

Hunstanton Medical Practice Feedback



April 2026

In April 2026 we visited Hunstanton Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 32 reviews for Hunstanton Medical Practice. The reviews have an average star rating of 4.4 out of 5.

Hunstanton Medical Practice is a GP surgery located on a residential road in the town and is part of the Vida Healthcare group of surgeries, providing primary care services for approximately 30,000 patients. Vida Healthcare offers a variety of services including chronic disease clinics run by specialist nurses. The Hunstanton Medical Practice has

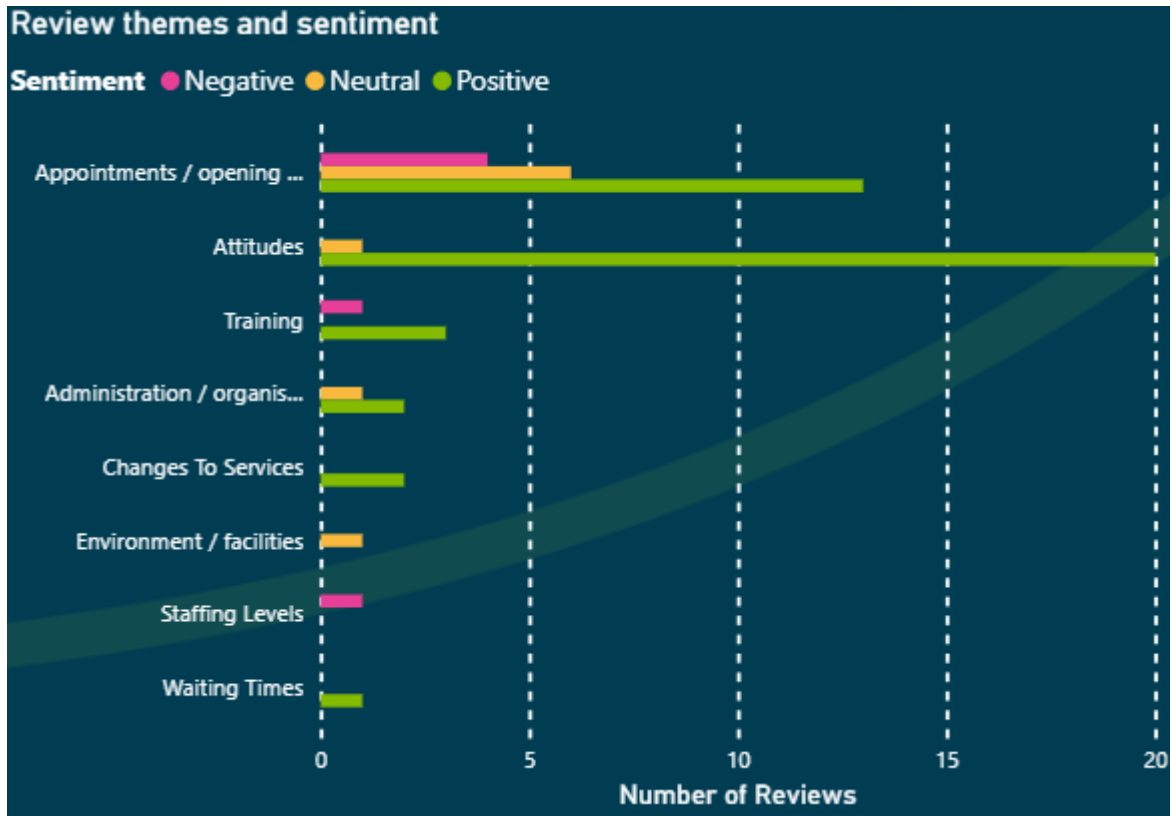
a prescribing team dealing with queries and generating prescriptions for patients and Vida Healthcare offer a prescription delivery service to villages surrounding the surgeries.

Healthwatch Norfolk Officers who visited Hunstanton Medical Practice noted:

- Healthwatch Officers were greeted by staff on arrival and made to feel welcome.
- The surgery was marked from the road and the entrance to the building was clearly visible.
- The car park appeared to have adequate spaces during our visit and there were accessible spaces clearly marked close to the entrance.
- The surgery has its own dispensary and there is a separate pharmacy next door which is accessible to patients from the surgery via an internal shutter.
- Signage and notices in the surgery waiting room appeared helpful.
- During our visit we observed reception and dispensary staff communicating with patients in a friendly, helpful manner.

Overall, people seemed happy with their experiences of care at Hunstanton Medical Practice. People were very positive about their visits to the surgery, praising members of staff, "*their kindness and thoughtfulness is very good*". However, it was noted that some people expressed some frustration around calling at 8am for an appointment.

