

Reepham Medical Practice Feedback



September 2025

In September 2025 we visited Reepham Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for the surgery. The reviews have an average star rating of 4.3 out of 5.

Reepham Medical Practice is a GP surgery in the town of Reepham. The surgery offers a variety of services including cervical screening, immunisations and minor surgery.

Healthwatch Norfolk Officers who visited Reepham Medical Practice noted:

- The carpark is a generous size, with reserved disability spaces.

- The front door is not automatically accessible. Several people were observed having difficulty in accessing the building
- The foyer housed a wheelchair for patients
- The waiting areas were observed to be large, clean and bright
- Other areas of the surgery are well signposted
- There are boards in the waiting areas showing health information
- Staff were observed to be attentive and friendly

Overall, people were pleased with the care they received at Reepham Medical Practice. People praised how helpful and caring staff were, but some raised difficulties in getting appointments, particularly appointments with a doctor.

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 Reepham Medical Practice by the Healthwatch Norfolk Engagement Team.

Comment from the surgery:

“With regard to Reepham, since this feedback we have appointed two new salaried GPs – Dr Simon May and Dr Saba Houshangi. We have arranged for an automated door to support easier access for patients. The bench was removed due to health and safety issues with a patient, and we are looking to replace with one that can be fixed to the floor. For test results we would recommend patients sign up to the NHS app where they can view results. If a blood test returned with concerns a clinician would telephone to advise. We sometimes have in excess of 150 blood test results a day, so we have to prioritise the ‘abnormal results’. Unfortunately, the signal at Reepham is very poor so sending SMS messages are not helpful as they are often not received in a timely manner. We are looking at ways we can provide information more quickly.” – 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
96535	Reepham Surgery	We wanted to come in today to thank the staff	We're not actually registered with the surgery yet but wanted to come in today to thank the staff. My son broke his leg in the road last week and the staff from the surgery and the GPs all came out to help us out of hours. Everyone was so kind and helpful. They gave my son pain relief, called an ambulance and even got us prioritised with the ambulance!	5
94592	Reepham Surgery	They make me feel very special	Wonderful! Friendly staff; attentive. The doctor was very calming. They make me feel very special. If you need to book a routine appointment, it's a long time. Six weeks! But I know how busy they are.	5
94583	Reepham Surgery	I feel fortunate	I've seen them a lot over the last six months. They are fantastic. They are accommodating and flexible. They try their hardest to juggle and get you in. The GPs are extremely helpful. They are very thorough and helpful. They explain to me any questions I have. They all do an amazing job, under the circumstances. I feel fortunate.	5
86038	Reepham Surgery	Brilliant	I think it's good. Brilliant. Today has been brilliant. I needed a bit of an emergency appointment, and they've sorted me out. A few years ago, it was not so good but it's much improved. I can't fault it.	5
96556	Reepham Surgery	The nurses are okay, but they need more doctors!	It's fine. You can see different people each time. You can't get a doctor. The nurses are okay, but they need more doctors!	4

96555	Reepham Surgery	We got what we came for	It's fine. We got what we came for. I rang for an appointment and got one. We had to take what was available.	4
96553	Reepham Surgery	There needs to be better communication to the patients	On the whole they are pretty good. I think that getting an appointment is quite quick. The staff are very good. I do think though that when you've had blood tests done, the patients need to be informed better. There needs to be better communication to the patients.	4
96551	Reepham Surgery	They can be slow	Absolutely fine. They can be slow and it's hard to get an appointment with the doctor. The care though is absolutely fine.	4
96550	Reepham Surgery	The nurses and assistants are good	They said my meds would be ready, but they aren't. Everything else is okay. If possible, I'd like to see the doctor more often, but the nurses and assistants are good.	4
96549	Reepham Surgery	Everyone says the surgery has been marvellous	If you're very ill, they're wonderful. Everyone says the surgery has been marvellous. I think I'd like to see a doctor occasionally. I think it's a good idea to see the doctor for review. And where has the bench outside gone? The staff seem friendly. The nurse practitioners are brilliant. I'm not keen on all this sending messages via email and all that...	4
96541	Reepham Surgery	Today I have been incredibly fortunate	Today I have been incredibly fortunate. Triage called me back within ten minutes and I got an appointment. They take a bit of a rough ride, I think. But if you really need to see somebody, you can. My telephone experience today was better than it has been in the past.	4
86050	Reepham Surgery	Top form! Ten out of ten	Top form! Ten out of ten. It's very local. They always seem to have time. They got me in this afternoon. The only problem is that you	4

			can't get into see the doctor. You might get triaged to a nurse or doctor. But they are all very nice and very pleasant.	
86046	Reepham Surgery	The staff are nice	Great. They are always helpful. The staff are nice. They are pretty good at the communication and referrals. I've been satisfied with them.	4
86044	Reepham Surgery	They were helpful and nice	It's been helpful. I had a triage with the doctor. They were helpful and nice. Sometimes I feel it could be more useful to speak to a doctor more often but today I did and that was fine. I did say overall it's been fine although perhaps they could have been a bit more helpful over the last few weeks.	4
86043	Reepham Surgery	It's been fine	It's been helpful. I've been satisfied. I come for the odd blood test. I get in straight away. It's been fine.	4