

The Beaches Medical Centre Feedback



September 2025

In September 2025 we visited the Hopton branch of the Beaches Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for Hopton. The reviews have an average star rating of 4.5 out of 5.

The Beaches Medical Centre is a group of GP surgeries in the town of Great Yarmouth. Upon their last inspection in May 2022, the surgery received a rating of “Good”, from the CQC. There were 25,100 patients registered with the surgeries at the time of this inspection. The Beaches Medical Centre offers a variety of services including travel vaccinations, joint injections and asthma reviews.

Healthwatch Norfolk Officers who visited Hopton noted:

- There is plenty of parking at the surgery
- On the day of our visit the automatic door wasn't working properly, affecting accessibility to the surgery

Overall, people were happy with the care they received from Hopton, with many people praising how lovely and efficient staff were. There were mixed opinions on appointments, with some saying it was easy to be seen and others mentioning long queues on the phone and struggling to make an appointment.

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

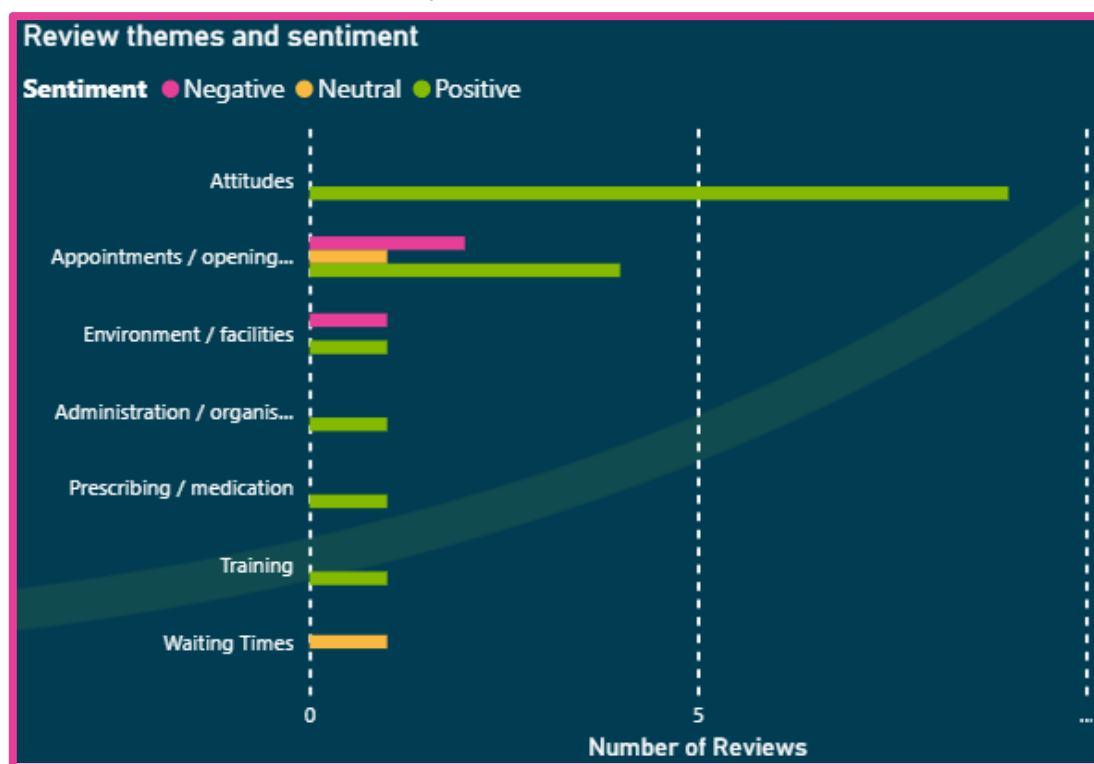


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from the Hopton site of Beaches Medical Centre by the Healthwatch Norfolk Engagement Team

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Service Provider	Site	Title	Review	Rating
88395	The Beaches Medical Centre	Hopton	No complaints	No complaints, we get what we want so we're happy.	5
88321	The Beaches Medical Centre	Hopton	Today was good	Today was good. I came in at 8am and the reception were fantastic and booked me an appointment for today. I saw the doctor and a follow up arranged. There is a queue on the phone when you call to book, but I don't mind waiting if there is an appointment at the end of the wait.	5
88318	The Beaches Medical Centre	Hopton	I was met with a smile	I was met at reception, and the receptionist had a smile on her face, and she answered all my questions. I went through for a blood test, and I was met with another smiley face. They asked me how I was feeling, and it was all very friendly. I have always had a good experience here and they are all great. Sometimes it is not always easy to get an appointment but it's all great here.	5
88317	The Beaches Medical Centre	Hopton	Today was brilliant	Today was brilliant. I had an appointment at Shrublands surgery this morning and was sent here for a blood test. I came here for the blood test because it was the first appointment available. I have also been able to book a follow up appointment. I have been really impressed today. The staff are lovely.	5
88316	The Beaches	Hopton	The doctor was very thorough	The doctor was very thorough and takes your concerns seriously. They were really good. It is easier here to get an appointment. The appointment today was running a bit late, but	5

	Medical Centre			I didn't mind as the doctor is so thorough and I can understand why.	
88311	The Beaches Medical Centre	Hopton	They always try their best	They have never been bad with me at all. They always try their best. It's convenient because it's close to where I live. I usually get appointments when I need them but I can also go to the other locations if I need an appointment quicker.	5
88307	The Beaches Medical Centre	Hopton	Brilliant	It's brilliant. The doctor was really good and diagnosed my child straight away. They were a great listener and very attentive, a brilliant doctor. The receptionist was kind and made me aware that there would be a short wait to see the doctor. The waiting area was quiet and calm.	5
88295	The Beaches Medical Centre	Hopton	Super-efficient	I have not had a single problem here. I've had referrals to hospital sorted quickly and I've been seen. I had to change an appointment this morning and that was not a problem for them, they were really nice. In the last year I have been here I have not had a single problem. They are super-efficient. All three of their sites are good and you are given options about which one you want to go to.	5
88405	The Beaches Medical Centre	Hopton	The doctor is brilliant	Sitting in reception I kept almost falling asleep because there's nothing on. The doctor is brilliant.	4
88400	The Beaches Medical Centre	Hopton	Generally good	Not 5 stars due to incidents where I didn't feel welcome when I walked in. Appointments and repeat prescriptions are handled well and generally there are no queues which is good. They shut too early on Tuesday, Thursday and Friday.	4

88392	The Beaches Medical Centre	Hopton	The receptionists are lovely, I think they are marvellous	It is a good surgery, but the problem is that some doctors don't turn up here, and they only work in the other two branches, so this one is a bit of an outlier. It can be difficult to see a doctor. The receptionists are lovely, I think they are marvellous. Marie who collects the blood is also very good.	4
88309	The Beaches Medical Centre	Hopton	All was okay	All was okay, everything went well. They sort my medication and appointments seem okay too. I have not had any problems.	4
88305	The Beaches Medical Centre	Hopton	It's difficult to get an appointment	The reception here are brilliant and would do anything for you but it is difficult to get an appointment especially with your own doctor, I had to wait five weeks. I could have seen another doctor a bit sooner, but I didn't want to have to keep explaining everything all over again. I don't like it that you can only be seen for one thing at a time. I have a problem with my back and my knee, but I need to have two appointments. It's not easy for someone my age to keep coming back again. Sometimes I go to A&E at the hospital because it is difficult to get in here.	3