

# Great Massingham Surgery Feedback



## October 2025

In October 2025 we visited Great Massingham Surgery to speak with patients about their experience with health and social care services. From this visit we received 17 reviews for the surgery. The reviews have an average star rating of 4.7 out of 5.

Great Massingham surgery is a GP surgery in the village of Great Massingham. The surgery offers a variety of services including diabetes reviews, phlebotomy (blood tests) and minor surgery.

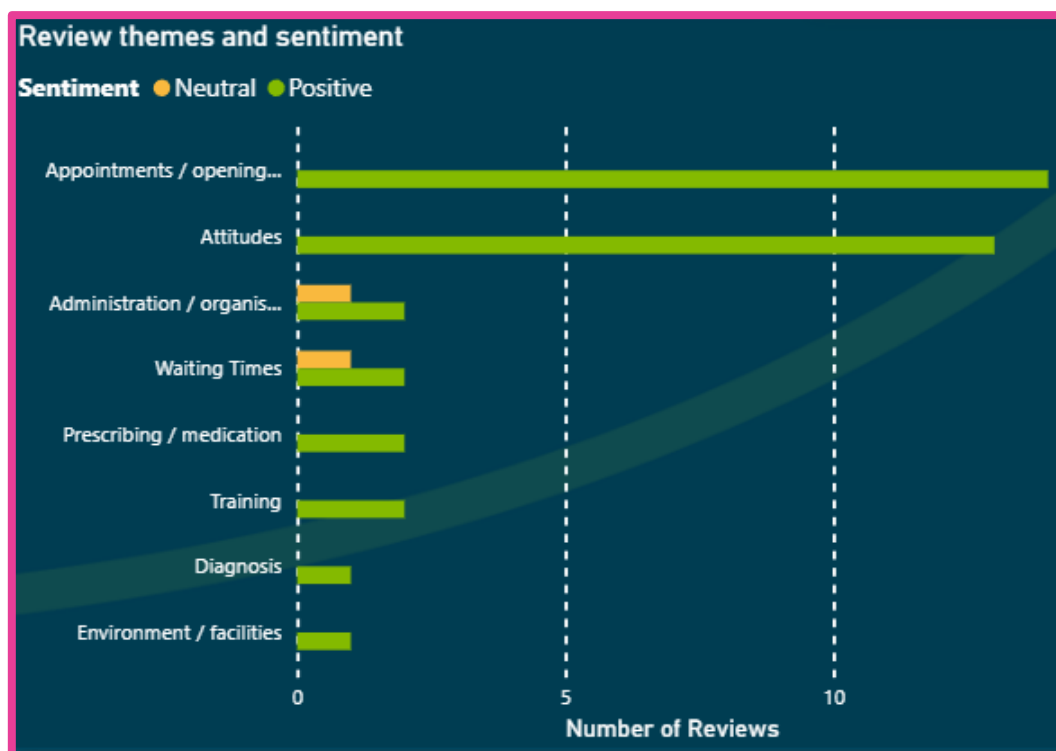
Healthwatch Norfolk Officers who visited Great Massingham noted:

- Healthwatch Norfolk Officer was welcomed to the surgery by the Practice Manager and reception staff.
- Entrance to the surgery was via two automatic doors. During our visit the inner door was propped open. Patients were using the entrance with ease.

- The car park appeared adequate with two accessible spaces clearly marked and situated close to the entrance.
- Patients were checking in at the reception desk during our visit. Reception staff were observed communicating with patients in a kind and friendly way.
- Inside the surgery there were patient information notice boards. The information appeared up to date and well displayed. One notice gave blue badge application information, and there was also a "Working with Healthwatch Norfolk" poster displayed.
- The surgery was also offering flu vaccines with weekday and Saturday clinics slots available.

Overall, people were pleased with the care they received from Great Massingham surgery. Many people raised that staff are very helpful and kind. Additionally, lots of people said that they can easily get routine and urgent appointments. One person did raise that it would be helpful to have text reminders of appointments.

