

Heacham Surgery

Feedback



May 2026

In May 2026 we visited Heacham Surgery to speak with patients about their experience with health and social care services. From this visit we received 21 reviews for Heacham Surgery. The reviews have an average star rating of 4.6 out of 5.

Heacham Group Practice operates across two sites: Heacham Surgery and a second surgery in the nearby village of Snettisham. Heacham is a retirement area in North West Norfolk and over the summer months there is an influx of temporary residents. Heacham

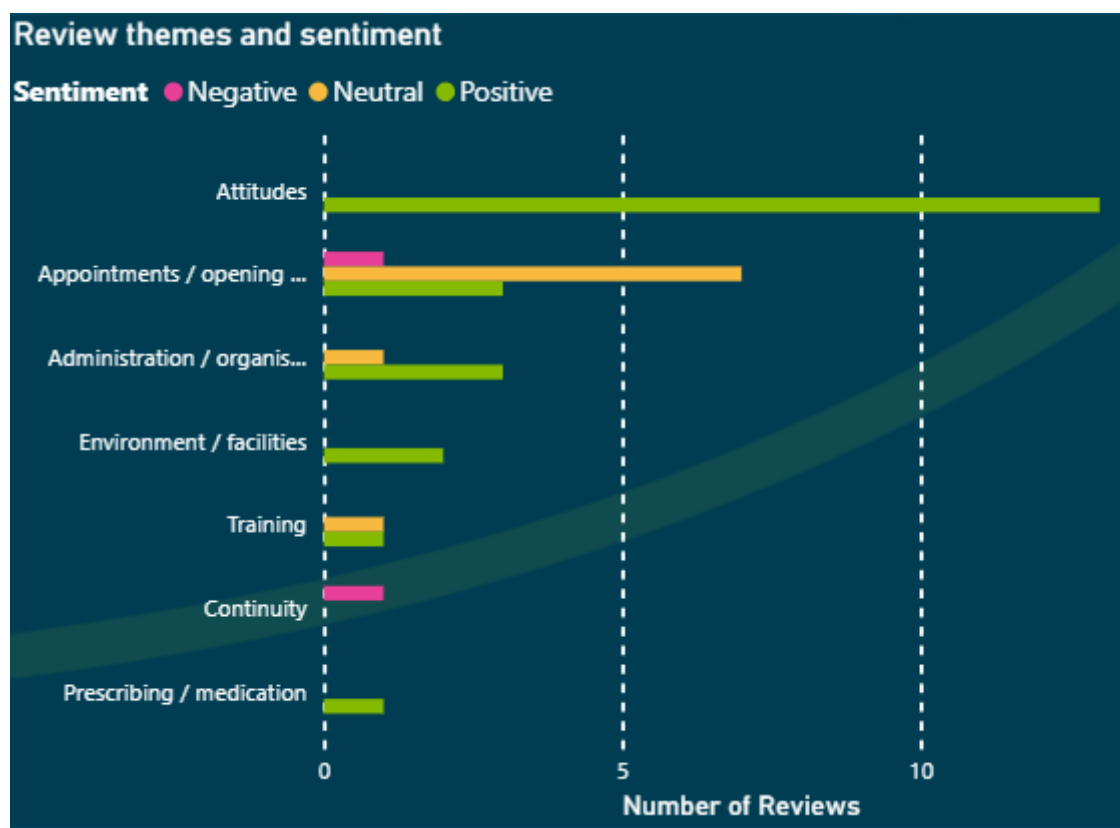
Group Practices offers a variety of services including chronic disease clinics run by specialist nurses.

Healthwatch Norfolk Officers who visited Heacham Surgery noted:

- Healthwatch was greeted on arrival and made to feel welcome.
- The surgery was clearly marked from the road and the entrance to the building was visible.
- The car park appeared to have plenty of spaces during our visit and there were accessible spaces clearly marked near the entrance.
- Access to the building was via two sets of sliding doors, which patients were observed using with ease.
- There were wheelchairs in the porch area for patients to use if required.
- Patients were able to check in at the reception desk or by using a check-in screen. The check-in screen included a QR code allowing patients the option of checking in on a phone, also offering multiple language support.
- Friends and family feedback forms were observed in the waiting area, with a box to post responses.
- Staff told us patients were able to make same-day appointments over the phone, using an online request form or by visiting the surgery and speaking with the receptionist. Staff also told us it was possible to book some appointments ahead.

Overall, people seemed very happy with their experiences of care at Heacham surgery. The staff were highly praised for their helpfulness: “I feel looked after” and “The nurses and reception staff all go above and beyond”. Whilst feedback comments were overwhelmingly positive, some patients expressed some concerns with queues on the phone to make appointments.

