

Gayton Road Health Centre Feedback



July 2026

In July 2026 we visited Gayton Road Health Centre to speak with patients about their experience with health and social care services. From this visit we received 25 reviews for Gayton Road Health Centre. The reviews have an average star rating of 4 out of 5.

Gayton Road Health Centre is in the Norfolk town of King's Lynn and is part of the Vida Healthcare Group which provides primary care

services to approximately 30,000 patients across four sites. Vida Healthcare offers a variety of services including chronic disease management clinics run by specialist nurses and a cataract service, which is located at the Gayton Road Health Centre site.

Healthwatch Norfolk Officers who visited Gayton Road Health Centre noted:

- Healthwatch officers were greeted by staff and made to feel welcome.
- The health centre is clearly marked and visible from the road.
- The onsite car park is free for patients and appeared to have plenty of spaces during our visit. There were accessible spaces clearly marked close to the entrance.
- The entrance to the building is via automatic doors which patients were observed using with ease.
- Patients were observed checking in using the electronic screen, or by speaking to staff at reception.
- Signage and notices in the waiting area appeared helpful, including a Patient Participation Group display board.
- Reception staff were observed communicating with patients in a friendly, helpful manner.

Overall, people were generally positive about their experiences at Gayton Road Health Centre, with many patients praising staff and the helpfulness of the service. Some people specifically highlighted staff listening carefully and explaining things clearly. Experiences of accessing appointments were mixed; while some people said they were able to get appointments when

needed, others raised concerns about appointment availability and the booking process.

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
463840	Registration was easy	I have only just registered here in the last month, and it was easy to do online. I have not seen a doctor yet but came in today to ask how I see one. Everyone has been friendly and helpful.	5
463831	Staff friendly and helpful	I can always get an appointment when I need one. I forgot to order my repeat prescription but have come in and they have sorted it for me and it should be ready today. The staff are all friendly and helpful. I have never had any problems.	5
463765	They look after you	They look after you, they are all very professional and very helpful. I can get an appointment when I need one. If you are kept waiting for your appointment they apologise. The staff are very good and very obliging.	5
463747	Never had a reason to complain	I have been here for 40 years and never had a reason to complain. I phoned at 8am and got an appointment for 9.40am. I have had no problems with the staff. It's incredible how they have managed with all the extra people they have taken on, which shows that it is incredibly well run. The callback system has made it so much better, and it is great that your prescription is sent straight to the pharmacy.	5

ID	Title	Review	Rating
463744	Today was very good	Today was very good. Our questions were dealt with quickly and pleasantly. It can depend on which doctor you see and, overall, the nurses show better understanding. The doctors are not all so good at understanding. Because my speech is slightly harder for people to understand now, I have sometimes been ignored by doctors who address their comments to my daughter instead. The nurses listen more and the regular doctor we see is much better because they know us, and because of the consistency it all seems to work better.	5
463733	So far very good	I am a new patient and have only just registered with the surgery. I did this online and it all went very well. So far, very good.	5
463721	Reception staff are very efficient	I have had no problems. The reception staff are very efficient and know what they are doing. It's all very good and they fix me up. Appointments are easy as they give me the next one each time I come in. Sometimes I see the doctor and sometimes I see the nurse, and they are all good.	5

ID	Title	Review	Rating
463718	I like the professionalism	I like the professionalism and the way people talk to you. The nurses are very good at what they do, and the doctors are very knowledgeable about my health condition. Appointments can be scarce but overall, it's okay.	5
463714	Staff are very good	I had an appointment today and they were efficient. They have done what they have to do. I have been referred to the hospital and it all went well. The staff are very good.	5
463703	They listen to me	Everything seems absolutely fine. They listen to me. Today the doctor was very helpful and listened to everything I had to say. She was very helpful and sorted my problem immediately. I have also seen another doctor recently; a lovely man, and he listened and sent me to the hospital straightaway.	5
463692	A good service	When I need to see the doctor they can see me the same day. I don't usually call because I don't like the queues on the phone, so I come down to the surgery to make my appointments. It's a good service and you do see doctors when you need to.	5

