

Hingham Surgery

Feedback



June 2025

In June 2025 we visited Hingham Surgery to speak with patients about their experience with health and social care services. From this visit we received 25 reviews for the surgery. The reviews have an average star rating of 4.9 out of 5.

Hingham Surgery is a GP surgery in the market town of Hingham. Upon their last inspection in October 2016, the surgery received a rating of "Good", from the CQC. There are approximately 7900 patients registered with the surgery. Hingham Surgery offers a variety of services including antenatal clinics, coil clinics and reviews for chronic conditions.

Healthwatch Norfolk Officers who visited Hingham Surgery noted:

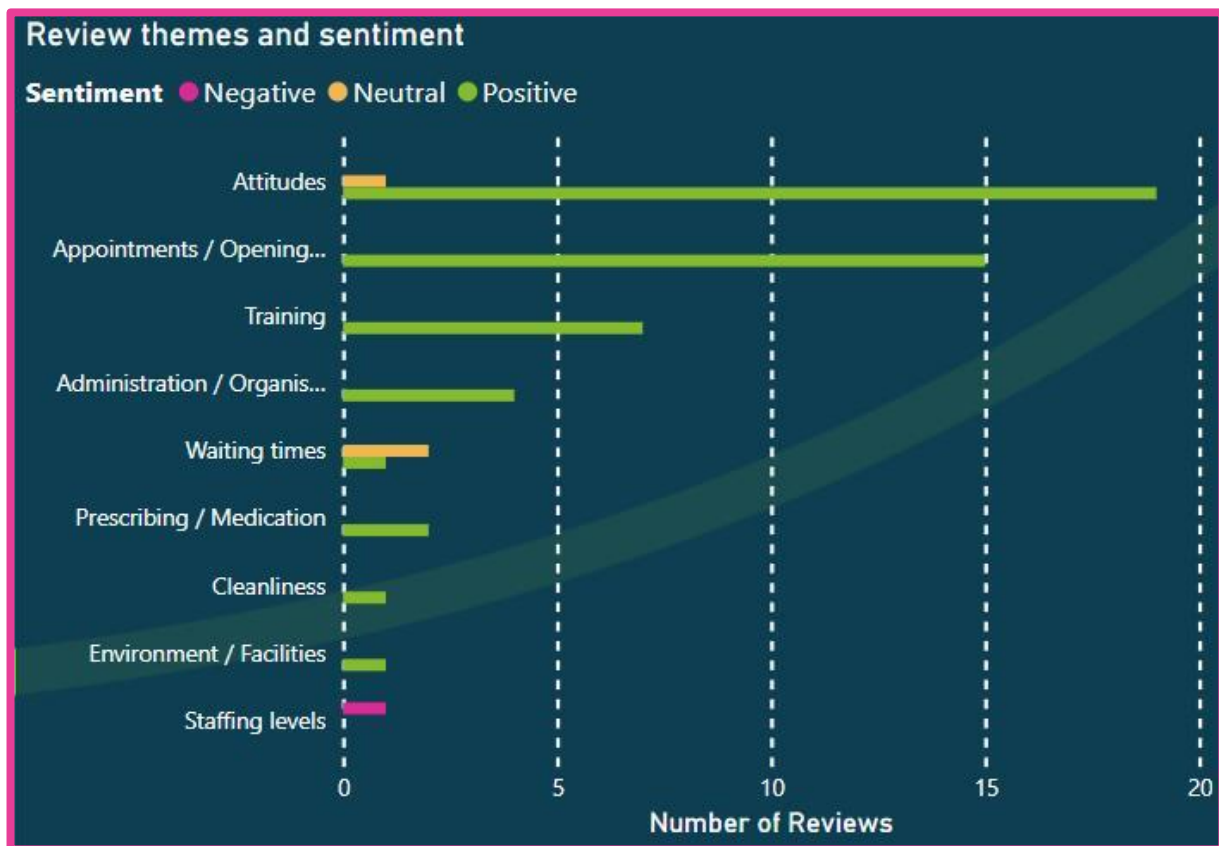
There is an external hatch for the dispensary which reduces foot traffic inside the surgery.

An area for community information and a book exchange is provided at the entrance of the premises.

The car park is compact, but all patients were able to find a space during our visit.

Overall, people were very happy with the care they received at Hingham surgery, particularly praising the staff for their kind nature and helpfulness. Most people felt they were able to get appointments when they needed, however there was a concern about how the surgery would cope as the town continues to grow.

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



Response from Hingham Surgery:

“We really appreciate the positive comments and feedback given by our patients. We are here for our local community and all staff do their best for our patients. We continue to monitor and review how we need to evolve as the town grows.”

