

Hunstanton Medical Practice Feedback



October 2024

In October we visited Hunstanton Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery. The reviews have an average star rating of 4.2 out of 5.

Hunstanton Medical Practice is a GP Practice located on the outskirts of the town. Upon their last inspection by the CQC in 2016 the practice

received a rating of 'Good'. There were approximately 4800 patients registered with the surgery at that time.

Healthwatch Norfolk Officers who visited Hunstanton Medical Practice noted:

The reception team is welcoming.

There wasn't a queue at the reception desk with staff attending to patients

The waiting area is spacious.

There is good signage in the surgery but nothing outside the building indicating the surgery name.

Overall, people seemed happy with their experiences of care at Hunstanton Medical Practice, with patients praising staff members. However, it was noted that some people found it difficult to book appointments and that there could be long wait times.

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
247213	Hunstanton Medical Practice	A super experience	I have had a really super experience today. I saw the nurse for an annual review and they were so lovely and helpful. Things were explained well and it felt like I was talking to a friend. The one thing I would say though is, I just wish you could see a doctor face to face. I find phone calls a bit off putting. I find it easier to ask questions face to face.	5
247212	Hunstanton Medical Practice	Overall it's good	It is good overall but getting an appointment can be a problem. Sometimes I have practically given up. However I have been seen today by the physio and been given some information which will hopefully be helpful. Recently I saw another member of staff for an appointment and it would have been helpful if they had said who they were and what they did. I didn't know if they were a nurse, a doctor or someone else.	5
247198	Hunstanton Medical Practice	Really good here	Recently I was seen straight away and then came back for an ECG on the same day. I was also referred to the hospital. It all seemed very efficient. I saw the physio today who has given me some exercises, they were good too.	5
247190	Hunstanton Medical Practice	Never had a bad experience	Everything is fine and I'm very happy. I've never had a bad experience. Today was good. I was not really able to come down the stairs so the doctor helped me with the lift.	5

247182	Hunstanton Medical Practice	They always look after me	I'll give them the best rating because they look after you. I do make mistakes sometimes and mess them about but they always look after me.	5
247178	Hunstanton Medical Practice	Today was very good	I called this morning and got an appointment for today. I saw the physio and was very pleased with the advice I was given. However sometimes it is less good as it can be difficult to get an appointment with a doctor. I don't think there are enough doctors for the number of people. Generally I am pleased to get an appointment and I don't mind who it is with as long as they can help.	5
247210	Hunstanton Medical Practice	Very helpful staff	Decent staff and very helpful. I can get an appointment when I need one. I think it's a whole NHS problem but it is difficult to get a vaccine as you are restricted to where you can go.	4
247193	Hunstanton Medical Practice	The surgery is good	The surgery itself is good its just all the waiting. I've made an appointment today for the RSV vaccine but I can't get in until the middle of December. I'm also waiting for an operation and injections on my knee but it's such a wait. The staff are all good and I know they do what they can.	4
247184	Hunstanton Medical Practice	It all works fine	It's easy to get in and I always get an appointment when I need one. I've not had any problems.	4

247181	Hunstanton Medical Practice	It's good, but I do have some concerns	I do think it is generally good but I do have concerns about being able to get timely appointments. I don't think it is good to have to tell someone on the front desk what is wrong with you. I know when I need to see a doctor. The reception has improved and the team are now more welcoming. I have recently been referred to the hospital but there is a 22 week wait for an urgent referral. This means I now have an anxious wait.	4
247179	Hunstanton Medical Practice	Generally this surgery is very good	Generally I am very happy here and the surgery is very good. I can usually get an appointment but they do seem quite busy and you do have to wait sometimes.	4
247211	Hunstanton Medical Practice	There are some really good staff	There are some really good staff. The tablet lady is really helpful. However it is inconvenient to have to call at 8 in the morning to get an appointment. It would be better if you could ring at anytime.	3
247180	Hunstanton Medical Practice	Not enough GPs	They don't have enough GPs. Its usually difficult to get an appointment but today I did get one and was happy with the advice I was given. Overall though I don't think its that good. The staff are fine when you get here but getting the appointment is difficult.	2