ID	Title	Review	Rating
463606	The doctor was lovely	The lady doctor I saw today was lovely. She explained everything and was very nice. It's always very good here.	5
462687	Excellent bedside manner	I saw Racheal Wilkins today and she was brilliant. She tested everything and explained stuff so well, even using diagrams. I learnt stuff that I did not know in my 60 years of being diabetic. She has an excellent bedside manner and did not rush. I had to wait about 15 minutes past my appointment time, but I didn't mind this at all because she spent time with me.	5
463757	Everything is okay	Everything is okay. I can get an appointment, but it can be hard to see a doctor and if you do it's a different one and not always the specialist you need.	4
463711	Staff are very pleasant	It's quite good really. I can usually see a doctor and the staff are very pleasant. I spoke to a lovely lady on the phone; she was very kind and helpful.	4

ID	Title	Review	Rating
463680	Callback system is good	You can sometimes have a bit of trouble getting an appointment, you have to ring at 8am or 12pm, whereas you used to be able to book in for the next day. The new callback system has got a lot better and the last couple of times I have managed to get in. The staff are all good and I have no complaints about them. In fact, they regularly check up on my father who is 94, which is good.	4
463678	I'm very happy here	It all works well. I have been coming here for 18 years and I have no complaints. I do only come occasionally but it is always good. I like that if I can't get an appointment here, I can go to one of their other sites. I am very happy here.	4
462699	Nursing good	The nursing area is good, but when you get called in to see the doctor it's all a bit public and you can't always understand what they say. It's sometimes hard to get an appointment, you have to be on the ball at 8am or 12pm and the phone message is too long. The building is not as nice as the Hunstanton one, it could do with a refurb and building up as it doesn't seem big enough to cope with everyone. The staff are fine.	4

ID	Title	Review	Rating
463735	I feel they could do more	Before Covid it was hunky-dory, but not so now. I don't think they are doing anything creative, anymore. The medics are very young, and they don't seem able to help me with the understanding of my blood results. Why can't they tell you when it's in front of them. They told me to ask at the hospital. I do get appointments and otherwise it is fine.	3
463724	Overall, not so good	It was difficult for my husband to get an appointment; it took two days. He was seen by a doctor who didn't examine his stomach even though he was complaining of stomach pain. The doctor prescribed antibiotics but gave the wrong amount. Some samples were requested by the doctor, but my husband was only told about one of them which led to delays and inconvenience. Overall, it did not seem so good.	3

ID	Title	Review	Rating
463679	Staff are lovely	I still don't understand how to get an appointment, but everyone is lovely when you get here. The staff are lovely. I can get an appointment, but when you call in there is always a queue and there is not always one when I want one. I had one knee replaced and even though it was known at the first consultation that I needed the second knee done, I had to go through the referral system again. I know this is not the GP's fault, but it doesn't seem to make sense. Another thing that bothers me is when you have a blood test, they don't tell you if the results are okay. I don't find this very reassuring because if you hear nothing you think maybe something has been missed or forgotten.	3

ID	Title	Review	Rating
463612	Not the best experience	I think things are getting worse. I have been trying to get signed off work and I now need the note for work, but it is taking them too long to get it to me. I was told on Friday it would be with me later that day, or the next day, and I am still waiting and it is now Tuesday. I came down today to see what was happening and it's still not ready. It doesn't feel like I am being treated properly, it's not the best experience.	3
463719	Difficult to get an appointment	I can never get an appointment. It is always difficult to get an appointment. You phone up and there is a long queue, and it can take two or three tries to get an appointment. The staff, however, are very nice and everything else is fine.	2

ID	Title	Review	Rating
463843	Feel unheard	I think they get paid per head and just want you in and out as quickly as they can. I went in to an appointment and I was limping, the doctor talked about the limp and when he was finished, I tried to tell them why I had come in and they said I could only talk about one thing, I had not gone in about the limp! I have been on an additive pain medication, which with my history of addiction I should never have been put on. I have asked for help coming off it and to have an alternative, but been told I just have to cut down on it myself. I have been reducing it over two years, but sometimes the pain is so bad I have to take more, and then I run out and have to fight for more. I am taking 20 co-codamol a day just to touch the sides of the pain. I have been referred to the pain clinic which was good, but the person I did see there has now retired and it has gone from a 40-minute appointment once a year to a three-minute one. I am desperate for help, but no one is listening. I just want something different to help with the constant pain that is not addictive. They sent me to a rehab place so they could prescribe something else, but they said they couldn't do it, it would have to be the doctors. So I was back to	1

		square one and then gave up. It is affecting my mental health, and I can't work so I am going to have to sell my house before I lose it.	
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