

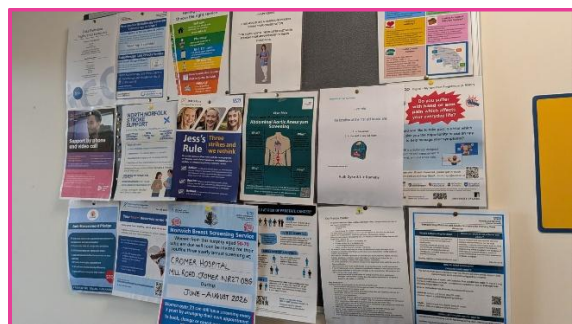
Cromer Group Practice Feedback

July 2026

In July 2026 we visited Cromer Group Practice to speak with patients about their experience with health and social care services. From this visit we received 23 reviews. The reviews have an average star rating of 4.5 out of 5.

The Practice is in Cromer, a town on the North Norfolk coast. Upon their last inspection, a rating of **Good** was received from the CQC. There are approximately just over 12,000 patients registered with the practice. The practice offers a variety of services including:

- Chronic Disease Management
- Vaccinations
- Prescriptions
- Non-NHS Services: Chargeable services include HGV/PSV medicals, insurance claim forms, and private sick notes.



Cromer Group Practice

Healthwatch Norfolk Officers who visited Cromer Group Practice noted:

The car park was generous, appropriate to the size of the surgery.

The double set of doors were accessible.

In the foyer there were wheelchairs and a walker for patient use.

The waiting area was spacious, light, clean, and the various areas of the surgery clearly signposted.

There were information board on the walls showing up to date health information.

Reception staff were friendly and helpful.

In the foyer there is a direct access, free to use telephone to a local taxi company. This is a useful feature, however we witnessed a patient not able to use the telephone as they could not hear the conversation. Healthwatch Norfolk staff made the call on behalf of the patient and noted that the line was hard to hear.

Overall, patients were keen to point out the quality of the care and the friendliness of the staff. Some patients however commented on a general difficulty in obtaining appointments.

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	Title	Review	Rating
474708	The service is second to none	I've been at the surgery for 25 years. We are looking to move house but don't want to move out of the area, due to how good the surgery is. The service is second to none. We normally have phone call appointments and that works well for us. We get offered an in person appointment but only when we need one. That is fine and works well for us. I haven't got any complaints.	5
474693	All the nurse practitioners are brilliant	I must say I think they are an amazing surgery. I have a very good experience here. The receptionists are very helpful. The appointments are usually on time. All the nurse practitioners are brilliant; sympathetic and informative. They have also been very good with my mum, even before she moved here. I use the NHS app and that works really well.	5
474684	They've been excellent	I find them very helpful. I've just had a blood test and an ECG. It went very well. I received a very quick referral recently. It was very good. I have no complaints about the surgery at all. We've always had a good service. They've been excellent.	5
474679	They give you more time	I'm very pleased. We haven't had to wait too long for appointments. When the wait has looked like it would be longer, the specialist nurses have stepped in and I can't fault them. They are on top of what they're doing. They give you more time, especially given the pressure that I understand they're under. Everything has gone really well. I always try and be prepared for the appointment, but I understand that not everyone is able or prepared to do that.	5
474678	They need a little medal!	They're brilliant, really. I can't really fault it. The nurses are brilliant. The care here is very good and professional. I'm here twice a week. They need a little medal! I think they're very good.	5

