

Aylsham Market Surgery feedback

August 2026



In August 2026 we visited Aylsham Market Surgery to speak with patients about their experience with health and social care services. From this visit we received 17 reviews. The reviews have an average star rating of 4.2 out of 5.

The surgery is in Aylsham, a market town in the north of the county. Upon their last inspection, a rating of **Good** was received from the CQC. There are approximately 10,000 patients registered with the practice. The surgery offers a variety of services, including:

- Diabetes Clinics
- Asthma Clinics
- Antenatal Care
- Family Planning
- Vaccinations



Healthwatch Norfolk Officers who visited, noted:

The car park was large and easy to navigate.

There was a shallow ramp leading up to two sets of accessible doors.

There were several disabled parking spaces.

There was a bike rack adjacent to the front entrance.

The signing-in screen was in an accessible position in the foyer.

The surgery areas were clearly sign posted.

The waiting area appeared clean and bright.

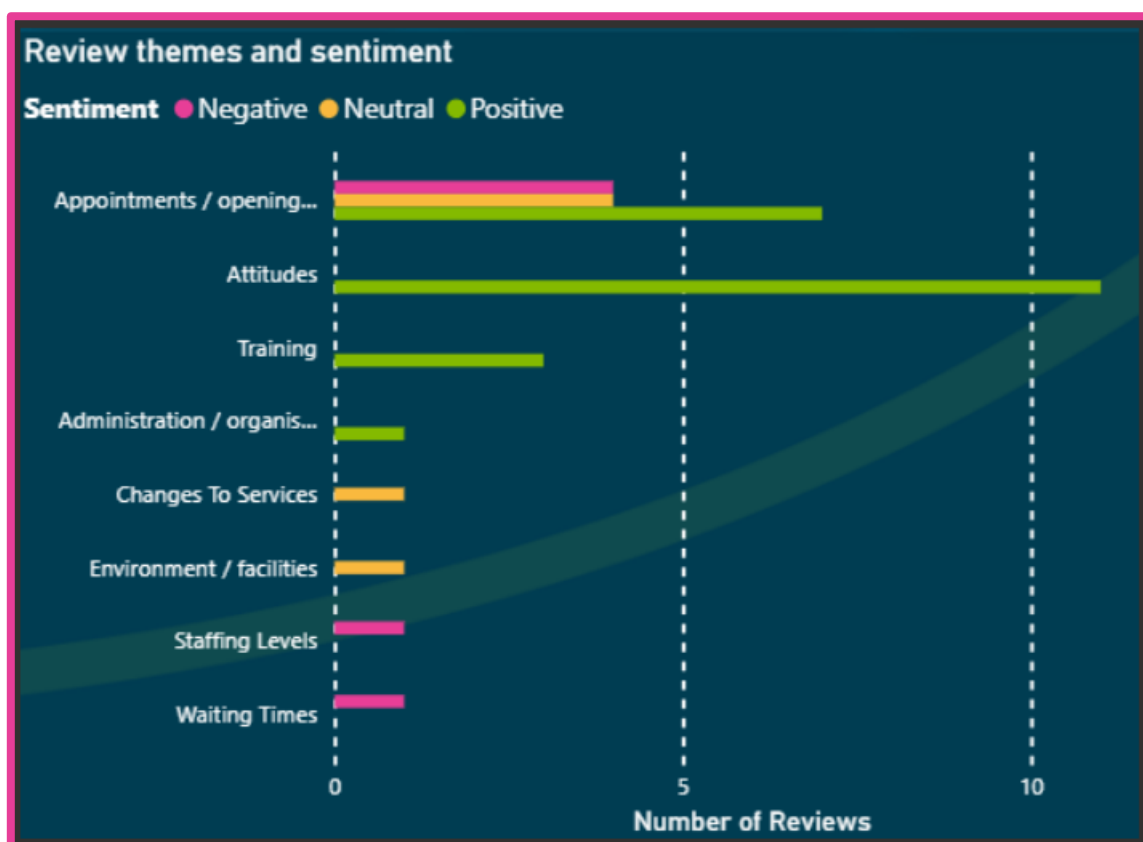
In the waiting area there was a wheelchair for patient use.

The staff were friendly and helpful.

Overall, the patients that we spoke to were keen to praise the kindness and friendliness of the staff. Several mentioned ease in getting appointments and others told Healthwatch Norfolk that they felt listened to within their appointments.

However, there were several mentions of difficulty in getting through to the surgery on the telephone and with obtaining appointments.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.



The Practice Manager added the following comments:

“We are delighted to read the wonderful comments about the service we provide. We strive to provide a kind, caring, and supportive service to all our patients.

We recognise the difficulties patients may experience when booking an appointment, and when trying to reach us by telephone, particularly during busy periods. We are continually working to improve the service we provide.

