

# The Beaches Medical Centre Feedback



## September 2025

In September 2025 we visited Sussex Road and Magdalen Way, two of the sites that make up the Beaches Medical Centre to speak with patients about their experience with health and social care services. From these visits we received a total of 24 reviews which have an average star rating of 4 out of 5. We received 17 reviews for Sussex Road with an average star rating of 4 out of 5. Magdalen Way received 7 reviews with an average star rating of 4 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.

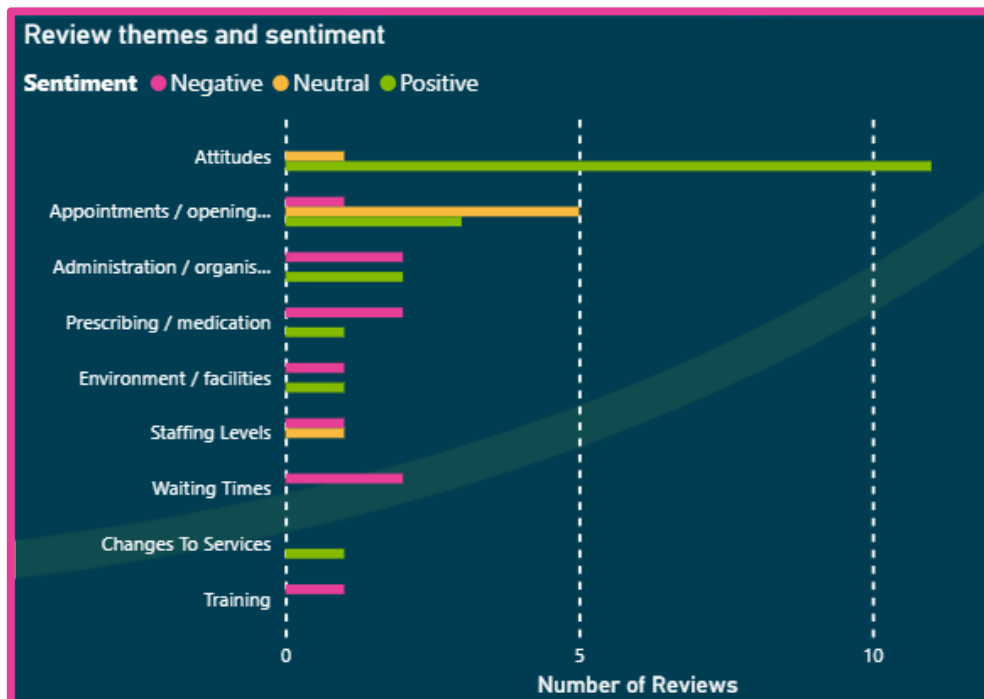
Healthwatch Norfolk Officers who visited the Beaches Medical Centre noted:

**Sussex Road surgery:**

- The surgery has a very small carpark with only one blue badge space and four other spaces.

Overall, people were pleased with the care they received at Sussex Road and Magdalen Way. Multiple reviews highlighted how friendly staff were. There was mixed feedback on access to appointments, with some reporting they could get an appointment quickly, with others feeling they had to wait too long to have an appointment. Two people also raised issues with difficulty parking at Sussex Road.

Below there are graphs 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 Sussex Road site of Beaches Medical Centre by the Healthwatch Norfolk Engagement Team*



*Figure 2 - A graph depicting review themes and sentiment for the feedback collected from the Magdalen Way 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](http://www.healthwatchnorfolk.co.uk).

ID	Service Provider	Site	Title	Review	Rating
88047	The Beaches Medical Centre	Magdalen Way	They do everything you want them to do	They do everything you want them to do. Getting an appointment is fine but I always have to rely on someone.	5
88042	The Beaches Medical Centre	Magdalen Way	They look after me well	The people, the nurses, they look after me well. I can't think of anything that would improve my experience.	5
86202	The Beaches Medical Centre	Magdalen Way	They are great	They are great, I think they are fantastic. The doctor is brilliant, he gave my wife an extra 7 weeks, they were so caring. I have seen the bereavement team today who are great. I have never had a problem.	5
80271	The Beaches Medical Centre	Sussex Road	Staff are great and you get an appointment	I would say it's five stars plus. I would give it twenty out of five if I could. It's all excellent. All the staff are lovely, the doctors are great, and you always get an appointment. I couldn't be happier with the service we get. It's also good we can go to any of the surgeries and referrals are made quickly and they chase things for you too.	5
80241	The Beaches Medical Centre	Sussex Road	Overall, very good	You can usually get appointments very quickly, but you can wait a while on the phone. Once I get through, I can get the appointments I need. I come regularly so I think they know what I need. It would be nice if you could see the same GP.	5