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 |
|--------|------------------|--------------------------|---|--------|
| 400063 | Heacham Surgery | Consistently excellent | Consistently excellent. For example, I forgot I was going away and my repeat prescription would run out. I called them and left a message, and they sent me a text message after a short time to tell me it was ready to collect. This is not a one off, it is always good. If we call reception for things they always respond. Also, if I call, I know the message will get passed on. I feel looked after. | 5 |
| 400061 | Heacham Surgery | Today was brilliant | Today was brilliant. It was a planned visit to see the nurse and they were lovely. I made the appointment last week. Overall things are not always so good and sometimes it feels like the reception staff decide who is going to see the doctor. | 5 |
| 400060 | Heacham Surgery | Always so good | It's beautiful, ever so good for me. It's amazing, always so good. | 5 |
| 400058 | Heacham Surgery | Staff always excellent | It works for me. The staff are always excellent, and my appointment today was very good. We were a bit late and they still accommodated me. I find everything here good. | 5 |
| 400056 | Heacham Surgery | Online system works well | Compared to my previous surgery experience it is all good here. It's fantastic. The only negative is when you phone for an appointment, but I can always use the online service or come in to make my appointment. I find the online system works really well. It's amazing. | 5 |
| 399725 | Heacham Surgery | Patient and helpful | The surgery is very good. The staff are all very patient and helpful. There is nothing to complain about. | 5 |

| ID | Service Provider | Title | Review | Rating |
|--------|------------------|-----------------------|---|--------|
| 399573 | Heacham Surgery | All very good today | I had a review today with the nurse and she is lovely. Making the appointment was easy because they rang me and called me in, very straightforward. It was all very good today. | 5 |
| 399470 | Heacham Surgery | All okay | It's all very good, all okay. The staff are always pleasant, and I think it's okay for me. I have been here for several years and it's fine. | 5 |
| 399413 | Heacham Surgery | They are very helpful | In view of the general situation at the moment, I would give them a good rating. They certainly try their best. They are very helpful. | 5 |
| 399341 | Heacham Surgery | So very good | It's so very good here and the staff are nice. I have nothing to complain about, it seems good to me. | 5 |
| 399226 | Heacham Surgery | Fantastic staff | They are always so good. The staff are fantastic and the communication is good. I find it quieter and better here than a previous surgery. The communication is good, for example, I received a text message to say my prescription was ready which is really helpful. Since we have been here it has been great. | 5 |
| 398282 | Heacham Surgery | I feel they care | The doctors are brilliant, the nurses are brilliant and the receptionists are good. They all make you feel as if they care about you. If you phone, they do try and get you in to see someone. The diabetic nurse is very good too. | 5 |
| 398281 | Heacham Surgery | Always excellent | All very good, always excellent. | 5 |

| ID | Service Provider | Title | Review | Rating |
|--------|------------------|---------------------------------|---|--------|
| 398275 | Heacham Surgery | The doctor was so understanding | It was very good today. I had an appointment and it was excellent. The doctor was nice and so understanding and I really appreciated it. It was also good as they also offered me a COVID vaccine without me asking and I can have that tomorrow. All very good. | 5 |
| 400059 | Heacham Surgery | Limited time with doctor | If I want to book a GP appointment, I find it best to use the computer first thing in the morning. I then get a quick response, and they will usually give me an appointment the same day. The staff are okay and helpful. Sometimes it would be good if you could see a doctor for more than one thing at a time. You can't really see them for two things at the same time, and I wish that could be different. | 4 |
| 400057 | Heacham Surgery | Overall, brilliant | Overall, it's brilliant and if it wasn't for the phone I would give it five stars. Everything else is really good. It would be better if you were able to make an appointment ahead and if you had more time with the doctor, but otherwise it's good. | 4 |
| 400055 | Heacham Surgery | It's a mix | It's a mix of good and not so good. There is a lovely atmosphere in the surgery and the staff are friendly. The nurses and reception staff all go above and beyond. Getting an appointment with the doctor can be very difficult and trying to get information after a blood test is not easy. There are queues on the phone so sometimes you just give up. | 4 |
| | | | | |

| ID | Service Provider | Title | Review | Rating |
|--------|------------------|----------------------------|---|--------|
| 398278 | Heacham Surgery | I think it's good | I think it's good. It is all okay and works for me. I have no complaints and I think they do a good job. | 4 |
| 398272 | Heacham Surgery | Overall, good | <p>Overall, it is good but the last 24 hours have been confusing. I saw a text message from the surgery at 5pm yesterday telling me to get in touch TODAY in capital letters. They had sent it earlier, but I had just not seen it. Because today was written in capital letters it suggested a degree of urgency and did cause me some concern. At 5pm it was too late to get in touch, so I got in touch this morning. It turned out it was about asking me to make an appointment for a blood test the doctor had requested for eight weeks' time. I was told at reception they couldn't make an appointment that far ahead so I would have to contact them again at the beginning of July to make the appointment. They did also make me one for four weeks by mistake which has now been cancelled. So, all a bit confusing. Overall, the surgery is very good it was just this situation today.</p> | 4 |
| 399978 | Heacham Surgery | I like the callback system | <p>Getting through on the phone for appointments is difficult, but they have got better. They have a callback system which is good and they do always call back. It would be good if you could always see the same doctor. To be fair it is the system not them that makes the problems, they are just struggling with them.</p> | 3 |
| | | | | |

| ID | Service Provider | Title | Review | Rating |
|--------|------------------|-------------------------|--|--------|
| 399066 | Heacham Surgery | Long waits on telephone | <p>Calling the surgery to get an appointment is not easy. Even if you call early you are in a queue and when you do get through, they are full. There are only two of the doctors I want to see as I wouldn't trust others because of a previous poor experience. I am usually able to get an appointment with a doctor I like, as long as I am prepared to wait a bit. Most of the staff are really lovely, they are brilliant and the pharmacy staff are so helpful.</p> | 3 |