

Hemsby Medical Centre and Ormesby Village Surgery Feedback

September 2025

In September 2025 we visited both Hemsby Medical Centre and Ormesby Village Surgery to speak with patients about their experience with health and social care services. From this visit we received 10 reviews for the two surgeries. The reviews have an average star rating of 4.6 out of 5. We received seven reviews for Hemsby Medical Centre which had an average star rating of 4.7. We received three reviews for Ormesby village surgery with an average star rating of 4.3.

Hemsby Medical Centre is a GP surgery in the village of Hemsby. Ormesby Village Surgery is a GP surgery in the village of Ormesby St. Margaret. Both are branches of The Coastal Partnership. The surgeries offer a variety of services including physiotherapy, cervical screening and immunisations.

Healthwatch Norfolk Officers who visited Hemsby Medical Centre and Ormesby Village Surgery noted:

Hemsby Medical Centre:

- The surgery does not have a patient car park

- The entrance has automatic doors, which we observed improved accessibility for patients
- They offer a buzzer service so that patients can wait in the car/outside the surgery and the buzzer will go off when it is time for their appointment.

Ormesby Village Surgery:

- The surgery had a good-sized car park
- The surgery entrance did not have automatic doors or a doorbell
- They offer a buzzer service so that patients can wait in the car/outside the surgery and the buzzer will go off when it is time for their appointment.

Overall, people were pleased with the care they received at both Hemsby Medical Centre and Ormesby Village Surgery. People let us know that the staff at both surgeries were lovely and that they felt looked after. Someone did raise that sometimes at Hemsby Medical Practice it can be a long wait for an appointment, and that appointments themselves can overrun leading to long wait times.

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

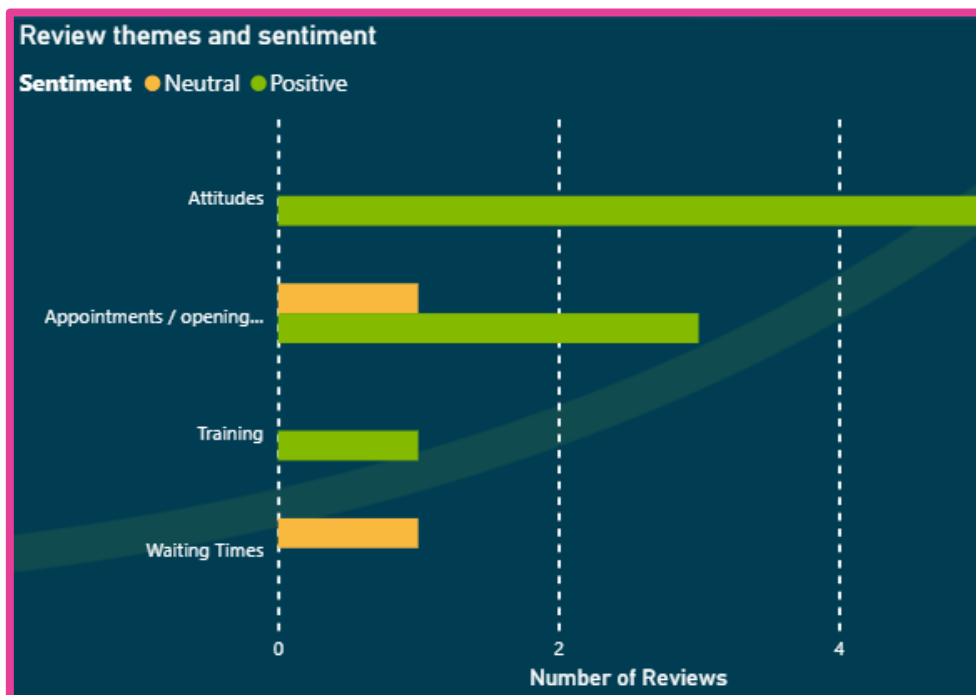


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Hemsby Medical Centre by the Healthwatch Norfolk Engagement Team.