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



We aim to produce an engagement report for every surgery we visit. To ensure we can draw meaningful and reliable conclusions that accurately represent patient feedback, we only analyse data when a minimum of 10 reviews have been received.

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
386651	Hunstanton Medical Practice	Marvellous	It's all marvellous. The GPs explain everything so clearly. Dr Nair is really kind and good at explaining, he takes time with you. Appointments and prescriptions all work well too.	5
383990	Hunstanton Medical Practice	Very efficient	It's just excellent. We have been registered at a number of different surgeries across the country over the years and this is the most efficient we have been to. The people are pleasant and friendly and it's all very efficient. They don't keep us waiting and we have no worries getting appointments. We are so lucky to have this service.	5
386638	Hunstanton Medical Practice	Professional and kind	It is much better now and works well for me. I like my doctors and have no complaints. The only thing I don't like is the 8am call to get an appointment. If they don't have any left, you have to call back at 1pm. I find it difficult not knowing if I will get an appointment. The staff are professional and their kindness and thoughtfulness is very good. The receptionists are very kind on the phone and just very good. Getting copies of tests or reports is not easy but they are generally very good.	5
384128	Hunstanton Medical Practice	I'm happy	I like it, I've been here years. The nurse phones me for regular checks about my diabetes and I'm happy with that as it saves me a journey. I have my B12 injections too and I saw a doctor the other week in person. They are brilliant.	5

ID	Service Provider	Title	Review	Rating
384126	Hunstanton Medical Practice	Excellent	It's a good surgery. You can get consultations and blood tests, and you get proper advice. I can get appointments every time. I have no complaints, I'd say they're excellent.	5
384124	Hunstanton Medical Practice	Brilliant	They are brilliant. The doctors listen to you and the receptionists are really nice. You can always get an appointment on the day you ring.	5
384116	Hunstanton Medical Practice	Nothing's too much trouble	The people are nice, nothing's ever too much trouble. The nurses are brilliant - I'd missed my appointment with Lucy today; she called and managed to fit me in. Who does that? Anne Oseni is awesome too. The doctors are brilliant, easy to talk to. If you can't get in here, they'll fit you in at Dersingham.	5
384112	Hunstanton Medical Practice	It's great	It's great! I haven't had to use it often, but it's been really good when I have. The staff are friendly and it's easy to make routine appointments. Sometimes I've seen a practice nurse instead of a doctor and that's fine. A few months ago, the booking-in screen told me to wait upstairs when actually my appointment was downstairs. Luckily, I came down to check what was happening just before I was called in.	5
384111	Hunstanton Medical Practice	Wonderful service	We've never had any problems, we've found the service wonderful. The staff are really courteous and helpful, and we always manage to get an appointment.	5

ID	Service Provider	Title	Review	Rating
384007	Hunstanton Medical Practice	Reception staff are very helpful	It's very good, the reception staff are very helpful and if you come down at 8am you get an appointment. If you phone you are already a high number in the queue, so it is easier to just come down. The last time I came there were only two people in front of me and I get an appointment with my doctor. The appointment was brilliant, Dr Nair really looks after me.	5
384006	Hunstanton Medical Practice	Doctors are excellent	It's brilliant, the doctors are excellent. Dr Shaikh and Dr Nair are out of this world. They are absolutely brilliant. I would give it six out of five if I could. I have no problems whatsoever	5
384001	Hunstanton Medical Practice	Very positive	It's all very positive. Very polite nurse and receptionist. They make you feel at ease.	5
384000	Hunstanton Medical Practice	Very friendly and helpful	It's very good. The staff are all very friendly and helpful. The prescription lady today had a chat, was very friendly and as helpful as can be. The lady that takes my blood every month is absolutely lovely.	5
383998	Hunstanton Medical Practice	Fabulous	Fabulous!	5

ID	Service Provider	Title	Review	Rating
383997	Hunstanton Medical Practice	Friendly and efficient	They're very good generally. They confirm the appointments by message and give you a written slip. They book the appointments for me as they're regular check-ups. They're generally friendly and efficient.	5
383994	Hunstanton Medical Practice	Thorough doctor	The doctor was very thorough today. They're very good here.	5
383993	Hunstanton Medical Practice	Never had a problem	It's brilliant here. I've got a very poorly daughter and I've never had to wait for an appointment for her. We've never had a problem. Dr. Funnell was lovely, I wish we could have him back!	5
383992	Hunstanton Medical Practice	All pretty OK	It's all pretty OK, fairly average really. I don't think there is anything they can improve it's just as it is. I don't come very often but I can get appointments when I need them. I don't like using the telephone, so I come and make my appointments face to face.	5
383991	Hunstanton Medical Practice	Generally OK	I don't have that much to do with them but they're generally OK. I just had a diabetes check and I got the appointment for it OK, it was dead easy. The surgery always seems so empty which surprises me. What that's about, I don't know?	4

