

Ludham Surgery Feedback

June 2026

In June 2026 we visited Ludham Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews. The reviews have an average star rating of 4.5 out of 5.

Ludham Surgery is in the northeast of the county of Norfolk and is part of a practice that includes Stalham Green Surgery. Upon their last inspection, a rating of **Outstanding** was received from the CQC. There are nearly 6,000 patients registered with the dual practice. The practice offers a variety of services including:

- Chronic disease management; dedicated clinics for asthma, COPD, diabetes, and hypertension.
- Physiotherapy; access to First Contact Practitioners for muscle or joint issues.
- Contraception and Sexual Health, including cervical screening and family planning advice.
- Mental Health; support and referrals for mental wellbeing.



Healthwatch Norfolk Officers who visited Ludham Surgery noted:

The car park was small but adequate to the size of the surgery and there was on-street parking adjacent to the building.

There was a ramp up to the entrance, but the door was not an accessible type, and several patients were observed struggling to open it.

There was an information board in the lobby showing local health offers and another board in the waiting area showing information for carers and the Patient Participation Group.

All information boards appeared to be up to date and relevant.

There was a wheelchair available for patients.

Staff were friendly and helpful.

Overall, patients commented on the quality of care and the friendliness of staff, but several people suggested that it was harder to get an appointment now than it used to be. Patients expressed a loyalty to the surgery and several commented on how the team exceeded expectations.

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
421261	Ludham Surgery	They are highly professional, courteous and reassuring	They are highly professional, courteous and reassuring. There is nothing at all that could improve it. They are ever so friendly. I was straight in and straight out today.	5
421260	Ludham Surgery	It was fine	I picked up some medications today. I rang to see if I could pick them up early and it was fine.	5
421259	Ludham Surgery	It's fine	No problems, it's fine. I didn't have to wait long; either getting the appointment or the wait time today.	5
421248	Ludham Surgery	I feel so supported by the surgery	I've been coming here all my life. The staff are always friendly. They know me; they always call me by my first name. They have known how to support me over the years. My old doctor knew me so well. My doctor now though is amazing. He even gets the secretary to call me when he wants me to come in. In the past they have bent over backwards to care for my family. I feel so supported by the surgery. It's just an amazing surgery!	5
421244	Ludham Surgery	I think we're very lucky to have this surgery!	They are excellent. Very amenable, very empathetic. They are willing to help. Nothing is too much trouble. The doctors are wonderful; their knowledge is incredible! I think we're very lucky to have this surgery!	5
421242	Ludham Surgery	They've been brilliant	This isn't my normal surgery, I use Stalham but I've come here today to pick up some emergency medication. They've been brilliant. I had a message on my phone a couple of days ago asking me to make an appointment for a blood test and it asked if I would be happy to	5

			come here instead. How quick is that? Two days! We're both very happy with it. My husband and I have only just moved into this area. It's much better than our last surgery. We didn't get on with them at all.	
421231	Ludham Surgery	Everyone is friendly	I've been coming here a long time and it's always been brilliant. This surgery is alright! I had a favourite doctor but they left the practice. That happens I suppose. The receptionists are good. Everyone is friendly. At the end of the day, they are all human beings like we are. They don't just go back into a cupboard at the end of the day! I treat them with respect and they do the same.	5
421213	Ludham Surgery	It all works!	They are pretty good. I don't have to see the doctor too much, it's mainly prescriptions. I had a referral to a physio a while back which was pretty quick. It all works!	5
421258	Ludham Surgery	Things are improving	When the previous doctors were here it was fantastic, but they are getting back into their routine. It was a change in structure and it takes time to get organised, and things are improving. I do wish some of the chairs in the waiting room had arms on them. I need them to push up.	4
421250	Ludham Surgery	Their response is usually quite good	It's generally okay. Their response is usually quite good. It can take a lot of time if you need to see a doctor.	4
421247	Ludham Surgery	They are outstanding	Absolutely excellent. I got in early today. I've been down here a lot and I can't fault them. They are outstanding. Getting an appointment is tricky now, after Covid. I would have given them a five before Covid because we could phone up for appointments. Sometimes	4

			you have to wait over the 48 hours that they say it will take to get back to you.	
421243	Ludham Surgery	It's very efficient	It's great that we can walk here; it's one of the reasons we moved to the village. We're both very lucky that we haven't had to see a doctor but we do pick up our medication here regularly. It's very efficient. We get some letter reminders about things but I do wish they offered reminders by text.	4
421239	Ludham Surgery	It doesn't run as smoothly as it used to	Once you're in, it's excellent. Trying to get in, not so much. If I put something to them online, they get back to me pretty quickly. but any other way, it's more difficult. I've been coming here for 30 years and it's been excellent. It doesn't run as smoothly as it used to, but once you get to see the doctors they're very good. I will give it a three today, but five years ago it would have been a five out of five.	3