

Elmham Surgery

Feedback



November 2025

In November 2025 we visited Elmham Surgery to speak with patients about their experience with health and social care services. From this visit we received 16 reviews for the surgery. The reviews have an average star rating of 3.9 out of 5.

Elmham Surgery is a GP surgery in the village of North Elmham. The surgery offers a variety of services including childhood immunisations, asthma reviews and diabetes clinics.

Healthwatch Norfolk Officers who visited Elmham Surgery noted:

- The surgery is hosting a support session later this month to assist patients with accessing the NHS App and this was advertised well in the waiting area. There was also a clearly signed table for sample drop-offs.
- The waiting area is bright and open plan with a variety of seating, however there is no privacy for patients speaking to reception staff at the desk.

- The entrance doors are automatic, enabling easy access for all patients.
- The car park was unmarked but provided ample space for all visitors on the day.

Overall, people were satisfied with the care they received at Elmham Surgery. Multiple people raised that staff were very kind, polite and friendly. There was mixed feedback regarding appointments. Many did not like the reliance on an online system and had difficulties with this. People also reported that when they phoned to get an appointment, they faced a long wait on the phone. A couple of people also had negative experiences with a member of staff giving incorrect medication.

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

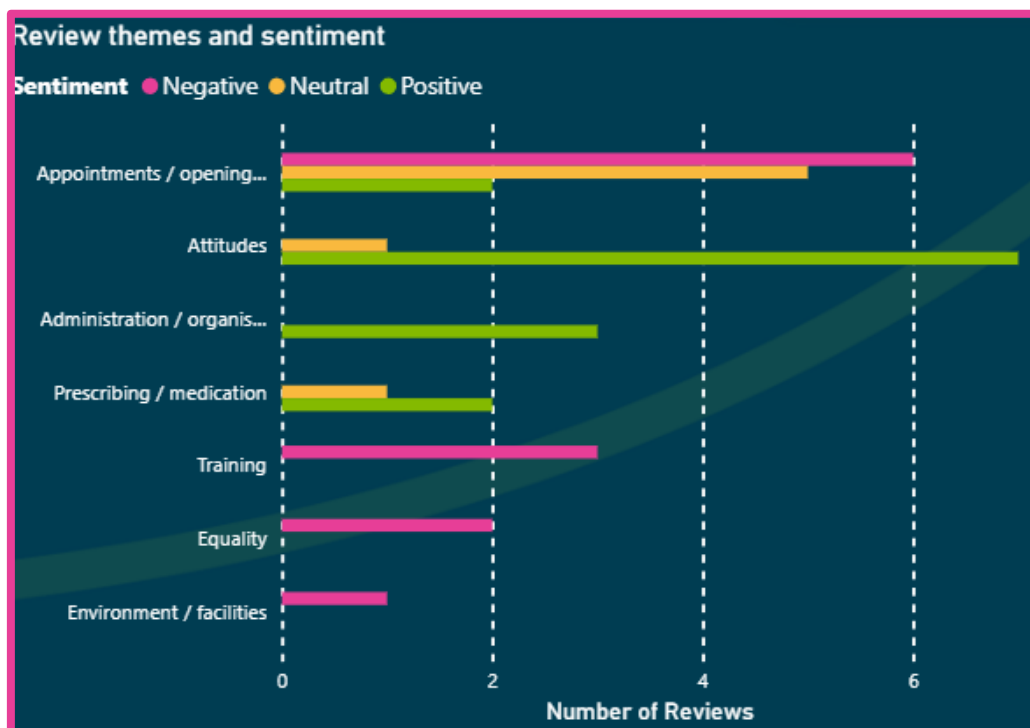


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Elmham surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"On Line Triage

We do understand that some people find the new ways of working frustrating and they want to go back to just having to call to make an appointment. Unfortunately, we must develop new ways of working to manage demand and the government requirement of Practices to use digital tools to improve access and efficiency

Why Are We Doing This?

- Manage demand fairly – We receive a very high number of requests every day. Online triage allows us to review all requests in order of urgency.
- Direct you to the right care – Some issues can be resolved without an appointment, saving time for you and freeing up GP slots for those who need them most.
- Keep you safe – By gathering key details upfront, we can prioritise urgent cases and avoid delays.

What If I Can't Go Online?

Don't worry—if you're unable to use the online system, you can still call us. Our team will help you complete the triage process over the phone.

Waiting Area for Patient Privacy

We are committed to providing a safe and respectful environment for all our patients. To improve privacy and confidentiality, we introduced a waiting system in our reception.

Why This Change?

Previously, patients were often close to the reception desk when discussing personal details. To protect your privacy, we now ask everyone to wait in the designated area until called forward by a member of our team. This simple change helps ensure that conversations about your health remain private and confidential."

