

The Nelson Medical Centre Feedback



August 2025

In August 2025 we visited the Nelson Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 9 reviews for the surgery. The reviews have an average star rating of 4.8 out of 5.

The Nelson Medical Centre is a GP surgery branch of East Norfolk Medical Practice in the town of Great Yarmouth. Upon their last inspection in 2019, the surgery received a rating of "Good", from the CQC. There were approximately 6,300 patients registered with the surgery at the time of this inspection. The Nelson Medical Centre offers a variety of services including cervical screening, vaccinations and learning disability health checks.

Healthwatch Norfolk Officers who visited the Nelson Medical Centre noted:

- The surgery had a large waiting room
- There were accessible check in screens
- There was a fair amount of car parking

Overall, people were happy with the care they received at the Nelson Medical Centre and praised how kind and polite staff were. A few people raised difficulties with accessing appointments, citing a long phone queue to book appointments, and having to wait a few weeks for 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 Nelson 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
65388	The Nelson Medical Centre	Very understanding	My doctor (Dr Abu) is very understanding, attentive and they listen to me. He doesn't rush me and knows my history. I see him for my ongoing condition but will see other doctors for anything generic. Caroline W on reception is very supportive too, she knows about my anxiety and how do look after me and will act as a chaperone if I need her too. You can sometimes queue on the phone but once you get through you can generally get what you need.	5
65386	The Nelson Medical Centre	Good and Quick	They are good and quick. I can usually get an appointment when I need one and feel well looked after. It's all good.	5
65379	The Nelson Medical Centre	Friendly staff	The appointments are normally on time and if they are not because of an emergency, they will let you know. I find it fine to get an appointment and the staff are friendly and informative.	5
65376	The Nelson Medical Centre	They do a good job	I have been with this surgery since the beginning. Had all sorts of issues over the years and they have always sorted them out. The nursing staff are outstanding. If I have had any issues they have been dealt with well. They do a good a good job and that is enough. It is clean and handy to have the pharmacy next door.	5
65375	The Nelson	Been very good	I have only come for my midwife appointments, and they have all been very good. I feel like I am listened to 100%. They are polite and made me feel welcome.	5

	Medical Centre			
62952	The Nelson Medical Centre	They've always look after me well	They've always looked after me well.	5
62930	The Nelson Medical Centre	It is all good	I changed my doctor a while back as I wasn't impressed but now it is all good, my new doctor listens to me. Sometimes it can be difficult to get an appointment, and it can take a few weeks if it isn't an emergency but if it is an emergency they try to fit you in as soon as they can.	4
65390	The Nelson Medical Centre	Sometimes get sent to the other branch for my appointments	The waiting times are good, you normally do not have to wait long. This is my surgery, but I often get sent to the Lighthouse branch for my appointments which is annoying as it is harder for me to get there and I prefer it here as I feel the staff are more friendly.	4