

North Caister Medical Centre Feedback



July 2026

In July 2026 we visited North Caister Medical Centre to speak with patients about their experiences with health and social care services. From this visit we received 13 reviews which have an average star rating of 5 out of 5.

North Caister 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 noted:

- The surgery does not have a car park, but there is ample on-street parking directly outside the surgery. There was one accessible parking space directly in front of the surgery.
- There were automatic doors and a ramp at the entrance of the building.
- There were notice boards and a small table in reception with relevant and up to date information on services available in the area.

Overall, patients were happy with the service they received, with many highlighting the positive staff attitudes ("The staff are really friendly and welcoming") and the quality of care received from staff ("Dr. Howman and Dr. Dalton are really good GPs").

Some patients did note that there can be long waits on the telephone ("My only complaint is the telephone system, you have to just hang on and wait"), but this queue tends to move quite quickly, and the callback system is useful.

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
471568	Excellent	They've been excellent here. We're temporary patients and they got us in straight away. They're very thorough, especially Dr. Howman who listened and followed up afterwards. Dr. Aziz is just as good as well.	5
471567	Always been good	I came in to make an appointment as I'm in a lot of pain and they've got me one in 15 minutes' time! I've never had problems getting appointments, they've always been good for me.	5
471566	Lovely nurse	My appointment was on time and was fine. It was a yearly check-up which they booked for me. Lynn, the nurse, is lovely.	5
471564	Brilliant with mental health	I've been with them since it was a Portakabin and always got an appointment when needed. They ring you back when they should and they've been brilliant with my mental health.	5
471563	They fit you in	They're excellent here. I've been in Norfolk two years and in London you couldn't see a GP at all, not even for an emergency. Here I've never waited longer than one day for them to fit you in. I can't fault them at all. In a village with lots of elderly people who require blood tests etc. they look after us. Nobody has the right to moan about them! I made a mistake on the check-in screen this morning and the receptionist sorted it out no problem.	5
471561	I like everyone here	It's brilliant. I'm having daily nurse appointments to change dressings after an operation and for them to fit me in for all of those is brilliant. They've booked all the appointments ahead for me. The doctors are understanding, patient and they listen. Dr. Howman and Dr. Dalton are really good GPs. I like everyone here. The only thing I have a problem with is you can be 52 in the phone queue. The numbers move through quickly though, it can be about 20 minutes. Sometimes when through you can't get an appointment because it's too late but I do usually find them pretty good.	5
471560	Good doctor and wait time	It was a good doctor that I saw, and the wait time was pretty good too. We've got a static caravan that we stay in for a few months and they see us.	5

463873	There's nothing bad about them	The doctors are really nice and they listen. If you call on the day they will try and fit you in across the sites. They make it funny for children, there is a water cooler in the waiting room, there's nothing bad about them. The pharmacy are really good and very responsive.	5
463863	They've improved a lot	It's better now they've got new receptionists, they used to have them old ladies who thought they knew better than the doctors. They've improved a lot.	5
463860	They look after me	They look after me, they seem to try to help us to see someone, and they refer you for tests. If you need medication, it goes straight to the pharmacy and 9 out of 10 times it's ready for you to collect it in 4-8 hours. If they can't get you in for an appointment here, they can send you to another site. What more could you ask for?	5
463859	It's the first time I've been here, very impressed	It's the first time I've been here, very impressed. Excellent, punctual, everything was good.	5
463858	Staff are brilliant	Lynn is brilliant, Dr Howman and Dr Dalton are brilliant doctors. My only complaint is the telephone system, you have to just hang on and wait, you can press 8 and get a call back which usually takes around a quarter of an hour. When you come in the place is empty, but you can't get an appointment.	5
463853	Can't knock it really	I've only been using the surgery since September but so far everything is great. Appointments have been easy so far, the staff are really friendly and welcoming. Can't knock it really.	5