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
279905	Elmham Surgery	Excellent	They're usually excellent, no problems at all. I feel they actually look after me. I get reminders for annual jabs, cholesterol and diabetes checks, which are all organised by them rather than me having to ask. When I have had issues, it's been dealt with very quickly.	5
279903	Elmham Surgery	I'm very impressed	I'm an ex-GP and I'm very impressed with this surgery. I like the online form because it's more accurate - your words and thoughts become part of the medical record, so they have to answer your question. It's brilliant. It can also mean you get an appointment quicker. The dispensary's very good and the vaccination service, although the slots sometimes aren't flexible enough. The secretaries have been very good as well. You can just email them, and they sort it out for you.	5
278433	Elmham Surgery	Excellent surgery	Having spent 35 years in central London it's remarkable up here. There are no miserable, grumpy people; they're chipper, nothing's a problem. It's an excellent surgery. The immediacy - appointments are the same day or the next day. No question it's a five.	5
278393	Elmham Surgery	Brilliant people, access issues	Everything is a QR code! The reliance on smart phones and online access prevents patients coming here and accessing help. I know it prevents people from doing their feedback as well. The medical side is brilliant, but the appointments aren't. I rang two weeks ago, and it said I was in a queue but didn't tell me what number. I hung up after 45 minutes and came down. The young lady at reception did the form for me and I did get an appointment. It works because of the	5

			people not the system. Those at the coalface doing it are brilliant. If I ask a question I'm given feedback verbally. And the pharmacy is exemplary.	
278380	Elmham Surgery	Unclear website but wonderful people	The main problem I find is when you try to go online. You struggle to get through to the appointments stage; you have to go through triage (which isn't called triage) and other things. Why can't it be an obvious button that says 'appointments' which you see straight away? The first time I used it, it was trial and error which took me four tries. It also doesn't seem to give you the choice to book ahead, it just tells you there's none left for today then you press 'back' and lose all the information. It is wonderful when you get in and see people. Last time I had a phone call, and I was happy with that as I got what I needed.	5
278375	Elmham Surgery	Unmarked parking spaces	The car park is disgusting, and it has no marked spaces, so people just do whatever they want.	5
279925	Elmham Surgery	Everybody's kind	I was previously elsewhere and this is much nicer. Everybody is really kind, tolerant and patient. They're well-organised. The doctors are kind and they listen to you in a way I've not experienced elsewhere. The pharmacy people are really obliging; they want to help you. It's quite difficult to book. Doing the online triage thing is fine, it all works efficiently, but if that's full you have to phone - you're put into a waiting line and then there's nothing they can do anyway.	4
279904	Elmham Surgery	Always get appointments	It's brilliant, I've got no problem with the surgery or any staff in it. We've both always been able to get appointments. The only thing I don't like is having to book online. My husband would have to come up and get help from them to book it if he didn't have me.	4

279896	Elmham Surgery	Unresolved pain	I've been trying to get my shoulder pain sorted but the physio doesn't even look at it, he told me not to bother taking my coat off. He gave me some painkillers which I realised when I read the leaflet I can't take because I've got glaucoma, which would have been on my medical records. I'm going to go to A&E because the pain is getting worse and I can hardly move it. They have been really good with my parents who I care for and my eye issues though. My parents are elderly and have health issues and everything being pushed onto the internet is causing real issues. They don't have smart phones, I have to do things for them.	4
279894	Elmham Surgery	Pretty good overall	It's all quite positive really, I've nothing negative to say. They're always really polite, nice and friendly. It can be a shorter or longer wait to collect prescriptions or get appointments, but overall, pretty good.	4
279892	Elmham Surgery	Struggle to get appointments	My wife books everything and she does struggle with the new computer system. I'd prefer to be able to ring up. Sometimes it's a struggle to get an appointment but it's just the volume of work I suppose.	4
279891	Elmham Surgery	They care	I think they're brilliant. I find that whenever I have a problem I feel like they care. I'm listened to, they don't rush me and they're all so friendly. I book using the online form which I think is easy to use. I booked today's appointment about a month ago which is a little bit long to wait. I ran out of medication before the appointment, which I'd told them I would, but it was all they had.	4
279897	Elmham Surgery	They're fine	I had to have my blood test re-done as it went missing but I think the problem was the other end. They contacted me and gave me some dates to choose from. I go online to get my repeat prescriptions.	3

			They're fine really. I deal mostly with the pharmacist, and I do sometimes wonder if I should be seeing a GP instead.	
279901	Elmham Surgery	Good nurses, unhappy with other staff	It's rubbish. The receptionists don't help you. I'd like to be able to ring up, none of this rubbish about using a computer. There's only two GPs here who are worth their salt, all the rest are learners. I've had the wrong medicines prescribed, they fob you off, it's as if they're reading from a spreadsheet. You tell them what's wrong and all they ask is if you drink and smoke. I don't smoke and only drink now and then. They want to get off that wagon. Today's appointment was booked as a follow-up by a nurse. The nurses are very accommodating. It was alright here to start with, but it's gone downhill. The whole NHS has got worse. It would be five stars out of five if it was just on the nurses and the couple of GPs who are brilliant.	2
279895	Elmham Surgery	Difficulty seeing a doctor	Generally, it's good but it's increasingly difficult to get appointments with a doctor. It's very difficult when you work to find time to both call and receive a call back when there's large windows they may call within. I have no signal at work and couldn't answer anyway when teaching. It's also a problem booking online. Regular appointments with nurses etc. are not a problem and the prescriptions work well, you do it online and it's dead easy.	2
278379	Elmham Surgery	It's gone downhill	The surgery is going downhill rapidly. You're blocked from seeing a doctor by triage, you can't get any service at all apart from the pharmacy which is good. My husband is in a lot of pain and the doctor called back last week to say he needed to see the physio which is no good. He's seen physios and osteopaths for years and he's getting worse. We had to accept the appointment and it's not for	1

			three weeks. I've just picked up some painkillers which the doctor had sorted out. My husband had actually given the doctor the wrong information, so the pharmacist called me this morning to sort it out. It's really distressing to see how the surgery has gone down in the last few years.	
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