

Martham Health Centre Feedback



July 2026

In July 2026 we visited Martham Health Centre to speak with patients about their experiences with health and social care services. From this visit we received 18 reviews which have an average star rating of 4.5 out of 5.

Martham Health Centre is one 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 Martham Health Centre noted:

- There was a large car park with accessible spaces close to the entrance.
- There were automatic doors and wheelchairs available to patients.
- The waiting room appeared bright and clean, and there were engaging notice boards with relevant information spread around the room.

Overall, patients were happy with the care and service they received. Many patients noted the positive attitudes of staff: "Always greeted with a smile", "The people are so nice and professional". The high level of care was also mentioned: "It's a good level of care here."

However, some patients did report difficulties in getting appointments and long queues or wait times on the phone: "It's a maze to get an appointment, you call and you're 40 or 50 in the queue".

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.

ID	Title	Review	Rating
461328	Absolutely first class	Excellent, the staff are very friendly, it's reasonably easy to get an appointment. It was quick this morning, 10/15 minutes. They saw me early, absolutely first class.	5
461326	Nothing is too much trouble	Never had any complaints, they're all good. They listen to you, all of them, receptionists etc. The doctors are good, I have travelled around a few practices, and this one is the best. Nothing is too much trouble, if they can't sort it that day they will call you back. Always greeted with a smile.	5
461321	No complaints, they're fantastic	You couldn't get a better one, they're really good. They communicate by phone, no complaints, they're fantastic. I've retired here from London and they look after me.	5
461312	So nice and professional	Every time you come the people are so nice and professional. I came in for bloods and got an appointment today. It's pretty easy to get appointments, I'm happy to wait on the phone.	5
461306	I've got no complaints. On the whole they're very good	Good service I think, the doctors listen. Some receptionists maybe need some lessons. On the whole they're good, but some of them think they're doctors. But I've got no complaints, on the whole they're very good.	5
461305	Nice, pleasant and helpful	I can always make an appointment when I want one, even if you have to wait in a queue, which is fair enough. The average wait on the phone is 30-50 minutes, but you can get a same day appointment. Everyone is very nice, pleasant and helpful.	5
454803	I'm always happy to come back here	I've got no complaints at all. They are always friendly and helpful. I can't complain about the levels of care here. I'm always happy to come back here. I don't have any problems getting in touch with them.	5
454802	They're really good	All good, especially today. I nearly fainted in there and everyone looked after me. I use the callback system. I don't think I've ever not had an appointment on the same day. They're really good.	5
454797	The doctors are very good	Very good. You can phone up and they advise you on what to do. The doctors are very good. You don't have to wait too long for an appointment.	5
454796	They are friendly and nice	What can I say, it's brilliant. I can't fault them. They are friendly and nice. I don't think they could improve their service.	5

454794	I've had no problem getting an appointment	It's great. I had a medical and that went well. I've had no problem getting an appointment. It's a good level of care here.	5
454793	I'll give it a 5 today!	I was in and out today, all on time. I saw a nice nurse, all very efficient. I don't think there is anything that could be improved. I'll give it a 5 today!	5
454792	It's cracking!	It's cracking! Amazing! I can always get an appointment. They are very kind and helpful. I don't have a problem here. I rang up but I was a long way back in the queue, so I walked down and they sorted me out with an appointment for that day. I've got no complaints at all. I've never had to wait longer than a couple of days. Everyone here is kind and polite.	5
461331	They're okay	Called this morning and I was number 43 in the queue, so I pressed 8 for a call-back but got no call. Other than that, they're okay. I've always had referrals but sometimes there is a lack of information, such as a referral not going through and then not being told.	4
454798	To be fair, they've always been good	I've never had any problems once I'm in. I can't really fault it. To be fair, they've always been good. The only issue is getting an appointment. If that was a bit better, I'd give it a 5.	4
461311	Difficult to get routine appointments	They could improve getting appointments as it can be difficult to get routine appointments. They're nice, they listen and make referrals where needed.	3
461304	Long wait for calls and appointments	Improve getting a doctor in the morning. You call at 8am and end up being number 128 in the queue, or whatever. It wastes so much time, and then when you do get through its a six-week wait. When you see a doctor it's fine, I'd give 5 stars but navigating the system is 1 star. It's always empty in the waiting room.	3
461317	It's a maze to get an appointment	It's a maze to get an appointment, you call and you're 40 or 50 in the queue, when you use the callback system sometimes it only rings for five seconds and then ends so you have to wait until the next day to call them again. Sometimes when you come in, they don't make you feel good, like you're unworthy and don't need to be there. So, I don't really like coming and I only come when I really need to.	2