

Grimston Medical Centre Feedback



August 2026

In August 2026 we visited Grimston Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 22 reviews for Grimston Medical Centre. The reviews have an average star rating of 4 out of 5.

Grimston Medical Centre is a GP practice located in the rural village of Grimston, West Norfolk. The practice has over 5,000 registered patients living in Grimston and surrounding villages. Grimston Medical Centre offers a variety of primary care services including annual

reviews for long term health conditions, phlebotomy (blood tests) and minor surgery.

Healthwatch Norfolk Officers who visited Grimston Medical Centre noted:

- Staff had expected us and welcomed us to the practice.
- There is an onsite car park including accessible spaces close to the entrance.
- There are two doors into the building requiring a pull action to enter. The doors do not have an automated option.
- One patient was observed struggling to open the doors whilst using a mobility aid. There was a doorbell which reception staff told us people could use if they needed assistance. However, the doorbell was sited high on the outside wall and would not be suitable for wheelchair users.
- Patients were able to check in via a digital screen or at the reception desk.
- The surgery has an onsite dispensary.

Overall, people seemed happy with their experiences of care at Grimston Medical Centre. Staff were praised for being kind, caring and friendly, with one person commenting, *"The way they treat you and care about you is fantastic. Nothing is too much trouble for them"*. Some responders had specific praise for clinical staff mentioning they take time and explain things clearly. Although feedback was mainly positive, some concerns were raised about access to appointments. One person with a hearing impairment highlighted difficulties they experienced with telephone appointments: *"They give me telephone*

appointments sometimes and I find these very difficult because I can't hear so well over the phone."

Below 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.

Grimston Medical Centre provided the following response:

We have noted the following comments and respond as follows;

- Front door doorbell – We note the observation and will be making the adjustment of the height of the doorbell in the next week or so to assist patients with mobility aids/wheelchair users.
- Access to appointments – We have had a meeting about capacity regarding appointments, and we have made some changes to our

clinicians' rotas creating some additional routine appointments and are also recruiting an additional salaried GP who starts in November 2026. We are also in the process of recruiting an additional Healthcare Assistant to reduce the waiting time for blood test appointments at the surgery.

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
497672	Grimston Medical Centre	I'm happy here	They looked after my husband really well. The appointments are good and the staff are wonderful. They make you feel comfortable and I also like the prescription service. I'm happy here with how things are.	5
497670	Grimston Medical Centre	Always lovely	Always lovely, everyone is good. The pharmacy, the doctors, the whole team. It's very friendly and my appointments are always good.	5
497664	Grimston Medical Centre	One of the best	I think they are one of the best in the King's Lynn area. My doctor takes her time to sit and go through everything with me, we discuss things together. She is superb, Dr Perfect. I am happy to wait and see her because she is good. The only thing I don't like is when reception ask too much detail in front of the waiting room. One of the receptionists is very good though.	5
497603	Grimston Medical Centre	Fantastic	It's fantastic, the way they treat you and care about you is fantastic. Nothing is too much trouble for them. Getting prescriptions works well too. It can sometimes be difficult to get an appointment, but they are always there for me when I need them.	5

ID	Service Provider	Title	Review	Rating
492982	Grimston Medical Centre	Can't fault the NHS	I do miss Dr. Clifton! These people here have been really good to me but it is hard to get an appointment. I saw a nurse about something, and she needed me to see a GP, so I got a phone call and they made a referral to the hospital. I can't fault the NHS.	5
492970	Grimston Medical Centre	Can't fault them	I usually just pick up my prescription once a month and it's on time, and everything is correct. I can't fault them - they're pleasant and polite. I just made an appointment which is in September and I'm OK with that.	5
492926	Grimston Medical Centre	Professional and helpful	They're lovely. They're professional and helpful, they get things done.	5
497619	Grimston Medical Centre	I do feel heard	It works very well for me. The staff are friendly and go out of their way to help. It does take a long time to get an appointment. One of the doctors takes a long time to look up from their screen which can make you feel uncomfortable. I like it because I can pick up my prescriptions when I like, including one late night. I also get a text to say it's ready which is great. If you use the online enquiry form, they are quick to get back to you and you do feel heard.	4

ID	Service Provider	Title	Review	Rating
497613	Grimston Medical Centre	I think the surgery is good	The doctors are wonderful and I find the surgery good. With a face-to-face interaction the staff are mostly very helpful and they do their best. Some reception and dispensary staff are less friendly, and they would only get two stars but others are absolutely lovely, friendly and helpful. I do think the surgery has changed a bit though, it doesn't feel as much of a community hub as it used to. They do always find the time to see you. Not long ago one of the doctors took extra steps to ensure a family member got the treatment they needed. The nurse I saw was excellent.	4
497607	Grimston Medical Centre	Overall, it's okay	When you get in, the majority of the time you get yourself sorted. Dr Dhas is brilliant, more like old fashioned doctors, they have time for you. Modern doctors it seems treat it more like a job, not a vocation. One GP I saw stood up and opened the door to show me out only five minutes into a 10-minute appointment even though I still had things to ask about. It just seemed rude. I then had to call to get an appointment with another doctor to get my medications sorted out. Overall though, it's okay.	4