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 Great Massingham Surgery 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         | Title                      | Review                                                                                                                                                                                                                                                                        | Rating |
|--------|--------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 270575 | Great Massingham Surgery | Helpful and very friendly  | They are extremely good, helpful and very friendly. It's a very good service. It's easy to call and make my appointments as needed. Once they were so good they kept the surgery open with different members of staff helping us when my wife was unwell. We feel very lucky. | 5      |
| 270574 | Great Massingham Surgery | Very caring                | The surgery is very good. It's an excellent service and they are very caring. It seems organised and they don't keep you waiting.                                                                                                                                             | 5      |
| 270551 | Great Massingham Surgery | I couldn't ask for more    | I find it good. It's just easy and it doesn't take long. I came in today, was diagnosed and I have my treatment, I couldn't ask for more.                                                                                                                                     | 5      |
| 270550 | Great Massingham Surgery | Efficient service          | I came today to collect a prescription, and I got an appointment for today as well. It's efficient. My appointment went well. If I phone for an appointment that works well too.                                                                                              | 5      |
| 270548 | Great Massingham Surgery | Friendly, helpful and kind | It's wonderful. The staff are friendly, helpful and kind. Overall, it all seems good. My appointment today was good, and you can usually get one okay.                                                                                                                        | 5      |
| 270547 | Great Massingham Surgery | So impressed               | I would give six out of five if I could, I am so impressed and grateful that I am here. The doctors have helped me and Dr Dorling knows me and gets me, understands me and I value that. They go out of their way to help you. The dispensary staff are very helpful too.     | 5      |

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| 270546 | Great Massingham Surgery | Always friendly              | The ability to get an appointment in a good time is good. I use the online form or I call. The staff are always friendly and there is plenty of parking space. I like that I can go to Docking surgery as well if I can't get the appointment I want here.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 5 |
| 270544 | Great Massingham Surgery | Very good today              | It has been very good today and generally I am very happy with things here. I can usually get appointments when I need them which is good. One thing that would be helpful is if they could send text reminders for appointments. That would be great.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 5 |
| 269939 | Great Massingham Surgery | Absolutely brilliant         | They are very helpful, absolutely brilliant. For example, I came in this morning with a list of appointment requests for my regular visits and gave the list to the receptionist. When I had seen the nurse, I went back to reception, and they had made all the appointments for me for every day for a whole month. They are so helpful. Also, if they see me walk past the prescription window, they will tap on the window to let me know my prescription is ready to collect. They also have a lovely sense of humour. They always bend over backwards for you. When I needed a visit at home the doctor came and as I was in bed, he knelt down on the floor at my height to talk to me rather than stand over me and I really appreciated that. | 5 |
| 268748 | Great Massingham Surgery | All the staff are brilliant  | All the doctors are brilliant. The nurses are friendly and nice and brilliant, and the reception staff are brilliant too. It is people that make places and I think that's what makes it so good. I phone for my appointments, and I always get one. It's really good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 5 |
| 268746 | Great Massingham Surgery | I got what I needed and more | They fitted me in for an appointment this morning and I got what I needed and more. All the staff are so friendly, and the surgery has always been really good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 5 |

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|--------|--------------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 268738 | Great Massingham Surgery | Fantastic                   | I think it's good, definitely because of the ease of getting an appointment. You can phone on the day and be seen or book ahead. I prefer to phone. They are very welcoming, and the receptionists are very good. They are friendly but not too friendly which is good. I have no complaints, they are fantastic.                                                       | 5 |
| 270545 | Great Massingham Surgery | The practice nurse is good  | It's awesome. Sarah, the practice nurse is good, she cares. I have given four stars overall, but I would give Sarah five out of five. I never have a problem getting an appointment. Being told if there is a wait when you arrive would be helpful. I don't mind waiting but it would be nice to be told how long to expect to wait or how many patients ahead of you. | 4 |
| 270428 | Great Massingham Surgery | I think it's good           | There is never too much difficulty getting an appointment. I tend to call on the day I need it because of my condition. The staff are fine, and I think it's good.                                                                                                                                                                                                      | 4 |
| 270267 | Great Massingham Surgery | Explain things very well    | The doctors are very thorough and explain things very well. They are very good with my anxiety. I can get appointments with no problem, and the staff are always good.                                                                                                                                                                                                  | 4 |
| 268747 | Great Massingham Surgery | Brilliant surgery           | I think it's a brilliant surgery. I get the appointments I need, the staff are good, and I have no complaints.                                                                                                                                                                                                                                                          | 4 |
| 268744 | Great Massingham Surgery | Very happy with the service | It's almost five out of five and I am very happy with the service. I am happy with the appointments I get and also the way the doctors refer you is good. All the staff are very good and helpful.                                                                                                                                                                      | 4 |