

# Hemsby Medical Centre Feedback



## July 2026

In July 2026 we visited Hemsby Medical Centre to speak with patients about their experiences with health and social care services. From this visit we received 23 reviews which have an average star rating of 4.4 out of 5.

Hemsby Medical Centre is part of the Coastal Village Surgeries in The Coastal Partnership Group. Upon their last inspection, the surgery received a rating of 'Good' from the CQC. There are more than 17,000 patients registered with the Coastal Village Surgeries who offer a variety of services including physiotherapy, cervical screening, and immunisations.

Healthwatch Norfolk officers who visited the surgery noted:

- There was no patient car park and on street parking close to the entrance was limited.
- There were ramps up to the entrance which had automatic doors.
- The waiting room appeared clean and tidy. The notice boards were neat with relevant information, including posters displaying patient feedback and research undertaken by the practice.

Overall, patients were generally happy with the service that they had received, with many speaking positively about staff: "The staff I see are always friendly, helpful and nice". Additionally, patients praised the dispensary and its delivery service: "The dispensary are brilliant".

Some patients did note that sometimes it can be difficult to get an appointment ("It can be 50/50 when it comes to getting an appointment"), and there were gaps in continuity of care, ("You never see the same doctor twice").

## Comments from the provider:

*"We would like to thank Healthwatch for compiling and sharing this feedback, and most importantly, thank all of our patients who took the time to share their experiences and comments.*

*Patient feedback is invaluable to us and helps us understand what we are doing well and where we can continue to improve our services. We appreciate everyone who contributed.*

*As of today, our practice serves 17,407 registered patients, and we remain committed to providing the best possible care for our community."*

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

| ID     | Title                                      | Review                                                                                                                                                                                                                                                                                                                                                                    | Rating |
|--------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 465890 | I would give it 10 of 5!                   | They are excellent and I would give them 10 out of 5! They are great.                                                                                                                                                                                                                                                                                                     | 5      |
| 465889 | They look after me                         | It's very good here, they look after me. It can be 50/50 when it comes to getting an appointment. The staff are very friendly.                                                                                                                                                                                                                                            | 5      |
| 465883 | It's a very good service                   | It's a very good service. I don't often see a doctor but sometimes have a call back from them which is very useful. The dispensary and reception teams are very good.                                                                                                                                                                                                     | 5      |
| 465867 | I find it great                            | I find it great here, they called me in today. The staff are great and they look after me great. I can't complain about anything.                                                                                                                                                                                                                                         | 5      |
| 465866 | Today was 5 stars                          | Today was 5 stars but it hasn't always been in the past. The person I saw today was very helpful and I got an appointment no problem. In the past it was hard to get past the reception team.                                                                                                                                                                             | 5      |
| 465849 | Brilliant, brilliant, brilliant!           | Brilliant, brilliant, brilliant! If we need an appointment, we can get one. The doctors are good and the dispensary are brilliant. Reception are always helpful and go out of their way to help. They are friendly and welcoming and as I have a daughter with multiple complex long-term conditions the continuity is important. It's gone back to how it was pre-Covid. | 5      |
| 465831 | I have been treated well.                  | I have just seen the most wonderful nurse, it was quite quick to get the appointment, you do have to wait in the queue on the phone sometimes, but I have been treated well.                                                                                                                                                                                              | 5      |
| 465827 | It's good                                  | It's good, but you never see the same doctor twice. But they are fine.                                                                                                                                                                                                                                                                                                    | 5      |
| 465826 | I can't complain                           | Very good, they get me in when I need. I can't complain, excellent.                                                                                                                                                                                                                                                                                                       | 5      |
| 465823 | Never had any problems                     | Never had any problems, they're good, always there if you need them. They deliver medication and are always on time.                                                                                                                                                                                                                                                      | 5      |
| 465814 | They're very good, I never have a problem. | They just always seem to get an appointment for us, they listen and deal with any issues. There can be queues on the phone, but they go down quite quickly and you can use the callback system. They're very good, I never have a problem.                                                                                                                                | 5      |
| 465806 | Never have any trouble                     | Never have any trouble with them, they're very good. Everyone is so friendly and helpful.                                                                                                                                                                                                                                                                                 | 5      |
| 465786 | Very good                                  | Very good, you can call and get appointments. The treatment is good and the staff are friendly.                                                                                                                                                                                                                                                                           | 5      |

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|--------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 465847 | The staff are fine                      | Don't come often, normally only to pick up my prescription but the staff are fine.                                                                                                                                                                                                                                                                                                                        | 4 |
| 465828 | They're very good                       | They're very good.                                                                                                                                                                                                                                                                                                                                                                                        | 4 |
| 465825 | Staff are very good                     | I don't have to come very often but when I do it's good. The staff are very good and helpful. I can usually get an appointment okay.                                                                                                                                                                                                                                                                      | 4 |
| 465824 | Always friendly and clean               | I don't like having to tell reception what the appointment is for, but I know that's all doctors' surgeries now. The people in there are always friendly, it's always clean and tidy and the receptionists are always nice.                                                                                                                                                                               | 4 |
| 465822 | They are pretty good                    | They are pretty good, you can get an appointment for the day you want it. Very helpful.                                                                                                                                                                                                                                                                                                                   | 4 |
| 465807 | Been on top form recently               | They took a long time to diagnose a problem but since then they've been on top form. The staff are no problem generally, they're very nice. The receptionists are really helpful and the call line is very good.                                                                                                                                                                                          | 4 |
| 465785 | You can get an appointment quite easily | You can get an appointment quite easily if you ring at 8am. The dispensary closes between 12pm and 3pm, which can be frustrating and inconvenient, but it is good to have one on site. The doctors and staff are fine.                                                                                                                                                                                    | 4 |
| 465896 | I don't come often                      | I don't come often, only really to pick up my medication. The staff I see are always friendly, helpful and nice. When I do see someone, I find it frustrating that you can only talk about one thing.                                                                                                                                                                                                     | 3 |
| 465870 | Parking is hard                         | Parking is really hard, there is no car park and the road is busy. Today I had to wait over 45 minutes for my appointment but other than that they are okay. The staff are very good and polite.                                                                                                                                                                                                          | 3 |
| 465795 | Diabetic Nurses are fantastic           | I come in a lot to see the diabetic nurses and they are fantastic, they never keep you waiting and are lovely. Since Covid it feels like the doctors don't know anyone and you never see the same one twice. About a year ago I came in and was just given antibiotics without him even looking at my complaint. I haven't tried to get an appointment with a doctor recently so not sure how easy it is. | 3 |