

Ormesby Village Surgery Feedback



July 2026

In July 2026 we visited Ormesby Village Surgery to speak with patients about their experience with health and social care services. From this visit we received 19 reviews, which have an average star rating of 4.7 out of 5.

Ormesby Village Surgery 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:

- There was a decent sized car park, though this was very busy for the duration of the visit, with many patients parking on the street.
- There were no automatic doors at the entrance, or any ways to inform reception that assistance was required.

Overall, patients were happy with the care they received, with many highlighting that the staff were friendly and professional: *"All the staff are always very nice, put you at ease, and listen"*. Additionally, patients spoke positively about continuity of care and onward referrals: *"Dr Thomas is the best doctor I have ever had, she is great for mental health, totally caring and knowledgeable, and has complete bedside manner and empathy"*, *"They listen to me and have referred me quickly"*.

However, some patients did note difficulties with calling at 8am (*"Not having to call at 8am would be ideal, especially when you're not feeling well"*) and issues with communication between the surgery and pharmacy (*"I do think the communication between here and the pharmacy could be better though, sometimes you are back and forth trying to sort out your medication with both of them blaming each other"*).

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
487198	Everything is hunky dory	It's not my normal surgery but I got called this morning for an asthma review. Everything is fine, everything is hunky dory.	5
487196	I've always gotten on well, I can't fault them	They're friendly, professional, they have time to have a chat with you. I've always gotten on well, I can't fault them, always get in.	5
487193	Can't complain, I'm very impressed	They've seen me, referred me, followed up with results, and now referred me to the surgeon. The last surgery I was at I never saw a doctor for the six years I was there. Since moving here they've been very good. Can't complain, I'm very impressed.	5
487108	I have no problems, always been good to us	I have no problems, I've always gotten appointments. Sometimes you do have to wait but it's never that long. It's working well, always been good to us.	5
487086	They're really good	They're really good, all the staff are always very nice, put you at ease, and listen. Sometimes we travel to the other sites, but we mostly get seen here. I think they had a shake up and it's been brilliant since then. Not having to call at 8am would be ideal, especially when you're not feeling well.	5
487080	Definitely 5/5	Whenever you ring, they will try and get you in at any of the sites. They ring us for routine appointments sometimes and we get our medicine delivered by the chemist. Definitely 5/5.	5
487073	This surgery is fantastic	Some of the doctors are fantastic, Dr Thomas is the best doctor I have ever had, she is great for mental health, totally caring and knowledgeable, and has complete bedside manner and empathy. I can't fault her. Dr Burgess and Dr Aziz are also very good. There have been some staff changes in the last couple of years and there's been an improvement. It's nice when you are greeted with a smile and understanding. This surgery is fantastic, I have been to lots of surgeries over the years and this one is right up there.	5

477291	They are brilliant	Just moved her 16 months ago and I think they are brilliant. They have picked up on my previous medical history well and I can get an appointment with no problems. I think the staff are fantastic.	5
477279	Find them good	I have been here 21 years and I find them very good. They have been really good to me as I get older and I even had a home visit last week. Everyone is really good and Dr Burgess has a wonderful bedside manner	5
477277	They are great	They are great here, there is nothing wrong with them. They just always get it right. I can always get an emergency appointment if I need one, the staff are great. The phone can be a little tricky to get through on, but I just fill in an online form if that's the case.	5
477269	You get to see a doctor if you ask	This is way better than the doctors we had when we lived in Essex. You have the option of seeing a doctor if you ask, not just fobbed off with another clinician. You can get an emergency appointment if you need one on the day and all the staff are very helpful. Dr Burgess explains everything clearly, he talks to you not just stares at the computer.	5
477268	The staff are professional	I find all the staff here are professional and friendly. It very good to get an appointment if you ring at 8am. I like having the dentist on site too, that is very convenient. The only thing I would say is the air conditioning is set too high and blows quite hard.	5
477265	Pretty good	I find it pretty good here, they listen to me and have referred me quickly. The communication from doctor to hospital is good, but I'm not so sure it is as good the other way round. Dr Burgess is very good. The staff are good on the phone and on the ball. I can get an appointment when I need one.	5
477264	They listen to me	I always find that they listen to me and they are helpful. It can be a bit tricky to get an appointment but if you miss the 8am rush and call later they can normally fit you in here or at one of the other sites. I find them very helpful and it is handy having the surgery so local.	5

477289	On the whole, no issues	I do not have to come very often. They are very good on the phone. I did have to wait about five weeks for this appointment but it was a follow up so needed to see the same person. I find all the staff are polite. It's strange that the car park is always full but there are never many people in the waiting room. On the whole, I think they are good and I have no issues.	4
477284	One of the best doctors	I haven't been here for nine years, but I think they are brilliant, I got my appointment with no problem. They are warm, friendly people who work here. Dr Aziz is brilliant, one of the best doctors I have ever seen - not the chattiest, but the best.	4
477283	It's got better	I have recently been able to get an appointment, which has got better and also the wait time while you are here for your appointment has improved slightly. Felt listened to and the doctor referred me once I got to see them after someone on reception telling me my symptoms were normal. I do think the communication between here and the pharmacy could be better though, sometimes you are back and forth trying to sort out your medication with both of them blaming each other. I do find the staff here lovely.	4
477280	It's a good surgery	I don't have to come very often but it is a good surgery, I can get an appointment, but you do have to wait a little bit. Everything is good.	4
477272	Can't complain	Getting an appointment is good, I phoned this morning and got one booked a couple of hours later. The staff are alright, I can't complain.	4