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
260645	Hingham Surgery	Good access and attitudes enables me to address issues	It's the best surgery I've ever been to. From the reception staff through to the doctors' availability it's great. The option for in-person or over the phone appointments is good. The staff seem very happy which makes it a less stressful environment. I'm so impressed with how easy it is to get in. As a man, I wouldn't bother if it was difficult to get in, I'd leave it. Particularly when it comes to mental health – because they're open and willing, it means I've addressed things. The receptionists never chastise you!	5
260643	Hingham Surgery	Couldn't get better	It's very good, I don't think you could get better. They put themselves out if you need to be seen and you can get an appointment here any time. I'll ring up and that works OK for me.	5
260642	Hingham Surgery	Excellent	Excellent! I've been a patient for over 20 years, and I've had very few problems to speak of. All the staff are really good. I've been with Shaun Conway for most of it and he's an excellent chap. They've got a very friendly hen!	5
260640	Hingham Surgery	Superb care	Their patient care is superb, they always listen to you and give you plenty of time. They're one of the best from what I've heard.	5
260638	Hingham Surgery	Good service	Good service, better than my last one! They can get you in quicker and see to you quicker. They're polite and friendly.	5
260637	Hingham Surgery	Excellent	It's excellent, they always listen and help. We've been here 40-odd years, and they've always been good. We had a hospital appointment last week and the doctor here called on Monday to say the new hospital recommended medication has been sorted.	5

260635	Hingham Surgery	Happy with everything	I'm happy with everything. To me they're just brilliant. They're always helpful, polite, they listen to you. Prescriptions are on time, and they'll chase up things like hospitals for you. I'd give them 101%! They're doing great.	5
260634	Hingham Surgery	The best surgery	It's always really good every time. We've always managed to get a same-day appointment if we've needed one. They're the best surgery.	5
260633	Hingham Surgery	Brilliant	It's my first time and they're brilliant. I was late because of roadworks, and they still saw me, they were accommodating. I booked yesterday when I rang up. I'm so relieved my issue has been dealt with and it's nice you can get your prescriptions here too.	5
260632	Hingham Surgery	Like a doctor's from the 90s!	It's bloody brilliant! It's like a doctor's surgery from the 90s. You call up and they're lovely, you can always get an appointment. Friends who live out of the area are jealous!	5
260631	Hingham Surgery	Caring staff	I think it's brilliant. I've been here since I was a child and never had problems. It's not too hard to get an appointment, it's generally within a few days. The staff are very caring and always have time.	5
260630	Hingham Surgery	Pleasant and helpful	Very nice, pleasant and helpful. I'm a new patient and the doctor was very lovely, they listened.	5
260629	Hingham Surgery	Attitudes appreciated	I think they're very good. The way they talk to you - their manners and attitudes. They talk TO you, not ordering you. They see my wife and daughter as well. I don't normally ask for a particular doctor as they're all good, but I sometimes do for continuation. When you book, they always ask which doctor you want to see.	5
260628	Hingham Surgery	Pretty good	They're pretty good really. Waiting times can be a bit long although it's not really their fault and they did do well today. It seems to work best if you speak to them at the desk.	5

260626	Hingham Surgery	Everything I could wish for	Brilliant – they run on time, they listen to you and they're very helpful. So far, it's everything I could wish for. They're always friendly. If you want an appointment here, you can actually book it! The system just works.	5
260625	Hingham Surgery	Inviting and homely	This has been my surgery since I was a child and it's really inviting and homely. Every time I come here, I get a clear understanding of what the issue is and how to fix it.	5
260624	Hingham Surgery	Helpful staff	It's excellent. I find the staff are all extremely helpful. No problems whatsoever, top marks.	5
260623	Hingham Surgery	Wouldn't have survived without them	They're so good. Dr. Conway is 'up there' in my opinion. He was so terribly good with my husband who was very ill for a long time and without him I wouldn't have survived either. He is a very, very good doctor who gets to the root of things. He listens to you and looks into your face, when you're not feeling well that's priceless really. The nurses are friends of mine now as we saw them so often and every time I come in they greet me warmly.	5
260621	Hingham Surgery	I feel secure and safe	It's incredible! I've never come across any staff that are off-ish. The doctors have been lovely, they follow things through and pick things up. It's nice having a really lovely female doctor for when you have a female problem. Orla is all over it and makes me feel at ease. She makes me laugh! Shaun is great too. They're human. I feel secure and safe. I can get in quickly and the online prescriptions are great. 5 plus stars.	5
260619	Hingham Surgery	Good care and polite	Amazing! They've always been polite, and I manage to get appointments really quickly. I'll call if it's urgent or use online if it's not and usually get seen in about a week. The care is good.	5
260615	Hingham Surgery	They're fine	I don't tend to go much but they seem fine. I mostly book my appointments by telephone and that works OK. Occasionally on	5

			reception there could be a bit more empathy involved. The village is getting bigger, and they've taken on more patients. The surgery needs to be bigger with more doctors or have another surgery in another village. I am grateful and try to see it from both sides.	
260613	Hingham Surgery	Nice friendly staff	They're great, always really helpful and you don't have to wait too long. They have nice, friendly staff. They're great with me and my little one.	5
260612	Hingham Surgery	I wouldn't leave	I wouldn't leave here. I've got a lot of health issues going on and the comfort and reassurance from Dr. Fox is excellent. It's not a problem to book appointments either online or by phone.	5
260609	Hingham Surgery	Clean and tidy	It's alright, it was my first time here. The place is clean and tidy. There was a wait of over thirty minutes in the waiting room but that's OK really.	4
260607	Hingham Surgery	They're quick	It's good, you can get an appointment when you need one, I call up in the mornings. They accommodate me if I ask to see particular doctors. They're quick! It's nice especially compared to other surgeries.	4