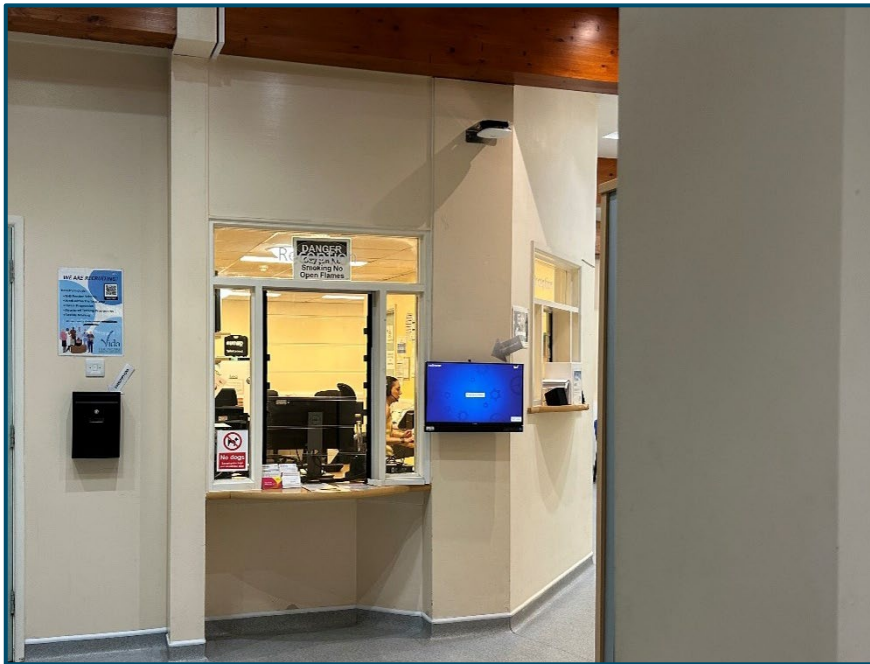


St Augustine's Surgery Feedback



June 2026

In June 2026 we visited St Augustine's Surgery to speak with people about their experience with health and social care services. From this visit we received 13 reviews for St Augustine's Surgery. The reviews have an average star rating of 4.9 out of 5.

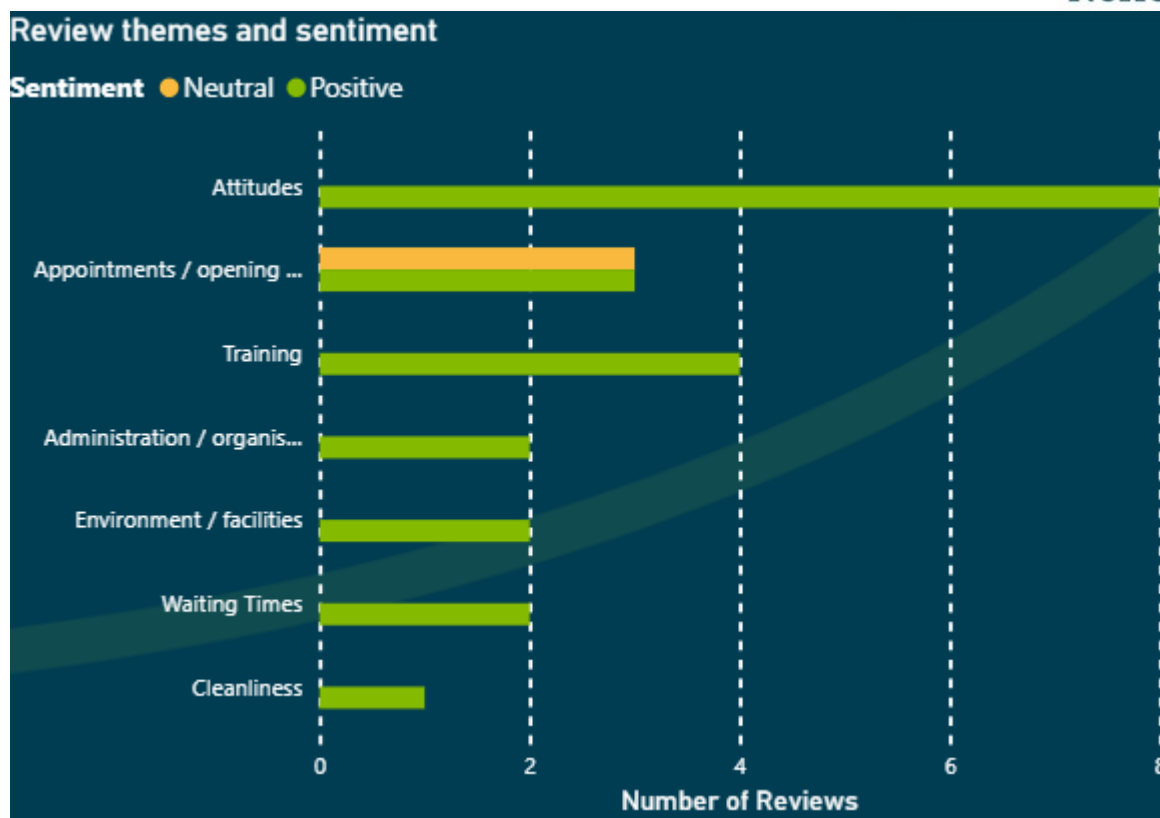
St Augustine's Surgery is situated in a multipurpose building in the Norfolk town of King's Lynn and is part of the Vida Healthcare Group which provides primary care services for approximately 30,000 patients across four sites. Vida Healthcare offers a variety of services including chronic disease management clinics and a well woman clinic was running at St Augustine's Surgery during our visit.

