

# Carole Brown Health Centre Feedback



## May 2026

In May 2026 we visited Carole Brown Health Centre to speak with patients about their experience with health and social care services. From this visit we received 24 reviews for Carole Brown Health Centre. The reviews have an average star rating of 3.9 out of 5.

Carole Brown Health Centre is a GP surgery located in the rural village of Dersingham in northwest Norfolk. The surgery is part of the Vida Healthcare group which has approximately 30,000 registered patients. Carole Brown Health Centre offers a variety of primary care services including chronic disease clinics run by specialist nurses and a

prescribing team generating prescriptions for patients. The Vida Healthcare Group offers a prescription delivery service for patients to surrounding villages.

Healthwatch Norfolk Officers who visited Carole Brown Health Centre noted:

- Healthwatch were welcomed by staff and made to feel welcome.
- The surgery shares a parking area with other premises and there appeared to be enough available spaces during our visit, with some patients being dropped off by the surgery door.
- Signage in and around the surgery appeared helpful.
- There were friends and family feedback forms and a box for responses clearly visible in the waiting area.
- During our visit we observed people queuing at the reception desk and with staff on reception also answering telephone calls queuing patients were observed waiting for short periods of time.

Overall, patients had mixed responses to their experiences of care at Carole Brown Health Centre. Staff were praised for their helpfulness friendliness and professionalism with one patient commenting *"I feel very supported by them"*. Whilst some patients seemed happy that they were able to get the appointments they needed, others expressed concerns around accessing the care they needed with one feedback responder asking *"why is it so difficult to get 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](http://www.healthwatchnorfolk.co.uk).

ID	Service Provider	Title	Review	Rating
412258	Carole Brown Health Centre	Always very good	They are good and very helpful. I come regularly and they are always very good.	5
412254	Carole Brown Health Centre	I find it good	I find it good and I am happy here. If you abide by the rules, it's fine.	5
412249	Carole Brown Health Centre	Always a good experience	The treatment nurse is lovely, friendly and helpful. It's generally a very good experience. I have never had a problem it's usually very good. Because of the queue on the phone in the morning, I prefer to come down to the surgery to make an appointment. Sometimes there is a queue but I prefer it to waiting on the phone. They are all very helpful and it's just good here.	5
412248	Carole Brown Health Centre	I always get a suitable appointment	They staff are pleasant and I seem to be able to get an appointment that suits me. Sometimes it is on the telephone and sometimes in person, but I can always get a suitable appointment. One thing they could do better is when they call you from the corridor, they could shout your name louder because I didn't hear and then I missed the appointment. They did fit me in later, but I was there all the time.	5

ID	Service Provider	Title	Review	Rating
407093	Carole Brown Health Centre	We're very lucky	I think I've always felt supported and had the attention I need. getting an appointment isn't to bad but they're busy, when you do get through, they're polite and helpful. We're very lucky. The staff are amazing, particularly the nurses, I feel very supported by them.	5
407089	Carole Brown Health Centre	Unbelievable	Treatment is unbelievable. Staff are alright, every one of them.	5
407087	Carole Brown Health Centre	We would be lost without our surgery	They are so professional with everything. Dr D, Nurse Claire and the receptionists are always brilliant. We would be lost without our surgery	5
412255	Carole Brown Health Centre	I prefer to see people face to face	When I first came here, I would have given it a higher rating but the increase in digitalisation is not always so good. Not everyone wants to do everything digitally. I had a message telling me I would get a call back and because it came so late I missed it. The staff have helped me today so I can collect my prescription from chemist. Because I live close by I prefer to walk into the surgery to see people face to face. It seems there is a longer wait for appointments and some of the doctors would benefit from bedside manner training which is important even in a surgery. Some are first class, superb.	4

ID	Service Provider	Title	Review	Rating
412247	Carole Brown Health Centre	Friendly and efficient	At every appointment they are friendly and very efficient, and everything is very nice. I do find calling at 8am to get an appointment very restricting. It's an inconvenient time for me to call. Once you are here everything is fantastic.	4
412239	Carole Brown Health Centre	Getting appointments is tricky	Getting appointments is tricky but we are happy and able to be flexible. The care is good and the staff are very helpful. Dr Nair is particularly helpful. I don't like the appointment system overall especially when they say someone will get in touch and then by the time they call you can't do as they suggest because it's too late in the day. I like being able to go to the other surgeries as well.	4
407096	Carole Brown Health Centre	Pretty satisfied with it as things go	Pretty satisfied with it as things go. The NHS in general is struggling. I don't normally have too much trouble getting an appointment, I call up and it says number 15 in the queue so I use the call back system, I normally get a call 10 minutes later and get an appointment. So I am satisfied, can't fault the surgery to that degree. The doctors are always polite and chirpy.	4