				They are all good, but you just have to keep explaining it all again.	
80204	The Beaches Medical Centre	Sussex Road	They've been excellent!	Everyone is so friendly, courteous, and it is all done on time. I came in to have my blood pressure taken and was told to come back to have it done again in 2 weeks, they were messaging me to book the appointment before I'd left the surgery. They've been excellent!	5
80185	The Beaches Medical Centre	Sussex Road	No issues, generally good	Generally, it's good and I have no issues. I can always get appointments with no issues, and the staff are good	5
80144	The Beaches Medical Centre	Sussex Road	The staff are brilliant	It all works okay for me, and the staff are brilliant. I came down today to make an appointment but sometimes i have to go to the Magdalen Way surgery. I have no grudge against them they are all fine. The phone text messages don't work for me as I don't understand how to use it.	5
88046	The Beaches Medical Centre	Magdalen Way	They're very good	The disabled bays are opposite a door, but I have to walk round the corner to use a different door to get in. Apart from that I've never had a problem, they're very good.	4
80258	The Beaches Medical Centre	Sussex Road	They do run behind sometimes	The staff are fine and its fairly okay, but they do run behind sometimes.	4

80229	The Beaches Medical Centre	Sussex Road	We always get an appointment	Whenever we call, we always get an appointment, either here or at Hopton. The staff are fine and the only thing that would make it a bit better would be if we could get regular appointments booked ahead.	4
80225	The Beaches Medical Centre	Sussex Road	Good	They are good. The staff are better than the ones before.	4
80224	The Beaches Medical Centre	Sussex Road	Never had any trouble here, they're really good	I've never had any troubles here. I've been coming here since the 90s, there used to be 11 GPs and now there's only about half a dozen. I can get my repeat prescription in about 4 hours, I put it in at 8:45 and got a text at 13:00 saying I could come and collect it. They're really good.	4
80218	The Beaches Medical Centre	Sussex Road	Nice and friendly	Nice and friendly, only knocked down to 4 stars due to the parking.	4
80198	The Beaches Medical Centre	Sussex Road	Brilliant staff	The staff are brilliant, it's just the waiting, the timings. I had to wait this morning for 20 to 30 minutes. I called this morning for an appointment, and they did get me in today.	4
80196	The Beaches Medical Centre	Sussex Road	The service is good	The service given at the minute is good. Getting appointments can be difficult sometimes as you get bounced around a bit.	4

80179	The Beaches Medical Centre	Sussex Road	Very friendly	It's a very friendly atmosphere and they are very efficient and very helpful. I prefer to go to Magdalen Way surgery because it is closer, and you can park but it is good here. It's just the location that's the issue.	4
80150	The Beaches Medical Centre	Sussex Road	Staff are good and it mostly works	Getting an appointment mostly works but the staff are good and very helpful. Everyone is good but I know they are short staffed, and do they do what they can.	4
86203	The Beaches Medical Centre	Magdalen Way	It's improved	I think it has slightly improved, especially the reception team, in the past they have been quite rude, and they are the first person you talk to, they were rude when I tried to cancel an appointment. They sent me a text about a doctor appointment, but I did not get it, I then got a letter at 12pm on the day of the appointment which was at 11am! I phoned and was just told tough, you are down as a did not attend, there was just a lack of personal skills.	3
86201	The Beaches Medical Centre	Magdalen Way	Struggle to get an appointment	You do struggle to get an appointment with a doctor. Today I came in to see what time my appointment was for tomorrow and it was not booked in. The receptionist was very helpful and sorted it and so it is now booked in. Once you are in the care is fine. Dr Gopaul is very good and understanding.	3
86200	The Beaches Medical Centre	Magdalen Way	Long wait to see a doctor	It is a long wait time to see a doctor. I moved here from Nelson surgery, and this is better as I have been waiting years for them to find me some support, and I have been here since March, and the onsite mental health lady is brilliant. I have so many conditions that I feel a bit fobbed off and it just	3



				feels like one thing after another, and I don't feel like I am getting anywhere.	
80188	The Beaches Medical Centre	Sussex Road	Getting an appointment can be difficult	When you phone to try and make an appointment it can take a long time to get through. It can take several attempts. The phone rings for ages and then you can get cut off. Once you are here though it's brilliant. The Magdalen way surgery is much easier, they answer the phone better so I try and go there if I can.	3
80154	The Beaches Medical Centre	Sussex Road	I keep having trouble with my prescription	I do keep having trouble with my prescription. I have 11 items on my prescription list and a number of times it has gone wrong. I order the prescription, I put it in the box and apparently, they haven't got it. However, they have tried to sort it out and I have been told to come back later, and it should be in the pharmacy. Sometimes when you arrive at the pharmacy it's not ready. They seem to stick to a system that's not flexible enough for me. Things like this happen quite often. The rest is fine, in fact it's excellent.	3
80263	The Beaches Medical Centre	Sussex Road	They didn't listen to us	They doctor has changed my medication but did not explain why. I don't think they have got it right. You see too many doctors, and they don't take time to explain things properly. It seems like they didn't read my notes before trying to treat me. I thought I was going to see my own doctor today, but I saw a different one. I don't feel I want to take anything now.	1