

Hingham Surgery

Feedback



May 2026

In May 2026 we visited Hingham Surgery to speak with patients about their experience with this health service. From this visit we received 23 reviews. Every patient rated their experience as five stars meaning the reviews have an average star rating of 5 out of 5.

Hingham Surgery is a GP practice in the market town of Hingham. Upon their last inspection review in 2023, the surgery maintained a rating of 'Good' from the CQC. There are around 8,000 patients registered with the surgery, and it offers a variety of services including antenatal clinics, coil clinics and reviews for chronic conditions.

Healthwatch Norfolk Officers who visited the surgery noted:

The entrance is a welcoming space with books and jigsaws available, and information about local events on the noticeboard.

The waiting area is removed from the reception desk to allow privacy for patients speaking to staff. There is ample seating there and relevant health information on display. We observed clinicians collecting people from this area.

Accessible parking spaces are near the entrance, where two wheelchairs were also available. The automatic doors open simultaneously upon pressing the button. Some patients were unable to get through the second door quickly enough and it began to close, however staff on reception were observant of this and opened doors for them from there.

The surgery requested we ask patients whether they would or would not support additional consultation rooms being added to the premises. Everybody we spoke to (26 people) said they would support this.

Overall, all patients we spoke to were very pleased with the service they receive from the surgery. Most told us they appreciated the helpful attitudes from staff with some noting that concerns are properly listened to, investigated and resolved quickly. Appointments were said to be available when required and many patients described feeling 'grateful' or 'lucky' to be registered with the practice.

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

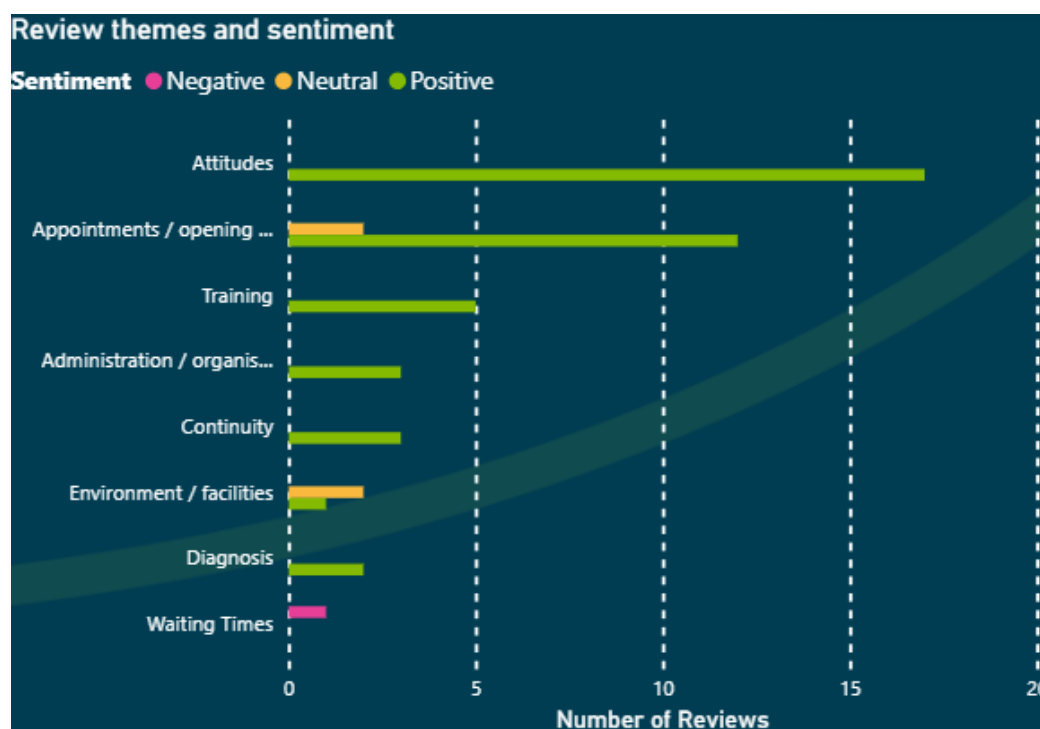


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Hingham Surgery by the Healthwatch Norfolk Engagement Team

Response from the Surgery

“We are very pleased to have received such positive feedback from our patients. We aim to provide a caring and efficient service for our community and this report suggests we are achieving this.

We are one team at the surgery where everybody has a part to play to support our patients. We are very proud of everyone here who continues to deliver for our patients.

Thank you to the Healthwatch team for visiting and pulling together the views of our patients.”

