

Sheringham Medical Practice Feedback



August 2024

In August we visited Sheringham Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 17 reviews for the practice. The reviews have an average star rating of 4.4 out of 5.

Sheringham Medical Practice is a GP Surgery in Sheringham, North Norfolk. Upon their last inspection in 2019, the practice received a rating of 'Good', from the CQC- at that time there were 9,400 patients under the care of the medical practice. Sheringham Medical Practice offers a variety of services including Asthma and COPD reviews, blood tests and cervical smears.

Healthwatch Norfolk Officers who visited Sheringham Medical Practice noted:

The surgery has a large carpark with several disabled persons spaces, leading to double accessible wide doors. The waiting room is large, bright and airy. There are several information boards in the waiting room. The staff that were spoken to seemed friendly and professional.

Overall, people were happy with their experience of Sheringham Medical Practice with patients specifically praising the quality of care they received while visiting. It should be noted that while most people were content with accessing appointments, some people found it difficult or time consuming to book one.

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
244913	Sheringham Medical Practice	It's excellent	It's excellent. Appointments are on time. You get good attention from the nurses. It's been good getting an appointment; they usually get me in.	5
244910	Sheringham Medical Practice	I can't really fault it	It's excellent really. I phoned up and the doctor phoned the next day. It's very good to see someone the next day. The care is brilliant. I can't really fault it. Sometimes you have to wait on the phone but not too long.	5
244906	Sheringham Medical Practice	Brilliant	Brilliant. Always prompt. My appointment was exactly on time. Very pleasant.	5
244904	Sheringham Medical Practice	Very good	The staff are very good. The care has been very good.	5
244901	Sheringham Medical Practice	Brilliant	Brilliant. Never ever had a problem here. Here we can get appointments in a reasonable amount of time or speak to someone on the phone. The care is brilliant. I'm in a generous mood, I'll give them a five!	5

244897	Sheringham Medical Practice	I don't think I could better it!	Compared to our last surgery this one is unbelievable. The nurse has just arranged for me to see a physio this afternoon. I saw a doctor and a nurse this morning. I don't think I could better it!	5
244956	Sheringham Medical Practice	Fabulous care	Absolutely fantastic service; the way they've looked after me. They explain everything to me. Fabulous care, I couldn't fault it.	5
244953	Sheringham Medical Practice	They've been really good	This is mostly on behalf of my dad. They've been really good. It's easy to get appointments. The system with prescriptions is really good. The care has been fine; we've never had to wait too long for appointments. I suppose one small thing is how long you sometimes have to wait on the telephone.	4
244951	Sheringham Medical Practice	No issues	I have no issues. It's improved actually - getting an appointment etc.	4
244947	Sheringham Medical Practice	It's okay	It's okay. The area is clean. It's sometimes difficult to get an appointment. You have to ring at eight on the dot otherwise you can't get in.	4

244938	Sheringham Medical Practice	I'm quite content	I'm quite content. I had an issue and it was dealt with fairly quickly. They've always looked after me. The care is good. I ring and they decide how important it is. I'm happy enough. I think it's alright. Nothing is perfect, is it?	4
244934	Sheringham Medical Practice	The staff are lovely	It's okay. If you phone up you have to wait for an appointment. My husband did have an issue where the surgery said he had one thing and it turned out to be more serious. The staff are lovely, they're just overloaded. I get constant reminders coming through, I'll give them that. It's just hard work getting through.	4
244931	Sheringham Medical Practice	Very good	I think it's very good. The only trouble is, you wait a long time to see a doctor. I think the care is very good.	4
244927	Sheringham Medical Practice	The staff here are brilliant	I think it's brilliant. Really well done. The staff are nice and friendly. You're seen when you need to be seen. They assess each person and see them when they need to be seen. Sometimes they take a while to answer the phone but at least it's a real person. I think the staff here are brilliant.	4
244920	Sheringham Medical Practice	They've been good to me	I've never found anything wrong, they've been good to me. It's good! I find it helpful. If it's really urgent they see you straight away. Getting a general appointment is a little bit hit and miss. I think they're as good as any other surgery.	4

244918	Sheringham Medical Practice	Lovely	I think it's fine. I was in and out like a shot. The care is fine, lovely. It's quite easy to get an appointment. There are no improvements to be made, I don't think.	4
244917	Sheringham Medical Practice	They take so long	They take so long with referrals. I'm waiting. They seem to take so long to do anything. Getting an appointment is difficult. The care hasn't been too bad.	3