

Hungate Street Surgery Feedback



September 2025

In September 2025 we visited Hungate Street Surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the surgery. The reviews have an average star rating of 4.5 out of 5.

Hungate Street surgery is a GP surgery in the town of Aylsham. The surgery offers a variety of services including cervical screening, spirometry and minor surgery.

Healthwatch Norfolk Officers who visited Hungate Street surgery noted:

- There is a reasonable amount of parking available to the back of the building, although there is no dedicated pavement which could cause issue
- The front door is automatic and leads to a bright and airy waiting area
- There are information boards in the waiting area, showing health information
- The building inside was clean, but the outside areas would benefit from some updating
- Staff were observed to be attentive and friendly

Overall, people were pleased with the care they received at Hungate Street surgery. Many people felt that all staff were lovely, and two people raised that the surgery was good at supporting patients who are veterans. There was mixed feedback regarding appointments, with some feeling they could always get an appointment, and others expressing difficulties, and mentioned long queues on the phones to make appointments.



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

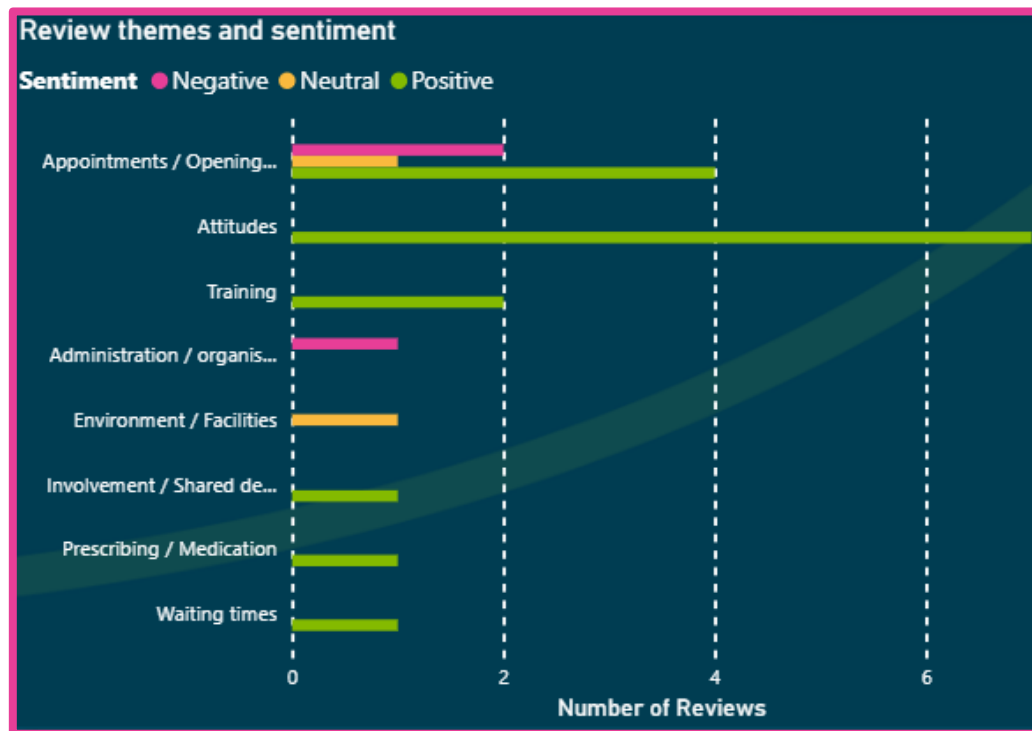


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Hungate Stret surgery by the Healthwatch Norfolk Engagement Team.

Comment from the surgery:

"The carpark is part of plans to develop the Practice in light of the new housing projects and the pathway in particular has been identified as needing to be re-sited. We have purchased higher chairs to support those that need a higher chair to sit on. We have also changed our telephone supplier so we are now able to see the number of calls waiting in the queue to better manage peaks of demand and reduce waiting times. We have also amended our telephone menu so there are only four options to choose from which we hope will make using the telephone more accessible." – Wendy Dicks, Practice Manager

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
85959	Aylsham Surgery	I can't speak highly enough of them	I love it here. I am ex-military, and they've been absolutely brilliant. The staff are great. I can't speak highly enough of them. I've started a little job here, cleaning but I'm also a patient. All the staff, all the managers, they are all wonderful.	5
85948	Aylsham Surgery	It's fine in general	It's fine in general. I hardly ever come here. The only thing is you can't always get an appointment; you have to go through triage.	5
85867	Aylsham Surgery	Brilliant	Brilliant. You can always see a doctor, without a long wait. I've been coming here for years, and I've never had a problem.	5
85866	Aylsham Surgery	There is a lot of support for veterans	It's the best surgery ever to be honest. There is a lot of support for veterans. They've really helped me. They helped me to be on the Veterans Support Programme. They are always on time. The prescriptions are generally ready on time. The support for veterans here is absolutely brilliant.	5
85861	Aylsham Surgery	They are very attentive and very pleasant	They're very thorough, no problems. It's easy to access and they are very attentive and very pleasant. They're generally very good.	5
85854	Aylsham Surgery	The care is superb	I find it's brilliant. If you want an appointment, you'll get one within four days. The care is superb.	5
85868	Aylsham Surgery	They are always pleasant	It's been fine. It's been easy because if I have needed to see the doctor or nurse, they are quite accommodating. They are always pleasant. This was my preference when I moved back here a couple of years ago.	4

85857	Aylsham Surgery	The care is fine	It's alright. It's good. No problems. It's just generally alright. The care is fine. There is one improvement I'd like to see. I need a chair that is a little higher up, for those of us who can't get up so easily.	4
85851	Aylsham Surgery	You can't see a doctor face to face	It's been okay. My main gripe is that you can't see a doctor face to face. The nurses are brilliant, no complaints there. The communication isn't great. It's just too difficult to phone in. The telephone system isn't something we use, it's very unfriendly.	4
85831	Aylsham Surgery	I'm very happy	It's very good. I saw one of the nurses and she was absolutely superb. She listened and asked me "what do I want". I've been lucky. I'm very happy.	4
85869	Aylsham Surgery	There are just a few little niggles	I collect regular pills and that works okay, but it's getting an appointment that's the bugbear. How does the queue on the phone get so long? But overall, I'm happy, once you get to see someone. There are just a few little niggles but overall, I'm quite happy.	3