Our main point of contact is currently via telephone, which is why patients may sometimes experience difficulties getting through to us. We encourage patients to make use of our call-back system, which can help avoid the need to remain on hold.

There are also other ways to contact us, including our online contact form, which patients can use for queries and appointment requests.

We are grateful to our patients for taking the time to share their feedback with us.”

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.

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
504927	Market Surgery	They always make you feel important	They are always good. Top rate. They are really nice, caring people and they always make you feel important. I had a stroke recently and they have been brilliant. Getting an appointment can be a struggle, but that's about it really, I can't fault them.	5
504925	Market Surgery	I feel listened to	They are fine. I've had a couple of appointments over the last six months. One was more urgent, and that was dealt with well. The care is good. I feel listened to. My appointments have been resolved. In my experience with them I will give them a five, and the staff are always very friendly.	5
504923	Market Surgery	They are on top of things for me	I've had no problems at all, they've always been very good to me. The wait can be a bit long, but that's the same everywhere. I've had hip replacements which they sorted and they are on top of things for me. Under all the circumstances, I would give them a five. They do their best for us.	5
504922	Market Surgery	No complaints!	Fine. No complaints! I'm quite happy. I only really pick up prescriptions and have blood tests. But I've got no complaints; I'm happy with the service.	5
504918	Market Surgery	They explain things	They are very good. They explain things. I get seen within 24 hours. They are all very nice. I think if you speak nicely to them, they are nice to you. The only thing I would say is that I preferred it when they had a display that showed your name to call you in. Now they do it in person but you can't always hear them if you're chatting away to someone. But overall they are very good. We've got no complaints.	5

504906	Market Surgery	I can say that I recommend them	They are brilliant. They listen and they do what they can. Their crisis team is amazing! When my father moved here, I registered him here at this surgery. I can say that I recommend them, as I already have to my dad!	5
504901	Market Surgery	My experience has been brilliant	My experience has been brilliant. I had a heart attack last year and the care I've had has been exceptional. I can get appointments, which is good! I've had blood tests, ECGs, nurse appointments, GP appointments, they've all been good for me. I suppose the reception area could be a little less public, I don't really want people looking over and knowing my age! But they have been brilliant.	5
504926	Market Surgery	Getting through on the phone is frustrating	They are pretty good overall. From the point of view of doctors and staff, it's good. But getting through on the phone is frustrating. But I understand that it is just the way things are done nowadays.	4
504921	Market Surgery	When you can get an appointment, they're lovely	When you can get an appointment, they're lovely. But I find it difficult to book an appointment. I feel it's a long while to wait. You can't fault the doctors and staff, there just needs to be more of them. But they are all very pleasant.	4
504917	Market Surgery	They are very pleasant	It's difficult to see a doctor. Just to see a face means a lot. I find them all very, very pleasant. You treat them as such and they are pleasant. Getting an appointment is difficult. I don't worry too much about it. I've had no issues at all with the care. They are very pleasant, I've found them alright. I think you get more out of a face-to-face appointment than you do on the phone.	4
504915	Market Surgery	It's actually been pretty good	It's actually been pretty good. I email them rather than try to get through on the phone, and they accommodate that. My son has had issues. Things do seem to take a while, although more serious things	4

			can be dealt with quicker. I think in general there are issues across services but this surgery has been pretty good.	
504913	Market Surgery	Once you're in, they are great here	In general, good. The only problem is the time it is taking to get an appointment. I have concerns but I have to wait. I think the general feeling is that they're overloaded. Once you're in, they are great here. It's just the time it takes.	4
504911	Market Surgery	Overall they are very good	It's alright. The waiting time this morning to go into my appointment was long, and it was only a short appointment! I can get the appointments okay. I give today alone a two out of five because of the wait. But overall they are very good and I'd give them a four out of five.	4
504905	Market Surgery	I can't fault them	I can't fault them. I've had a health issue and they said to come in early this morning and I have. They've sorted me out so I really can't fault it at all.	4
504900	Market Surgery	They are nice	They've been good. Helpful. I got an appointment. If you ring up on the day they will get you in. They are nice. Thorough. They have been good to my mum. They are very personal.	4
504894	Market Surgery	They've always looked after us	It's good. When you ring up, they always manage to get you in. They've always looked after us. Given how many people they have to see, they have to prioritise, don't they. They've been treating my mum already and this time they actually phoned us and asked if we could come in today, so we have.	4
504908	Market Surgery	It's just so difficult to get an appointment	The staff are great, the doctors are great. But it's just so difficult to get an appointment. You end up so far back in the queue on the phone. We normally end up driving here just to get an appointment. I do have a worry that things will get worse, what with all the new	1

			houses being built. I can only give it a one because I just can't get an appointment. What's the point if you can't get in here.	
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