

Church Hill Surgery Feedback



June 2026

In June 2026 we visited Church Hill Surgery to speak with patients about their experience with this health service. We received 22 reviews during the visit. The reviews have an average star rating of 4.6 out of 5.

Church Hill Surgery is a GP Practice in Pulham Market, a village in South Norfolk. Upon their last inspection in 2024, the surgery received a rating of 'Good' from the CQC. There are around 4,500 patients registered with the practice, and it offers a variety of services including ear syringing, counselling and musculoskeletal (MSK) practitioners.

Healthwatch Norfolk Officers who visited Church Hill Surgery noted:

The reception desk's glass windows increase the privacy of staff members' phone conversations with patients.

Local health and support information is displayed in the waiting area alongside an overview of the Patient Participation Group. The Practice Manager told us new members are being actively sought, and the contact details will be amended shortly.

There was adequate parking for all visitors on the day and sloped access to the automatic doors at the entrance.

Overall, most patients we spoke to told us appointments are available when needed and easy to book. Several people commented on the dispensary service telling us prescriptions are ready on time, and the text message reminders are useful. Staff members throughout the team were praised for their caring and helpful attitudes.

Comment from the provider:

"We are very pleased to see that the overall feedback is overwhelmingly positive. It is particularly encouraging to hear that patients value the caring and supportive approach of our team and feel listened to and treated as individuals.

Access to appointments is a key priority for the practice and we are pleased that many patients report being able to obtain appointments when needed, often on the same day. This reflects the ongoing work of our team to balance demand and ensure timely care.

We also appreciate the constructive feedback and recognise there are areas where we can continue to improve, including appointment

preferences, telephone access at busy times and continuity of care. We remain committed to ongoing improvement and we will continue to review our services to ensure we provide responsive, high-quality care that meets the needs of our patients.

We are grateful for the positive recognition of our friendly and professional team. We also welcome patient involvement and encourage anyone interested to join our Patient Participation Group to help shape the future of the practice.”

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

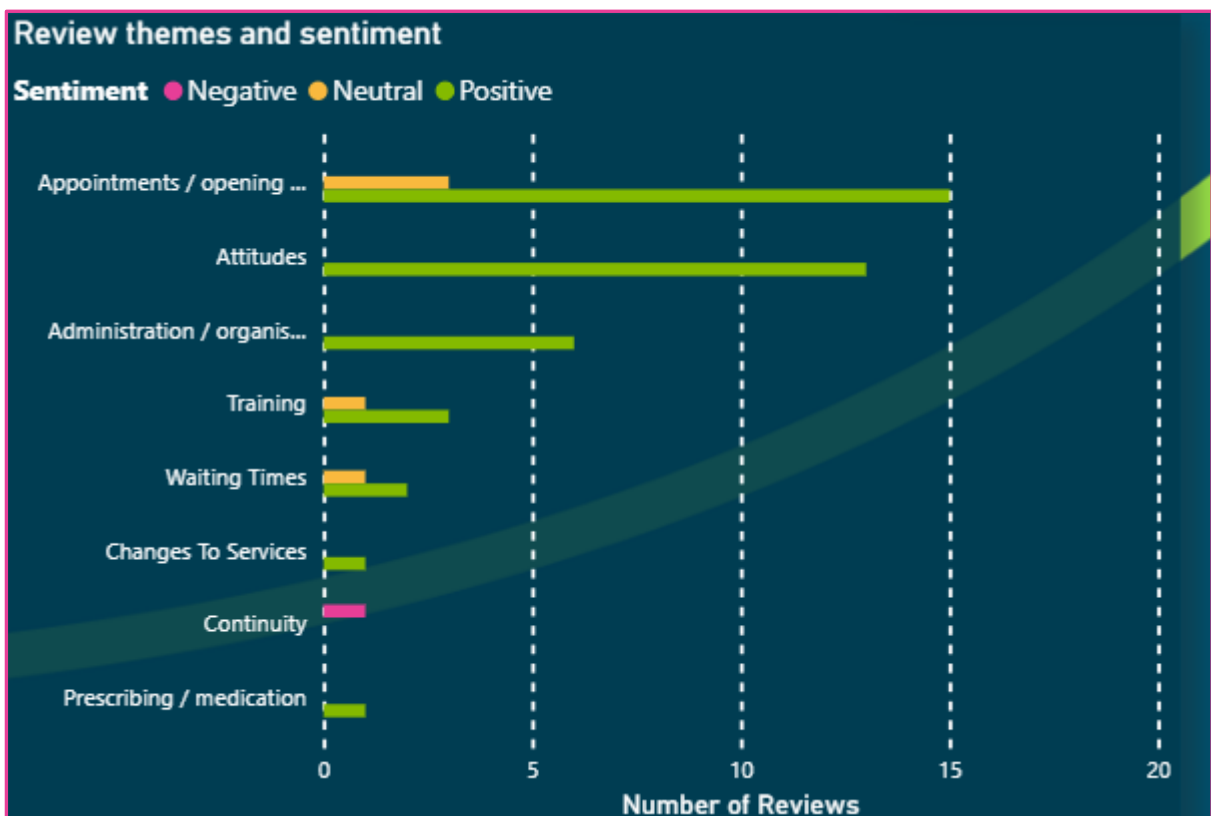


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Church Hill Surgery by the Healthwatch Norfolk Engagement Team