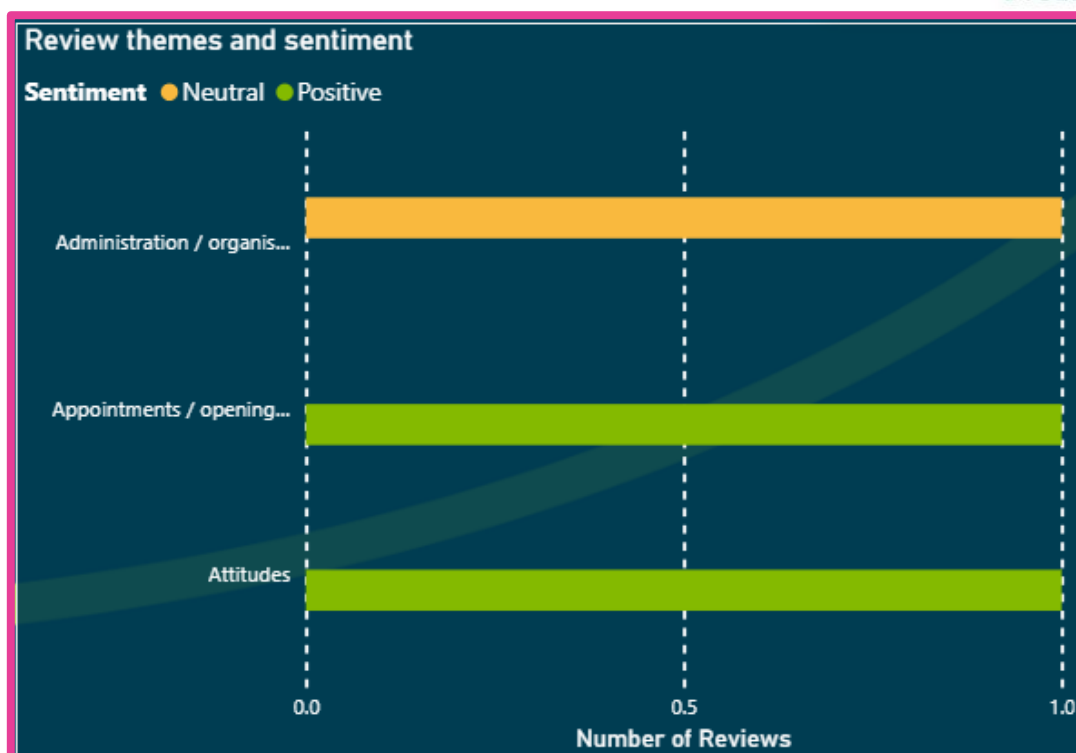


Figure 2 - A graph depicting review themes and sentiment for the feedback collected from Ormesby Village Surgery by the Healthwatch Norfolk Engagement Team.

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
96490	Hemsby Medical Centre	Really good	I was able to book yesterday and get an appointment for today. The doctor I saw took me seriously, was clear spoken with intent and a plan. They explained what they were testing for, although it may not make sense to me it's nice to not be treated like a numpty. There are two doctors here that are really good, some others less so.	5
96489	Hemsby Medical Centre	They're lovely	It's good, was meant to come this afternoon but got in this morning. They're lovely.	5
96483	Hemsby Medical Centre	They are good and help me a lot	They look after me quite well here. It can be a little bit of a long wait to get an appointment, can't always get in the morning but they are good and they do help me a lot. They're all very polite in here, they can't help the bookings if they're over run	5
96481	Hemsby Medical Centre	I can't knock them	I rang at 9:30 and got an appointment at 10:30, can't knock that. First time I've seen a doctor here and I can't knock them, the doctor is lovely, she is really nice.	5
96480	Hemsby Medical Centre	Very good	They've looked after me ever so well. Very good	5
94591	Ormesby Village Surgery	They're very in depth	They're very in depth, the lady I've just seen has booked me in for a follow up as she wants me to have further care.	5

94569	Ormesby Village Surgery	They look after me	They're looking after me, they call me to check up on my medication and what not. Dr Burgess, he is very good, it's like talking to a friend.	5
96488	Hemsby Medical Centre	Care is good	Normally you can get through and get an appointment. The care is good, but I am concerned for the people who aren't tech savvy trying to book appointments etc	4
96478	Hemsby Medical Centre	I can't fault them	I like the people, the staff and the receptionist is lovely, as is the doctor. I can't fault them. The receptionist, Vicky, gets 5 stars from me today, she changed everything around for us. And I got through quickly on the phone this morning.	4
94578	Ormesby Village Surgery	They're really nice here	Thought my appointment was in Martham but it was here, and I didn't realise until 5 minutes before the appointment. They're really nice here. It would be handy to see a doctor who knows your situation, so you don't have to spend half of your appointment explaining what's going on.	3