

Snettisham Surgery Feedback



May 2026

In May 2026 we visited Snettisham Surgery to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for Snettisham Surgery. The reviews have an average star rating of 4.7 out of 5.

Snettisham Surgery is located in a rural village in North West Norfolk and is part of the Heacham Group Practice. There are approximately 8,000 patients registered with the Heacham Group Practice. Heacham

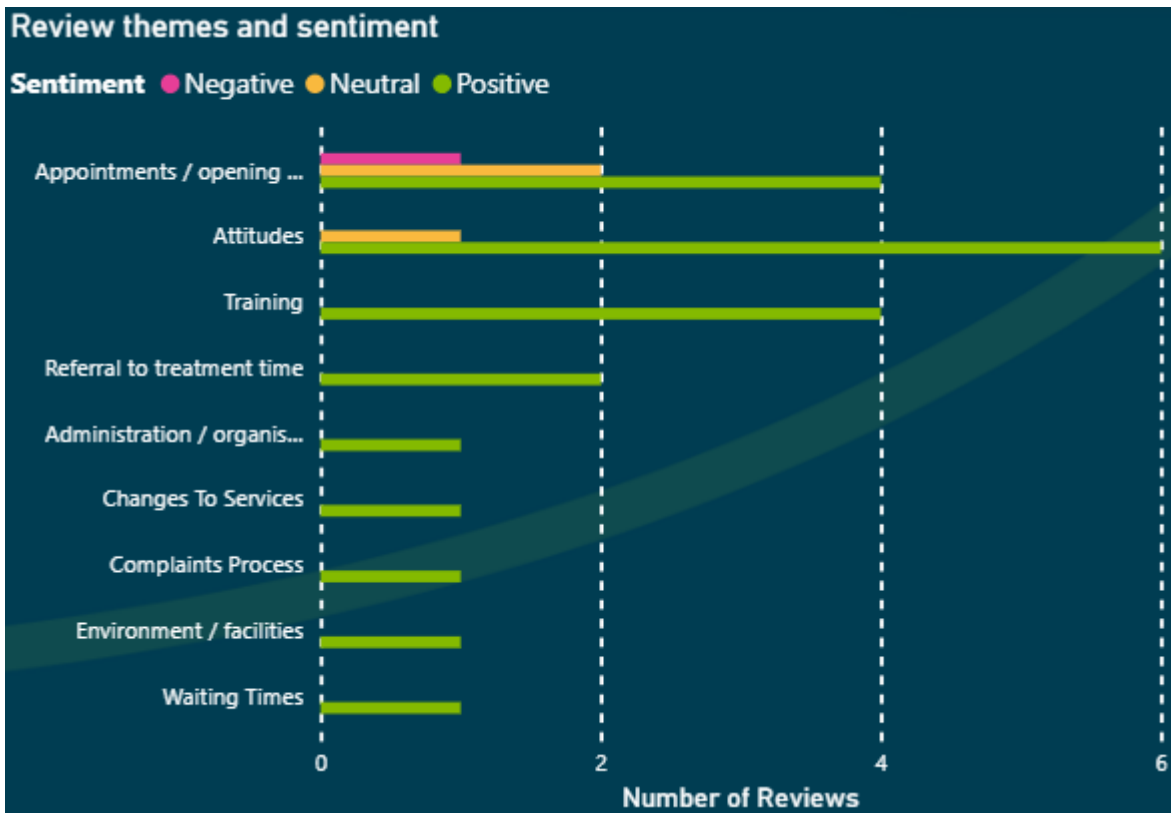
Group Practice offers a variety of services including chronic disease clinics run by specialist nurses.

Healthwatch Norfolk Officers who visited Snettisham 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 three sets of doors, the outside door was open during our visit, and the next two entry doors were operated by a push button control, which patients were observed using with ease.
- There were two different wheelchair sizes available 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.

Overall, people seemed very happy with their experiences of care at Snettisham Surgery. Staff were praised for their helpfulness with several patients saying how staff respond well to enquiries: *“What I like the most is that they are so responsive”*. Other people mentioned that staff explain things well. Whilst most of the people we spoke to seemed happy with the service, some expressed concerns with the appointment system.

