

Shipdham Surgery Feedback



November 2025

In November 2025 we visited Shipdham Surgery to speak with patients about their experience with health and social care services. From this visit we received 21 reviews for the surgery. The reviews have an average star rating of 4.9 out of 5.

Shipdham Surgery is a GP surgery in the village of Shipdham. The surgery offers a variety of services including vaccinations, cervical screening and phlebotomy (blood tests).

Healthwatch Norfolk Officers who visited Shipdham Surgery noted:

- The entrance doors are fully automatic, operating on a sensor, enabling easy access for all patients.
- The waiting area is large and brightly lit with plenty of seating available.
- Relevant patient information is on display including clear guidelines on prescription turnaround timescales.
- There is very limited on-site parking with no accessible bays near the entrance. Patients were observed parking in a public area across the road, and some with limited mobility were seen being dropped off on the kerbside at the front.

Overall, people were happy with the care they received at Shipdham surgery. Many people felt they were always able to get appointments, even urgent on-the-day appointments. Additionally, many people felt that staff were friendly and helpful. One person did raise concerns about the limited parking, which was also observed by Healthwatch Norfolk officers.

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

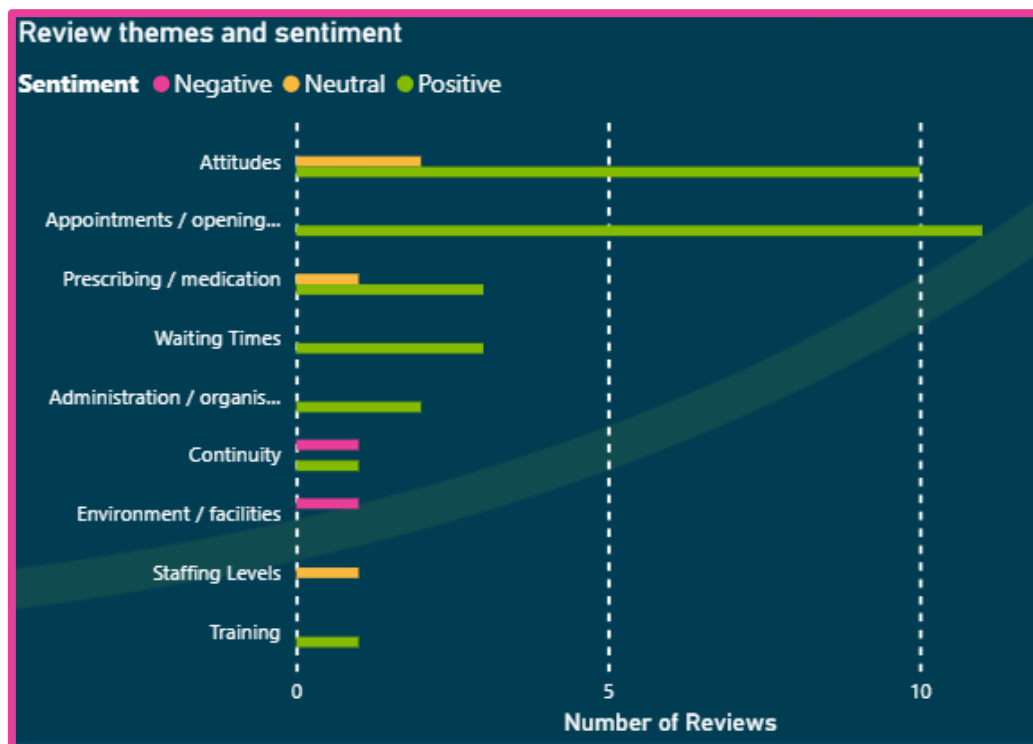


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Shipdham Surgery by the Healthwatch Norfolk Engagement Team.

