

Tuckswood Surgery

Feedback

October 2025

In October 2025 we visited Tuckswood 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 4.4 out of 5.

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

Healthwatch Norfolk Officers who visited Tuckswood surgery noted:

- The surgery entrance did not have automatic doors which may present a barrier for patients with physical disabilities.

Overall, people were satisfied with the care they received at Tuckswood surgery. Many people felt that staff were helpful, polite and friendly. However, many people raised that it can be difficult to get an appointment, often having to wait on the phone for a long time.

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

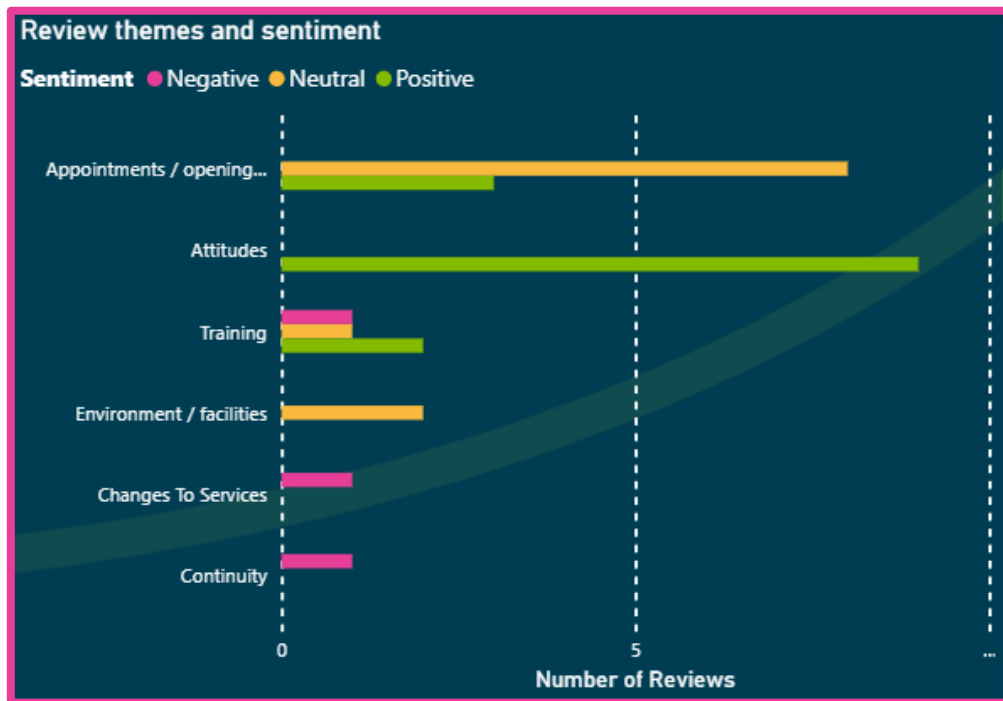


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Tuckswood Surgery by the Healthwatch Norfolk Engagement Team.

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
263045	Tuckswood Surgery	Always had good service	They are very good, and I have never had any problems. You may have to wait a bit for an appointment which is understandable. The staff are very good and very helpful. I have always had a good service.	5
263044	Tuckswood Surgery	They listen	They listen and I don't feel rushed, they are helpful. Getting an appointment can be tricky but I came down this morning at 7:50 and got an appointment for 10:10 which is good.	5
263040	Tuckswood Surgery	Very Thorough	They are very thorough and the in depth of the investigation they do is great, the staff are brilliant. It is hard to get an appointment on the phone, but I come in person at 8am and that works. I am not keen on the reception team asking what is wrong, for example I asked to see a Nurse, they ask what was wrong and then they put me with a health care assistant and when I showed them, the health care assistant did not know what it was and said I needed to see a nurse. Other than that, they are brilliant.	5
263038	Tuckswood Surgery	I have confidence in it	Polite staff, been very pleasant treatment from the nurses and doctors. I have no issues with appointments. I have confidence in it. If they have the TV on, they should put it on a low volume and if the radio is on, maybe have something like sounds of nature or birds playing.	5
263037	Tuckswood Surgery	Very Friendly	All the nurses are very communitive, and I feel like I have been looked after. Getting an appointment is 4 stars, just because they are so busy, but they always manage to find me an appointment somehow if it is urgent. It's not convenient for me to have to go to the Gurney road site	5

			but it's got better, like now we can get flu and covid jab here, it is improving.	
263032	Tuckswood Surgery	Very friendly	Very friendly staff, can usually get an appointment	5
263051	Tuckswood Surgery	They look after me and my daughter	They do everything well; they really look after me and my daughter. They are lovely people, and I have never had any problems getting an appointment, I had one yesterday, one today and have one booked in for next week. It's the best surgery I have ever been with.	4
263047	Tuckswood Surgery	Listened to and reassured	The doctor I saw today (Dr Bethapudy) is fantastic, he listened to me and reassured and referred me. The reception team on the whole is good. I had a bit of an issue about my Covid vaccination but that is the only problem I have had. The 8am rush for an appointment can be difficult but can normally get an appointment in a couple of weeks.	4
263033	Tuckswood Surgery	I've always had good care	They do everything well apart from booking appointments. I've always had good care, they're approachable and you can talk to them which is good. I think they do pretty well given the current circumstances. The car park is a bit small and sometimes you have to park halfway down the road.	4
263042	Tuckswood Surgery	No problems once you get in to see someone	When you phone or come in sometimes you get a receptionist that doesn't know what they're doing, they should be able to answer your questions. No problems once you get in to see someone, but you don't always get to see the person that you want to see.	3
263036	Tuckswood Surgery	No continuity	I don't like all the new faces, every time I come I see someone new, not the doctors or nurses I know. They keep changing the phone and booking systems, there's no continuity. Today's visit would get 5 stars,	3

			as I got through this morning and got an appointment, no hassle, and Daisy who I saw was great.	
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