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 |
|--------|--------------------|---------------------------|--|--------|
| 402001 | Snettisham Surgery | Very friendly and helpful | I like their flexibility; they changed the way patients drop off samples based on feedback. You now hand the sample over at reception which is a good system as you know it has been logged as received. The staff are so friendly and helpful. I love the machine in the waiting area to check your blood pressure and weight etc. Overall very good. | 5 |
| 402000 | Snettisham Surgery | Reassuring experience | The doctor referred me last week to see the physio and I have just had an appointment with the physio today. The physio was very helpful with a constructive diagnosis. It was a very reassuring experience. | 5 |
| 401998 | Snettisham Surgery | Marvellous | It's lovely, marvellous. They explain everything to you, the staff are so good and helpful. I come to the surgery and make my appointments and it's very easy and straightforward. | 5 |
| 401997 | Snettisham Surgery | No waiting, all good | My appointment was good, there was no waiting and it all went well. It is usually pretty good. I did have a problem once, but I spoke to them and they resolved it quickly. | 5 |
| 401996 | Snettisham Surgery | Kind and helpful | The doctor today was very efficient, very kind and helpful. I felt listened to, was given some good information which has really helped my understanding. Sometimes certain doctors are not so great, not showing enough sensitivity and I have been told to not smoke or to loose weight when I have gone to them with something not related. You don't always feel listened to like I was today. | 5 |

| ID | Service Provider | Title | Review | Rating |
|--------|--------------------|------------------------|--|--------|
| 401991 | Snettisham Surgery | So responsive | What I like the most is that they are so responsive. I know if I get a problem I will get a quick response. Sometimes I have a problem and if it is treated quickly, I know it will be okay. I know what it is so I get in touch and if it can be sorted quickly it's good. They respond well. | 5 |
| 401990 | Snettisham Surgery | Excellent | Excellent, they look after me so well. | 5 |
| 401977 | Snettisham Surgery | They listened to me | I was listened to today and it makes so much difference. They just explained everything so well. It does depend on who you see. I called today at 8.0am and was only number 2 in the queue. I was offered an appointment at 9.30am. All very good. | 5 |
| 401973 | Snettisham Surgery | All very good | Today was very good. I was shown how to do exercises and I was given very good explanations. The referral from my GP to see the physio today was very quick and I am quite happy. | 5 |
| 401971 | Snettisham Surgery | Always very supportive | I have had lots of things wrong with me and they have always been very supportive. I feel happy coming here and overall I am extremely happy with the service. Today I called at 8.30am and the system told me to try later as there were already too many people in the queue so I called back just after 9am. I did have to wait for a long time in a queue but when I got through I did get an appointment. I don't like to use the call back button in case it doesn't work and they don't call me back. | 5 |

| ID | Service Provider | Title | Review | Rating |
|--------|--------------------|------------------------|--|--------|
| 401961 | Snettisham Surgery | Responded well | I came in today to make an enquiry and they have responded well. I have been told they will speak to a doctor and they will get in touch. I would say though that unless you insist on seeing a GP sometimes you might not get what you want. I have had poor experiences in the past with not the best outcomes. However I have recently had more favourable experiences with much better outcomes and I feel the right investigations are now being carried out. | 5 |
| 401958 | Snettisham Surgery | Fantastic treatment | I have been coming to the surgery for a year and so far the treatment has been fantastic. I used the online request form to make an appointment and so far it has all been good. I have had no problems and I can't fault it. | 5 |
| 401957 | Snettisham Surgery | A very good experience | It was a very good experience today. I saw the physio who was a charming and most delightful man and very helpful. I am looking forward to seeing him again. The surgery is good. | 5 |
| 401954 | Snettisham Surgery | Very thorough today | I thought they were very thorough today. It is better than it was. I used the app to get request an appointment, they called me back and I got an appointment within a few hours. I saw the physio today and they were very thorough, I thought it went well and I it was as I hoped and expected it to be. | 4 |

| ID | Service Provider | Title | Review | Rating |
|--------|--------------------|---------------------------------|--|--------|
| 401972 | Snettisham Surgery | Difficult to get GP appointment | It is difficult to get an appointment with a GP, which makes you give up and stop bothering them. I have tried to make appointments for my partner and an elderly friend and it is always hard. It can be more stress trying to get an appointment especially with mental health issues. We end up suffering as a consequence. I don't like the call back system as the call comes too late and there are no appointments left and they just ask you to call again the next day. | 2 |