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
273898	Shipdham Surgery	Absolutely brilliant	It's absolutely brilliant to be fair. I can always get an appointment and I'm here monthly for blood tests. They're really friendly and helpful. They remind me if I forget anything. My mother's registered here too and they're always really accommodating for her.	5
273895	Shipdham Surgery	They're friendly	It's fine, I don't come here often but they're friendly.	5
273890	Shipdham Surgery	The best surgery	It's the best surgery I've ever been to in my whole life! It's fabulous. All the staff are so friendly, I can't praise the place enough. They let you know when your prescriptions are ready. They take time, there's no rush. The locum doctor is fabulous as well.	5
273885	Shipdham Surgery	Happy with it	I'm very happy with it. They're very efficient with their prescriptions, sometimes they only take a day or two. I like that you can ring up at any point in the day to make an appointment. Sometimes you have to wait a week or two for routine ones which is fine. They'll fit you in if it's an emergency.	5
273881	Shipdham Surgery	Conscientious staff	They're brilliant, it's always good and they have conscientious staff. Dr. Harrison is amazing - accommodating, patient, punctual and doesn't rush people. Beryl on reception is ace. The phone messaging is great. They're a very good surgery; I can't fault it.	5
273877	Shipdham Surgery	Always get an appointment	I think they're brilliant. They're really helpful and you can always get an appointment. When you ring up, you're usually only fourth in the queue!	5

273839	Shipdham Surgery	They're brilliant	They're brilliant, you always get to speak to someone and generally get an appointment within a few days. The staff are absolutely fab; they're great and just on the ball. You generally get to see the same doctor. They ring you if there are any discrepancies. They're brilliant, super. The tablets come in odd numbers, so they don't always marry up, feels like we're here every week picking up prescriptions. But they're generally ready within a couple of days and we can use the app or phone, it's very good and quick.	5
273838	Shipdham Surgery	I'm quite happy	When you ring for an appointment on the day generally you get one. I'm fairly well looked after, I'm quite happy.	5
273711	Shipdham Surgery	We love it!	We love it - everything, honestly! You ring up and nothing's a problem. I've called at 3pm before and got an appointment for an hour later. I'd give them six stars if I could.	5
273710	Shipdham Surgery	Best surgery	It's the best surgery out there. I've never had any problems whatsoever; the service is great. I can see a doctor fairly quickly and reception's always good.	5
273708	Shipdham Surgery	Nothing but praise	It's brilliant, there's no delay in seeing you. I've got nothing but praise. I have an annual review, and they picked up on a condition which otherwise wouldn't have been found. It's a bit of a trek now I've moved but it's worth it.	5
273706	Shipdham Surgery	Never any problems	I've been with this surgery since I was born, and I've never had a problem. Everybody does their best for you. I am concerned about the amount of houses being built. Will they get so full that I'm told I have to go elsewhere? I've heard that happen to people at other surgeries and I'd be really upset by that.	5

273705	Shipdham Surgery	Fantastic	It's fantastic. They're just lovely, I haven't met anybody at the reception that's not been nice. I wouldn't want to change it.	5
273703	Shipdham Surgery	No waiting around	I've just moved here so it's only the second time I've been, but it's been good - no waiting around. The registration process was a dream, very straightforward and quick.	5
273701	Shipdham Surgery	Mostly brilliant staff	It's brilliant except one person on reception who doesn't seem to like her job. She's so abrupt. She was snappy last week when she made a mistake, and no apology came when it transpired, she was wrong. Why is she like that? It's a shame as it spoils the rest of the surgery. Other than that, it's perfect. The doctors and nurses are nice and the lady on reception today was polite and smiling.	5
271763	Shipdham Surgery	Always helpful	When I have a problem, they're here. Before, I have rang at 9:50 and gotten an appointment for 10:15 the same day. I needed the help and it was here for me. The prescription service works well. Always helpful.	5
271762	Shipdham Surgery	I like the staff	I can always get an appointment. I like the staff, I've been here for 5 years, I like the doctor.	5
271739	Shipdham Surgery	Can always get an appointment	Can always get an appointment, most of the time the staff are okay.	5
273704	Shipdham Surgery	Pleasant people	It's fine, no problems. They're pleasant people who are happy to sort you out.	4
271766	Shipdham Surgery	Always helpful and good	Always helpful and good. It's a shame that there isn't more permanent members of staff as continuity is not as good.	4
271744	Shipdham Surgery	Superb but parking is a let down	The only thing is car parking, if I can't get in the car park when I bring my husband, I can't get him across the road in his wheelchair and that's the only mark down. They've been superb in all fairness. They	4

			have a good system for appointments, I can ring up and speak to someone, or I can use the NHS app.	
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