474675	1000% amazing	The doctor this morning has been 1000% amazing. She noticed differences and has made several referrals. She noticed the differences in me even though she hasn't seen me in a while.	5
473252	Always helpful	Today was very good, quick in and out. Staff are all very pleasant and helpful. I have had lots of visits to the surgery lately and they are always good and helpful. I do find it annoying when they send you a text asking you to make an appointment and when you go to the website you can't book anything. I come in and they make them for me.	5
473235	My experience within the surgery is fine	It's fine for what I use it for. I'm here on a monthly basis and I'm always in to the appointment on time. Not being able to get in to see a doctor has been an issue in the past, but it's okay now. My experience within the surgery is fine.	5
473228	Quick and easy	I came for a vaccination today and it was very easy, in and out and very quick. We only called yesterday to make the appointment and it all went very well. Staff were very friendly.	5
473227	Fantastic experience	Today was a fantastic experience. Dr Oliver is amazing, he's a lovely doctor. He is extremely understanding, kind, helpful and caring and gives me enough time.	5
473221	Very understanding	It's very good. The nurse today was very understanding and explained everything very well. I had an asthma check up and I felt it was very good. When it's due they remind me to make the appointment and it seemsto work well.	5
473219	The care is fine	It's fine. I know most of the staff here. The care is fine. I'm basically fairly healthy, so I'm just going for things I need to go for. This morning was okay.	5
473216	Fabulous	Fabulous. The healthcare assistant I see is amazing. The doctors are very helpful and kind. I'm very, very happy. The doctor referred me for a scan and that went smoothly. I have no	5

		complaints. I'm sure there are times when it's too crowded but I never find that. I've always found it to be quick.	
473215	Always very helpful	They are always very helpful and I don't really have any problems with them. Sometimes you do have to wait a while for an appointment, but if you need more swift attention you can usually get it. The staff are doing the best they can for you. A quicker swifter service would make it better.	5
474664	They seem interested	It's fine. Really good. It's not too long a wait for an appointment. I have regular appointments and that all gets arranged smoothly. The care we get here is fine. They seem interested. The explanations are always very clear. I think it works really well. I use the NHS app for prescriptions. That works really well for me. It's only not a five star rating because I have to wait.	4
473269	They really do listen to you here	I think it's alright. They are normally pretty good at responding to what you need. The waiting list for getting an appointment isn't too bad. Coming from my old surgery, this place is a lot better. The staff are normally quite quick and they treat you well. They really do listen to you here. They take the time. One thing that does happen however is that if you are even a little bit late, they won't see you.	4
473268	They've been great with me	It's generally good. I've been a bit poorly over the last couple of months and they've been great with me. I've got certain doctors which I would prefer to see, but you can't. Access isn't the best. But what you do get is very organised. Once you're in; great! You have to wait a while on the phone. They are great with my children.	4

473255	Making an appointment is difficult	Trying to make an appointment is difficult, it's horrendous. I dropped into the surgery about 10 days ago to make an appointment and I was told I can't be seen until the end of August. I'm just going to have to wait but it feels too long. Also I had problems accessing information through the app and I do prefer using my computer but the account password never works. They tried to help me at the surgery but it still doesn't work.	4
473249	Generally it's fine	Generally it's fine, pretty good. When I make an appointment or a request they seem to ask reasonable questions and you don't have to wait too long. I know it's not easy at the moment and it is just as it is but whilst it is okay it can be a wait.	4
473231	The clinical staff are amazing	I feel very positively actually. The clinical staff are amazing. I did have one experience where I struggled to get past the receptionist to talk to a doctor and I found that very stressful. In general I have had a good experience. I like the queuing system. I have never had an issue in terms of getting an appointment.	4
473220	Communication is not great	I am more than happy with this surgery and it is better than where I was before but communication is not great. They don't let you know when a result is back and I had to contact them after seeing something on the NHS App that suggested they should have been in touch. Having to wait for things is not great. Overall I am happy though.	4
473229	Difficult to get an appointment	It can be very difficult to get an appointment to see the doctor, even a phone call appointment. It seems you can't even speak to someone and they tell you to go to A/E. However, today I saw the nurse for a regular blood test which always goes well and partly because the nurse makes the next appointment for me each time I see them.	3

473222	I feel I'm helping myself	It feels like I have to help myself. I had an encounter with one of the doctors who had clearly not done their homework. They made assumptions about me without even meeting me. I had a telephone conversation with them and I found the whole experience very poor. I also found that the doctor had changed my medication without even consulting me which meant I ended up taking something that wasn't right for me. I feel I am being dismissed because I'm older. However, there are members of staff like Dr Beth who is very good. The pharmacist is excellent, very knowledgeable and helpful. The people who answer the telephone are also so good, they go the extra mile to help you.	3