

The Lighthouse Medical Centre Feedback



August 2025

In August 2025 we visited the Lighthouse Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for the surgery. The reviews have an average star rating of 4.3 out of 5.

The Lighthouse Medical Centre is a GP surgery branch of East Norfolk Medical Practice in the town of Great Yarmouth. The surgery offers a variety of services including cervical screening, vaccinations and learning disability health checks.

Healthwatch Norfolk Officers who visited the Lighthouse Medical Centre noted:

- There was a decent sized car park to accommodate for all patients visiting
- The waiting room was spacious
- There were self-check in screens at an accessible height for all to use

Overall, people were satisfied with the care they receive at the Lighthouse Medical Centre, praising staff for both how kind and understanding they are. A couple of people did raise that sometimes appointments can end up running late, meaning they have to wait for a while in the waiting room.

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 Lighthouse 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	Title	Review	Rating
66402	The Lighthouse Medical Centre	They're up to date with their communication	It's good. They're up to date with their communication. Today's appointment was good with the nurse.	5
66387	The Lighthouse Medical Centre	I didn't have to wait too long	It was alright last time I was here. I didn't have to wait too long in the waiting room. The doctor was fine. They do what they can do, under the circumstances.	5
66386	The Lighthouse Medical Centre	Fantastic! The doctor himself is brilliant	Fantastic! The doctor himself is brilliant. He makes me feel so comfortable with my epilepsy. He is very good at getting stuff done. He puts me at ease instantly. There are no improvements that I can think of. A friend recommended that I move to this surgery, and it's been brilliant.	5
66293	The Lighthouse Medical Centre	They're first class, nothing is too much trouble	Been brilliant, I've been coming here for around 30 years. Dr McCollins has saved my life twice. The nurses and receptionists are brilliant, I can't fault them. They've always looked after me, I've had no problems nor has my family. They're first class, nothing is too much trouble.	5
66242	The Lighthouse Medical Centre	Good experience	I got a same day appointment, action straight away, good experience.	5

66235	The Lighthouse Medical Centre	They are amazing doctors	This is the first doctor's surgery that has actually listened to me. When I told my previous doctors that the medications they were giving me weren't working they just kept putting them up, I came here, and they sent me straight for an ADHD test and now I don't have to take any other meds. Anything I need or ask for they help me out. They are amazing doctors, and I would give them 10 stars if I could.	5
66224	The Lighthouse Medical Centre	Brilliant and understanding	They really keep me okay with my PTSD. They're brilliant and really understanding.	5
66395	The Lighthouse Medical Centre	The nurse is good	It's okay. It's good. The nurse is good. I think she's very professional.	4
66269	The Lighthouse Medical Centre	Everything was great	Had to wait 30 minutes for my appointment. Everything was great apart from that.	4
66231	The Lighthouse Medical Centre	I have never had any problems	I have never had any problems, they look after me well. They are all very polite and understanding. There is a lot of variation in the waiting times for appointments, could range from a few days up to a couple of months.	4
66397	The Lighthouse	The nurses are all nice	They've been alright, to be fair. You normally end up late into appointments, but the nurses are all nice. I can't really think of any other improvements.	3

	Medical Centre			
66388	The Lighthouse Medical Centre	I want to change my doctors	I want to change my doctors as they keep saying that they won't give me letters about my conditions, and I don't agree with this.	2