I have a query about some miscommunication from the hospital, but they are going to look into it and phone me this afternoon which is great.	5
265872	Gurney Surgery	It's outstanding	They seem to really care and helped me out in an emergency when I feel near here, I am on blood thinners and it was near here and they really looked after me. Another time I was taken ill at a blood test and had 4 people around me looking after me. It's not too much trouble getting an appointment, I have even been seen within the hour before. Even just coming in for a blood test the nurse noticed a dressing needed changing on my arm and did it for me there and then rather than having to make another appointment. They really look after me.	5
265863	Gurney Surgery	No complaints	They do everything well; I have no complaints. They remind me when I forget things. I can get an appointment okay and the staff are good and friendly.	5

265858	Gurney Surgery	Seen quickly	I always get seen quickly and it's clean and modern. The staff are friendly, polite and helpful. i don't have to come very often.	5
265857	Gurney Surgery	Very supportive	They have been very supportive, helpful, kind and polite. Getting an appointment is good, it is nice and easy to sort out.	5
265865	Gurney Surgery	They explain what's going on	The doctors and nurses give a good explanation about what is going on. It can be tricky to get an appointment. They are very good at routine screening appointments. It's good that if you cannot be seen here that you can get seen at either Tuckswood or Mile End Road if they have space.	4
265862	Gurney Surgery	They ring when they say they will	They are good and ring back when they say they will. They are very friendly and explain well what is going on. It can be hard to get an appointment especially on the phone, I normally end up coming down here to make an appointment. I am glad it is here; it is in a convenient location.	4