ID	Service Provider	Title	Review	Rating
386636	Hunstanton Medical Practice	Overall, very good	Overall, they are very good. I can get an appointment and I don't really have any complaints. The staff are helpful and friendly.	4
383995	Hunstanton Medical Practice	Calling at 8am is a bit annoying	I find the calling at 8am thing to get an appointment a bit annoying. I usually have a telephone appointment but as time goes by I would quite like to see a doctor face to face, but I don't like to push. I do have a 9 monthly check up, so I do see someone and overall I think I am OK.	4
383996	Hunstanton Medical Practice	Helpful staff	I'm a new patient and registering was fine, they were very helpful. The pharmacy and reception were good, they sorted me out. I'll give them four stars as there's always room for improvement.	4
384002	Hunstanton Medical Practice	Good staff, difficult system	You have to ring at 8am and if you don't get an appointment you have to call back at 1pm or the next day at 8am again. I don't understand how you call at 8am and there's already people in front of you. It always takes at least a couple of goes calling up to get in. It gets even more difficult in the summer because of tourists making appointments. The staff are good, but they're stuck with this system.	4

ID	Service Provider	Title	Review	Rating
384003	Hunstanton Medical Practice	Receptionists are very good	I think the receptionists are very good. It's pretty good overall. Once the receptionist forgot to sign me in and I had to wait for a long time. I noticed people who arrived later were going in before me. When I asked a passing nurse, I think the receptionist heard and she stood up and apologised and said she had forgotten to sign me in. I think this was good and I was pleased it was acknowledged that it was not my fault. I do always get appointments when I need one, but it is not great having to call at 8am, especially when there is always a queue.	4
384005	Hunstanton Medical Practice	Polite and cooperative	It's very good. There is the odd occasion where you can't get appointments but they're usually polite and cooperative. The reception will help if they can help. I don't like the phone appointments, I prefer face-to-face and I do mostly get those.	4
384119	Hunstanton Medical Practice	Incredible improvement	They're just so helpful now. The improvement in the last two years has been incredible. Their customer service is exponentially better. The prescription clerk is lovely and helpful. Sometimes it's frustrating to not know which lunchtimes they're closed. It would be good to know if it's a permanent change, so you don't pop down when they're not open.	4

ID	Service Provider	Title	Review	Rating
384125	Hunstanton Medical Practice	It's improved	It's improved a lot!	4
384115	Hunstanton Medical Practice	Lovely people	<p>The people are lovely. I find the reception staff now are pleasant and discreet. They're very good here at resolving prescription queries if anything goes awry. The doctors I've come across have been very helpful and will refer if needed. I came to see one about my hip and was asked if I'd like to see a physio instead, I waited and saw them straight away. They also monitor me with regular blood tests. I do feel if perhaps you aren't able to speak up for yourself you might get a different experience, as some people tell me. The car parking and building are rubbish! You have to bend your head upstairs under the slope. I sometimes wonder if they have the capacity to cope with extra people. It takes longer for those holidaymakers to be dealt with because of the forms.</p>	4

ID	Service Provider	Title	Review	Rating
386633	Hunstanton Medical Practice	Hard work to get an appointment	It is hard work to get an appointment and if you call you are always a high number in the queue, like 14, and that is if you call at 8am. So I come down to see if I can make an appointment and I can usually get one that way. The doctor was good at referring me when I needed to be seen at the hospital.	3
384004	Hunstanton Medical Practice	Got to change appointment system	As soon as you phone at 8am there's 15 people in front of you, then when you do get an answer, they tell you they're fully booked. You can understand why people go to A&E which is pushing the problem on to someone else. I had an appointment last week and it took two days of calling to get in. It's not right, appointments are the most important thing. I think you should be able to book on your computer as well, and be able to come in to book for the ones who don't use computers. It's got to change! Another thing is, they'll tell you you have to go to the QE for blood tests which means I have to drive and wait there. I have had blood tests here sometimes. The people here do try their best.	3

ID	Service Provider	Title	Review	Rating
383999	Hunstanton Medical Practice	Doctors seem uncaring	It used to be better, the new doctors aren't as good. I came with suspected pneumonia and he didn't even listen to my chest, just gave me the same prescription as I'd had before. That's poor! My oxygen levels had dropped to 85. I saw two different doctors and they were both the same, they didn't seem to care. You start to feel is it worth coming? So, you let your health drain. It's very difficult to make an appointment so my support worker does it for me. The receptionists are always very nice.	2