ID	Service Provider	Title	Review	Rating
493364	Grimston Medical Centre	Overall, very good	Overall, the surgery is very good. The appointments are good and they are really good for my baby. I call and if you need an appointment, they will find you one. The doctors are very thorough and the other members of staff, the nurses and receptionists, are lovely. The nurses are great.	4
492981	Grimston Medical Centre	Difficult GP communication style	My GP's social skills are not to be desired. He made an inappropriate and incorrect comment about the cause of a health condition. He also had no idea about a different condition I was asking to be tested for as it's hereditary, and when it was found I had it, he described that as 'devastating'. My dad complained so he's a bit better with me now, but his communication style is still difficult to deal with. He manages the clinical side well so I will stick with him. The queue to pick up prescriptions can be a bit long as everyone comes down for the late opening session.	4
492976	Grimston Medical Centre	We need to be patient	I'm rarely here but I did have a telephone appointment a few months ago. I sent a video of my condition and was given a swab and advice. I came here today to book a blood test which will be in three weeks but I'm aware how difficult it is to fit people in. It's not urgent so I'm OK with that. We need to be patient!	4

ID	Service Provider	Title	Review	Rating
492938	Grimston Medical Centre	Generally happy	Generally, I'm quite happy. I have noticed in the last year it's more difficult to get an appointment, you have to wait longer. It's not just with the doctors; it's the nurses as well. My appointment today was from one they'd cancelled at the end of July which was booked at the end of June. The staff are all great, they're all very accommodating and helpful. It's great having a pharmacy in the surgery and the system works brilliantly with texting you when it's ready.	4
492935	Grimston Medical Centre	They know what they're doing	I saw a paramedic today, she took time and explained everything really well. I phoned to book and got in quickly as it's an ongoing thing. Initially I had to wait four weeks, but since then it's all been a bit quicker. The medical advice has been really good. If it's an acute thing they do get you in quick, they know what they're doing! You can wait weeks to see a doctor and it's quicker to see a nurse or paramedic who have had extra training. Blood tests can take weeks, so I'm off to the hospital now to get one there instead.	4
492933	Grimston Medical Centre	I'm very happy	It's very good, I'm very happy here. Everything runs smoothly and the communication is good. I telephone to book and if I want to see a specific doctor it can be about a month. I'm more than happy.	4

ID	Service Provider	Title	Review	Rating
492927	Grimston Medical Centre	Able to get appointments	My appointment today was with Georgie for the asthma clinic and I got good advice. They told me it was time to book in so I got in touch and got the appointment quite quickly. On the whole, I get to see someone if I need to or if it's for a regular check-up. They could do with a bigger car park but that's an impossibility.	4
493359	Grimston Medical Centre	Some things could be better	Overall it's okay and the nurses are kind and they help, but there are some things that could be better. When you come to the pharmacy you sit and wait for up to 10 minutes before anyone calls a number, even though the window is vacant, but no number is called. I don't know what you are waiting for. Also, my husband is deaf and the doctor comes to the waiting room door, calls a name and then disappears. My husband doesn't hear so he doesn't know if it is his name that has been called. Other doctors use the screen to call you through which would be easier for my husband. Also, I have seen the same doctor call an elderly patient through from the door and then disappear. This patient then had to struggle to open the door by themselves. The nurses are very good they come to the door and wait and help us through.	3

ID	Service Provider	Title	Review	Rating
493352	Grimston Medical Centre	Telephone appointments are difficult	The care from the nurses is very good but getting an appointment to see a GP is difficult. They give me telephone appointments sometimes and I find these very difficult because I can't hear so well over the phone.	3
492978	Grimston Medical Centre	Some improvements needed	It's not as good as it used to be if I'm honest. Appointments are always running late with one particular doctor. I wouldn't mind if it was because patients needed extra time but I've seen him nipping out for cigarettes. However, credit where credit's due, on the positive side the dispensary's got a lot quicker. There might be a queue, but they get through enquiries and dispensing quicker. Recently I had a phone call to change my prescription rather than a face-to-face and I was perfectly fine with that. They do okay, but you can see where there needs to be an improvement.	3

ID	Service Provider	Title	Review	Rating
492931	Grimston Medical Centre	Things take longer now	I've been here 15 years, and I've noticed things take longer than they used to. I used to get same day appointments and I'm waiting weeks now. Prescriptions used to be ready the same day, now it's a week. My named doctor has cut down their hours which is fair enough, but it has reduced my opportunity to see her. I have long-term conditions, so it makes sense for me to keep seeing her, and the service I get from her is great, she always gives me time. My experience has been that some of the new medical staff have a bit of a brusque attitude. There used to be a core team who were good, now there seems a high turnover, particularly in the pharmacy. The NHS app and electronic systems are good. My wife had an incident where the tech failed, and she wasn't told a prescription was ready but that was a one-off. Overall, it's an inconsistent service.	3
497662	Grimston Medical Centre	Not proactive enough	Generally, they are very good, but they don't listen to me. I was diagnosed here with a chronic condition, but they are not proactive enough with the treatment. The people are lovely and it's great to have the surgery on my doorstep, but I don't always feel listened to. The pharmacy team are lovely.	2