

Sheringham Surgery Feedback



October 2025

In October 2025 we visited Sheringham surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery. The reviews have an average star rating of 4.1 out of 5.

Sheringham surgery is a GP surgery in the town of Sheringham. The surgery offers a variety of services including cervical screening, skin surgery and childhood immunisations.

Healthwatch Norfolk Officers who visited Sheringham surgery noted:

- The car park is reasonable in size considering the size of the surgery and has three disabled parking spaces.
- The entrance has an accessible automatic sliding door leading to a small foyer containing patient wheelchairs, leading to a second accessible automatic sliding door.

- The waiting room was observed to be bright and clean and the various departments of the Practice are clearly signed.
- There are various noticeboards showing health and Patient Participation Group information.
- Reception staff were observed to be friendly and helpful.

Overall, people were pleased with the care that they received at Sheringham surgery. Many people felt that the staff were helpful and pleasant. There was some mixed feedback regarding prescriptions with some people finding it to be quick and efficient, while another felt it took too long to get their prescriptions.

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 Sheringham 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.

ID	Service Provider	Title	Review	Rating
261636	Sheringham Medical Practice	I have no concerns here	I have no problems at all here and I've been with the surgery for over 34 years now! I've never been misdiagnosed or anything like that. I have no concerns here. I come whenever I need to. I've had nice doctors. It's what I expect it to be as a doctor's surgery. I don't think they lack in anything.	5
261634	Sheringham Medical Practice	I've had a good experience	I've had a good experience today. I've picked up a prescription. My husband uses the practice more than I do. We've never had a problem.	5
261624	Sheringham Medical Practice	I always get a good service from here	It's been fine. I lost my prescription, but it was no problem to pick it up tomorrow afternoon. I always get a good service from here. I can't complain.	5
261623	Sheringham Medical Practice	They are very good	They are very good. I've seen the physio; very helpful and efficient. I came for my jabs, and it was very well organised. The physio today was very good and very helpful.	5
261638	Sheringham Medical Practice	They go above and beyond	I'm a first-time mum. Reception are so lovely. The only issue is wait times on the phone. But when I do speak to someone, they are so lovely. They go above and beyond. I got a next day appointment this time. I feel like this surgery is my first point of call when I need something.	4
261637	Sheringham Medical Practice	In general, I'm very satisfied	It's generally okay but today I'm a bit frustrated because the dispensary is closed for two hours. But in general, I'm very satisfied. They are normally very good.	4

261635	Sheringham Medical Practice	When the chips were down, they did everything they could	They've been very good. I'm on a lot of medication and the communication between my consultant and the surgery is very good. They sort things out quickly. I've also had a quick referral to Cardiology. When the chips were down, they did everything they could.	4
261633	Sheringham Medical Practice	The nursing team are astonishingly good	This surgery now is functioning really well. I much prefer to get on the phone than fill in a form. My experience is of a very well-run practice. I have found the doctors particularly thoughtful here. The doctors who are in training here are very conscientious as they don't want to make a mistake. My concern is that we need many more doctors. Everyone here gives their best. The nursing team are astonishingly good.	4
261632	Sheringham Medical Practice	No complaints, no problems!	It was fine today. The appointment was on time, which I made this morning on the phone. I saw a nurse practitioner, who was very helpful. No complaints, no problems!	4
261622	Sheringham Medical Practice	It's very good	It's very good. no problems. Normally they see you on time. They are quite pleasant. They are helpful and informative.	4
261619	Sheringham Medical Practice	I can't complain	They are very efficient. The appointment was finished early. I can't complain.	4
261621	Sheringham Medical Practice	It's a bit up and down	It's a bit up and down. I was prescribed eye drops from the hospital and it took too long to pick them up here. It was stressful for me, and I was worried that my eyes would get worse. I wish I could have the same doctor each time. But they are caring and they give you, their time.	3

261625	Sheringham Medical Practice	To say we are happy with the surgery would be incorrect.	My wife and I moved here and were automatically given our repeat prescription which we thought was a little bit unusual. Out of the blue I received a phone call from the pharmacist to tell me that my cholesterol was high and that I was to be prescribed statins, which I did not want. After a blood test it was decided that this was not the case. I don't feel listened to as a patient. To say we are happy with the surgery would be incorrect.	2
--------	-----------------------------	--	---	---