Healthwatch Norfolk Officers who visited St Augustine's Surgery noted:

- Healthwatch Norfolk officers were greeted by staff and made to feel welcome.
- The St Augustine's building is marked from the road, and the entrance is clearly visible.
- The shared car park appeared to have adequate spaces during our visit and there were accessible spaces clearly marked close to the entrance.
- Patients were observed checking in using the electronic screen or by speaking to the receptionist.
- Signage and notices in the surgery waiting room appeared helpful.
- Staff were observed on several occasions allowing doors to bang shut.
- Reception staff were observed communicating with patients in a friendly, helpful manner.

Overall, people seemed happy with their experiences of care at St Augustine's Surgery. People were very positive about their visits to the surgery, praising members of staff for their helpfulness. People commented on staff giving good information and taking time during consultations to check patient understanding ("They take time to explain everything so well"). Whilst most people were overwhelmingly positive about their experiences, two responders mentioned difficulties accessing appointments ("It can sometimes be hard to get an appointment").

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
432670	St Augustine's Surgery	Clean and efficient	I was in and out today with no waiting. I like it here because it is clean and efficient and it's easy to park.	5
432668	St Augustine's Surgery	It was good as always	Every time I have been, it is good. It was good today and I got what I hoped for. I have regular appointments once a month and it's easy to book as each time I come in, they book the next month's appointment for me.	5
432663	St Augustine's Surgery	Very good	It was a good experience today, very good. All fine and everyone is helpful.	5
432661	St Augustine's Surgery	Brilliant	All good, it was brilliant. I had a blood test today and I was slightly anxious before I came, but they made me feel very comfortable. They were very professional and very quick.	5
432658	St Augustine's Surgery	Quick and easy	It was all very quick and easy today, no waiting and efficient and there was no problem making the appointment.	5

ID	Service Provider	Title	Review	Rating
432656	St Augustine's Surgery	Always alright	I have been for several visits and it's always alright. I came for a blood test today, but I did have to see the doctor before I could get the blood test so it took about two weeks to get sorted. They are all very nice people and very kind to me.	5
432654	St Augustine's Surgery	Everything explained so well	They take time to explain everything so well. They told me today what happens with my condition and how the medication would work. They also talked about the risks. Everything was explained so well and they went over it twice to check I understood. They have also even written it down for me on a piece of paper so I can take the information home.	5
432646	St Augustine's Surgery	Very helpful	They were very helpful and explained everything to us well. It is always like this, it's good.	5
432644	St Augustine's Surgery	Very good today	I don't come to the surgery very often, but it was very good today. I booked ahead for the clinic today, but it can sometimes be hard to get an appointment.	5

ID	Service Provider	Title	Review	Rating
432642	St Augustine's Surgery	Very efficient	It's very good and very efficient. They are always helpful and you get good information.	5
432640	St Augustine's Surgery	They're on the ball	The staff are friendly, helpful and polite and they put me at ease. I have not had any problems making an appointment everything runs smoothly with no problems. It's all very good, they're on the ball.	5
432639	St Augustine's Surgery	They listen	I give it five stars because they listen and don't judge. I had a nurse appointment today and it was a good experience, as it always is. I have my regular checks here and it's very good. The only thing I find a bit difficult is having to manage appointments with work if I need to come for something unexpected. It can be difficult to get something that fits with work. If I can't get something here, I use the GP front desk at the hospital.	5
432647	St Augustine's Surgery	A good experience today	I can't quite give it 5 but it's more like 4.5 stars. I like the fact that it is a nice temperature in here today, it's reasonably quiet and the car park is much easier here than at Gayton Road. It is also easy for me to get here. Today's experience was good. They were very informative and didn't make me feel pressured, they had time for me. The doctor was relaxed and this made me feel relaxed and at ease too.	4