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
401887	Hingham Surgery	Top of the list!	It's very good here, top of the list. You don't have to wait very long and the staff are very good. I can't fault it.	5
401886	Hingham Surgery	They listen	Everything is good. They listen and I can always get an appointment. I have moved from Attleborough and this is the best surgery without a doubt.	5
401876	Hingham Surgery	Fabulous	I think this surgery is fabulous, I have been here about 2 years after being registered at Attleborough. I can't fault it at all and feel very lucky I was able to move surgeries and it was the best move I could have made. The appointments and the staff are all wonderful, and even though the doctor I like to see only works part time I still manage to get to see her. Everything is absolutely perfect.	5
401529	Hingham Surgery	Can get to see a doctor	I have only just come here and they are much better than my previous surgery, Attleborough, here I can get to see a doctor without a long wait and they have referred me to the hospital.	5

401525	Hingham Surgery	Feel really lucky	My doctor listened to me when I was really ill and continued to look after me. My last surgery (Pulham Market) did not believe me and would not refer me. I moved here and got to see the doctor within one week, they referred me and I was seen in a few days at the hospital. It turns out I had breast cancer. I like that fact we have a female doctor and I normally get to see her. I feel really lucky. All the staff here are really helpful and kind.	5
401446	Hingham Surgery	They can't do anything any better	Everything is great here, the accessibility, the speed of response, the dedication of care. They go out of their way to listen to you and take action. If you ring up and they can't get you in today but they can tomorrow, they apologise that they can not help straight away. I would not move out of the area so I don't have to leave the doctors. Every practice manager should spend a week here to see how they could be run.	5
401437	Hingham Surgery	It's brilliant	It's brilliant here, I moved here in 2019 and they have been very good. They are available, nothing is too much trouble, they sort out all my medication and the staff are all very nice. As you get older you need that care and here they look after you. The car park could be a bit bigger.	5

400739	Hingham Surgery	Best you can get	They're always pleasant and try to fit you in, sometimes as soon as the same day. They were really good when my husband had Alzheimer's. I think they're one of the best you can get. Dr. Conway is really good, he'd do anything for you.	5
400738	Hingham Surgery	Consistent team	I'd recommend here for everybody, it's like a GP's from the '90s! They're fantastic for me and my children. I literally can't fault them, I'm so grateful. The team are really consistent. We see one doctor a lot but it's not a disappointment if we have to see someone else as they're all so good. I was here with my child yesterday and asked if I could mention something about myself. They were happy to discuss that and I'm back in today for a follow-up.	5
400736	Hingham Surgery	The best place	It's wonderful, the best place I've ever been to in my life. I used to be at Attleborough and the difference from there is unbelievable. Dr. Barnes and Dr. Holland basically saved my life. They spotted a rare condition and got me into hospital quickly. When I was very ill, I'd ring up and they'd fit me in the same day. They're the most wonderful people in the world. Dr. Conway's got it sorted out. He's like a Sergeant Major - incredibly organised. 15 stars out of 5!	5

400734	Hingham Surgery	Brilliant	They're all very polite, they're so good, it's brilliant. The receptionists go out of their way to help and the doctors are good. There is one where you have to wait hours from your appointment time to see him but I suppose that must mean he's very good!	5
400733	Hingham Surgery	Marvellous	I think the surgery is marvellous. The receptionists are brilliant and so are the nurses, especially with my son's regular blood tests. We can generally get appointments although just recently the NHS app sometimes shows that there's none left.	5
400732	Hingham Surgery	Very good surgery	It's a very good surgery, everybody is good to you. You can get an appointment and they're very nice.	5
400731	Hingham Surgery	Really good care	You can always get in and you get really good care. My parents also rave on about it here!	5
400729	Hingham Surgery	Best in the UK	It's the best place in the UK! The availability and the friendliness. I usually just walk in and ask for an appointment.	5
400726	Hingham Surgery	Efficient and helpful	I've got no complaints, they're brilliant - efficient and helpful.	5
400724	Hingham Surgery	Brilliant	They're brilliant.	5

400723	Hingham Surgery	Very helpful	It's very good, they're very helpful.	5
400722	Hingham Surgery	The best surgery	It's brilliant, the best ever surgery! I've got no complaints, you're well looked after. If you've got a problem they sort it out quickly. The only thing lacking is the parking.	5
400721	Hingham Surgery	Kind staff	It's amazing. All the staff are kind and friendly. They've been very good to me.	5
400719	Hingham Surgery	Very supportive	It's absolutely fabulous. They were very supportive when I was going through cancer. I always manage to get in and see them when I need to. The staff are always friendly, even the medication runs smoothly. I haven't got a bad word to say about them. It's not just treating you, it's supporting you.	5
400717	Hingham Surgery	Professional and friendly	They're absolutely fantastic, very professional and friendly. Everything's good! You get to see a doctor which is the main thing. I do have to wait a couple of weeks to see the one I want but I'm OK with that.	5

400711	Hingham Surgery	They care - ten stars!	I think it's brilliant here, much better than my last one. They actually care. They ask questions and don't just fob you off. They treat you like you're a human being. It's genuinely the best doctor's I've ever been to. The receptionists are the best, they don't gatekeep. I like the waiting system. They give you a pager so I can wait in my car if I'm not comfortable being around other people. Ten stars out of five!	5
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