ID	Service Provider	Title	Review	Rating
407095	Carole Brown Health Centre	I've never had any issues	I went in and have got an appointment for tomorrow, and she's booked it earlier for me so I can still go and see my granddaughter which means a lot to me. I've never had any issue	4
407094	Carole Brown Health Centre	On a whole it's a really nice place	Certain things don't get done on time like referrals and test results. The nurses and the staff on the front desk are fantastic and on a whole it's a really nice place. It can be difficult to get a doctors appointment but the staff are brilliant, and they get to know you. The message on the telephone is very long and by the time you've listened to it you get pushed back in the queue. They are usually really good.	4
407086	Carole Brown Health Centre	Once you get in it's delightful, they bend over backwards for you	My biggest hand up is the lack of doctors, the reception are doing their very best to appease. The nurses are excellent, it's just the lack of appointments. The pharmacy is excellent at handling prescriptions. Once you get in it's delightful, they bend over backwards for you, they are all trying very hard.	4

ID	Service Provider	Title	Review	Rating
407080	Carole Brown Health Centre	All the staff are lovely, but it would be nice to have a female GP.	I would give them a 5 if there had a permanent female doctor. It's the little things, you can't walk in and book an appointment on a Saturday, so I have had to come back today. I always come in to book my appointments as ringing is too much hassle and the queues are long. All the staff are lovely, but it would be nice to have a female GP.	4
406656	Carole Brown Health Centre	Very good	They are very good. I think it's fine, they are very helpful.	4
406640	Carole Brown Health Centre	Today was good	Today was good, there was not much of a queue and we were seen fairly on time. We got what we expected and hoped for from the appointment. It was also easy and straightforward to get the appointment. Overall everything is fine. The only reason I am not giving 5 out of 5 is because a little while ago we saw a doctor who was good but went straight to offer pain relief when that was not what we were asking for. We were asking for a scan which when we had a proper opportunity to explain they were happy to organise.	4

ID	Service Provider	Title	Review	Rating
406638	Carole Brown Health Centre	The staff are lovely	The staff here are lovely and so accommodating. I do have an odd niggle though; it can be difficult to make appointments. I use the phone to make my appointments, and they ask you to call at 8am and you have to wait in a queue. You do get an appointment but sometimes you have to wait. I understand you have to wait sometimes but it would just be better if I could just get an appointment quicker and easier.	4
412243	Carole Brown Health Centre	Very mixed	The appointment system is scandalous, and it seems the medical decisions are made by reception. There doesn't seem to be any prioritising. If it's urgent, I go to A&E. If I need an appointment, I make sure I'm at the surgery by 8am or 1pm so I can request an appointment in person. Repeat prescriptions take over a week to get after dropping off the request. However, today was very good, I had an appointment to have some stiches out and it all went very smoothly.	3
407091	Carole Brown Health Centre	They're okay, they do their best	They're okay, they do their best. It's not easy to get an appointment but once you're in it's fine, the reception staff are lovely, but I think it's the system. The dispensary is good.	3

ID	Service provider	Title	Review	Rating
407090	Carole Brown Health Centre	Most of it is alright	I don't like all the calling up/ coming in early to get an appointment. Most of it is alright, when you get an appointment it's alright	3
406642	Carole Brown Health Centre	Can't get an appointment	The doctors are very good, especially Dr Nair who is very thorough. When you want an appointment though the surgery tells you to ring at 8am or 1pm which to me is pathetic. The doctor told me if it gets worse to come and see them but when I try I can't get an appointment.	3
407088	Carole Brown Health Centre	It's not good, I have found it very poor and had very bad experiences	It's not good, I have found it very poor and had very bad experiences. I came in a few weeks ago with a blood pressure of over 200 and was told there were no appointments, so I ended up in A&E. I do not rate it at all, I think the system is appalling. I think they try their best but the whole system is broken. I have been to A&E 4 times and been told to liaise with my own doctors but when I came yesterday they were closed for training so I have had to come back today. It would also be useful to have a bench or a shelter outside for when you have to come down and wait outside before they open.	1

ID	Service Provider	Title	Review	Rating
407079	Carole Brown Health Centre	I have no faith in the doctors here.	I came in last January with an issue, I was in and out in 2 minutes, the doctor didn't even examine me, I felt like an inconvenience. I ended up seeing a private consultant who then had to contact the surgery to basically ask them why they didn't do anything. I didn't have any medication for around 4 months, I was then given some medication but was then told by the hospital and private consultant that I shouldn't have been on it for that long. The surgery told me it would be a 3-4 week wait from treatment at the hospital, I then got a letter from the hospital saying it would be an 18 week wait, in this time I was getting no medication or treatment. I only use the surgery now for repeat prescriptions, I have no faith in the doctors here. There is no one else in the waiting rooms when you come in so why is it so difficult to get an appointment. The ladies on reception and in the dispensary are 1st class and friendly, but the medical care is a massive let down to me.	1