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
430264	Church Hill Surgery	They're pro-active	I've never had any complaints in ten years, they're always spot-on. You can get appointments as and when you need them. They always fit me in for my regular blood tests, even in time for the hospital ones. Prescriptions are managed well. I get a text message to come in and it's always ready. The receptionists are very pleasant and you come through the phone queue quite quickly. You can speak to the doctors who will call you back. All the nurses are very good and explain everything. They phone back when they should which is very helpful when you're working. It's brilliant, they're so pro-active here.	5
430261	Church Hill Surgery	Quick dispensary	They're always quite quick in the dispensary. The appointments are fine, we can get them when needed.	5
430253	Church Hill Surgery	You're a person not a problem	They're excellent. Much better than Harleston or anywhere actually! I wouldn't go anywhere else. They're on the ball and very caring. They know you and ask after you. They notice the little things. To them you're not just a problem to solve, you're a person.	5
430252	Church Hill Surgery	They fit me in	They've fitted me in today, I'll be seen in 20 minutes. A lot of the time you can see a doctor the same day but sometimes it is the next day.	5
430251	Church Hill Surgery	One of the best	Everyone's really nice and very helpful. The receptionists take their time when you want an appointment and fit you in. It's one of the best surgeries I've been to.	5

430250	Church Hill Surgery	They look after my welfare	It's fine, no problems at all. They keep me informed and look after my welfare.	5
430247	Church Hill Surgery	They saved me	I think they're brilliant, I'd give them seven stars if I could! They saved me from many different types of cancers.	5
430246	Church Hill Surgery	In-person appointments preferred	I find it OK, they all seem very pleasant, but appointments can be up and down. I don't like being offered phone appointments as I prefer face-to-face. It is good here though.	5
430245	Church Hill Surgery	Pleased with everything	They're all lovely as far as we're concerned, we're seen right away. I can ring in the morning and have an appointment in the afternoon. No faults whatsoever, I'm pleased with everything.	5
430244	Church Hill Surgery	Lovely staff	It's brilliant. I've just been to the pharmacy and there was no queue, it was very quick. The staff are lovely. The receptionists are lovely too and efficient. Sometimes the practitioners are running behind.	5
430243	Church Hill Surgery	Good experiences only	It's always been really good. The staff are always friendly, they explain alternatives if you can't be seen. The phone queues aren't too bad. I've only had good experiences.	5
430242	Church Hill Surgery	Concerns taken seriously	My experience of late especially is really good. If I need anything urgent I usually get a spot so I can't complain. I can see whichever GP I want and they're always really helpful. I have a family of neurodivergents and they've helped us with various things, and all my concerns have been taken seriously.	5

430222	Church Hill Surgery	I've had a really good experience	I can always an appointment and I've just seen a lovely lady whose helped me and then got my prescription and the lovely lady gave me some advice. I just think everyone is lovely. All you hear is bad things but I've had a really good experience.	5
430219	Church Hill Surgery	We always get good service	We always get good service, they're always available to us. Can get an appointment within days, to see anyone. They send text message reminders about appointments and prescriptions. I've never had any trouble getting appointments or anything.	5
430218	Church Hill Surgery	They're all so nice and they help you	There are always appointments available, both emergency and routine, the longest I've had to wait is a week. They're all so nice and they help you. I've never had any issues getting appointments. They let you know when your prescription is ready and you get reminders about appointments so they're on your phone by the time you get home.	5
430216	Church Hill Surgery	I can't think of any criticisms	I can't think of any criticisms. They have a friendly approach, everyone is cheerful, there are no gloomy dragons at the gates! I have no problems getting appointments.	5
430263	Church Hill Surgery	Good same day appointments	It's a very good surgery. I can get through on the phone and they're good for same day appointments.	4
430257	Church Hill Surgery	Always been happy	They're very good. I phoned at 8.30am today and got an appointment for 9.45am. It was with a different doctor but they were very thorough. We've always been happy here.	4

430226	Church Hill Surgery	The dispensary service is really good	The only downfall is appointment availability but it's the same everywhere you go. Other than that everything else is great but they do try their best to squeeze you in. The dispensary service is really good and handy that they send messages when it's ready. They also offer a home delivery service.	4
430225	Church Hill Surgery	They have changed it around and it's working.	They were on special measures a few years ago and they have changed it around and it's working. They send you messages and keep on top of medications and jabs. No problems booking appointments, the receptionists are good and they ask you questions.	4
430254	Church Hill Surgery	Long phone queues	I hardly ever come but it's satisfactory. The phoning's the worst with the long queues. Sometimes they tell you to phone back. You don't know the doctors or nurses any more. Some of the nurses are lovely but it's a different one every time.	3
430217	Church Hill Surgery	You can get an appointment quite quickly which is unheard of	You can get an appointment quite quickly which is unheard of. I think some of their ways with patients is outdated. They just need to train or update how they deal with alcohol and drug abuse. Other than that they're pleasant and courteous.	3