

Litcham Health Centre Feedback



August 2026

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

Litcham Health Centre is a GP surgery located at the end of a residential street in the village of Litcham, in Norfolk. There are approximately 3,500 patients registered with the surgery. Litcham

Health Centre offers a variety of services including chronic condition management clinics run by specialist nurses.

Healthwatch Norfolk Officers who visited Litcham Health Centre noted:

- Healthwatch officers were greeted and welcomed by staff
- Parking at the surgery appeared adequate during our visit
- Entry to the building is via automatic doors which patients were observed using with ease
- Patients could check in using a digital screen, which offered a choice of languages, or at the reception desk. An additional digital option was available for patients to check in using their own phone by scanning a QR code displayed on the screen
- Friends and Family feedback forms were available in the waiting area offering an opportunity for people to leave feedback. Reception staff told us that completed forms should be handed in at reception. Healthwatch Officers noted this did not offer anonymity for people completing the forms
- Signage on notice boards in the surgery appeared helpful

Overall, people were very positive about their experiences of care at Litcham Health Centre. Staff were frequently praised for being kind, helpful and approachable, and patients spoke highly of the care and support provided by doctors and nurses. While many reviewers reported good access to appointments and treatment, a small number raised concerns about appointment availability, continuity of care, waiting times and communication.

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



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
502383	Litcham Health Centre	Never had no problem	Never had no problem, they're always in contact with me. They dumb it down, you know what I mean, they don't use all that medical jargon.	5
502338	Litcham Health Centre	They've always looked after us	They've always looked after us. You can always talk and banter with them. They're very overrun so sometimes it can be difficult to get appointments, so I would give that a 3/5. Once you're in the appointment it's all okay with the nurses and doctors.	5
502337	Litcham Health Centre	The nurses are 10/10	Seeing the nurses is 10/10, Dr Brown is very nice to me, they're all nice. You phone up and they can get you in to see the nurses and doctors.	5
502075	Litcham Health Centre	Always very good	It's always five. The people are really nice, and you can get seen when you need to. I phone for my appointments, get through and get what I want. It's always very good.	5
502071	Litcham Health Centre	Support is amazing	When you are going through serious problems the support from the doctors and staff is amazing. They are always very good, responsive and quick. Plus, the collaboration between the doctor and the hospitals is very good. It's all up to speed. Getting an appointment is okay and better than before. I am happy to wait for a face-to-face appointment and there seems to be more doctors available. If they can't see you, they will call you and expand on what you need with you.	5

ID	Service Provider	Title	Review	Rating
502062	Litcham Health Centre	Made me feel comfortable	It is always good at the surgery, and they made me feel comfortable. It's easy to get an appointment, I simply call and get the appointment with no issues. They are always on time, and I have never had a bad experience.	5
501463	Litcham Health Centre	Staff are brilliant	You get in straight away and the staff are brilliant, all of them. I phone to get an appointment, and I always get what I need. Parking can be a bit difficult; it depends when you come but I usually get in.	5
501455	Litcham Health Centre	Amazing	It's all amazing, they are very good and I don't have any problems. It's always good and it's also easy to pick your prescriptions up here as well.	5
502384	Litcham Health Centre	They've been really good	I've grown up here and seen changes, I've had some medical issues over the years and they've been really good. They've always tried their best to fit me in and help with medication. They always follow through and eight or nine times out of ten you can get an appointment or speak to someone.	4

ID	Service Provider	Title	Review	Rating
502374	Litcham Health Centre	The doctors and nurses are all very good	Not too far for us to come whilst we can drive. It can be difficult to park; there are lots of cars in the car park but not many people inside. Sometimes staff run a little late, and it would be nice to be told for example if they're running over 15 minutes behind. They have been trying to reach me for a few weeks, but they didn't leave a message on my answering machine and now my medication has all been changed, which could've been avoided if they just left a message asking me to contact them. The doctors and nurses are all very good and will explain exactly what's going on and what to do or not to do. They seem to be doing okay.	4
502070	Litcham Health Centre	The doctors are super	The doctors are super, but Dr Brown is never here. They tend to run late but I don't mind if I have to wait to see someone. I can get appointments I need when I call. I use the NHS app to order my prescriptions, and it seems to work very well. The IT needs to be more up to date, it doesn't seem to have the information you need.	4

ID	Service Provider	Title	Review	Rating
502069	Litcham Health Centre	The service is good	The service I get is good and I have not had any problems. I appreciate the delivery service for medications which is very good. It is easy to make an appointment with a clinician, I call the surgery and it seems straightforward. The only slight negative is sometimes parking is a problem.	4
501465	Litcham Health Centre	Always good	They are always good and very helpful. They didn't have all my medications yesterday, but they have arranged it so I could pick them up today.	4
502347	Litcham Health Centre	On the whole the doctors are approachable, but they are busy	The availability of appointments in advance is terrible. I work and can't book a day off in advance and then call at 8am and hope they will give me an appointment that day. I had some ongoing issues for 18 months, but they only look at one thing at a time, and they don't look at you holistically. Eventually I went privately and got sorted within an hour. If the surgery had just sat down and chatted for more than five minutes they would have come to the same conclusion. On the whole the doctors are approachable, but they are busy and continuity is not the best.	3

ID	Title	Service Provider	Review	Rating
502072	Litcham Health Centre	Long wait today	It's normally okay but there was a long wait this morning. I saw the triage nurse and then had to wait a while to see the doctor. They did apologise. Today was a prebooked appointment but I usually call and it seems to work okay. It depends who you see but usually it's all okay. The staff are fine, it's just the waits.	3
501458	Litcham Health Centre	I prefer to see a doctor face-to-face	It's the system, I prefer to see a doctor face-to-face. A phone call is not so good, especially when you have to wait in all day for the phone call. How can they diagnose me if they can't see me? I like to see the same doctor and I am happy to wait to see them, but because they get booked up it's difficult to get an appointment with them. I did have a phone appointment recently and they were able to sort out my medication. The same doctor has been very good and arranged lots of tests, but I have more questions and I would prefer to see a doctor face-to-face.	3

ID	Service Provider	Title	Review	Rating
502367	Litcham Health Centre	Room for improvement	Things confuse me at times. When you can't make it to an appointment you call at 8am to cancel, but then you're told to call the next day. You come in and there is hardly anyone here, so where are all the people who are taking up the appointments? Is it that there aren't enough doctors? On occasion there's one receptionist who can be quite brusque on the phone. I will say the main GPs and nurses you see are helpful and kind, I've got no issue with the majority of people here, but I gave 2/5 because I definitely think there's things to be done to improve people's experiences. The last time I was here I was in the waiting room for over an hour. That was to see Dr Brown and I get the impression that he's only here a few days a week and then gets swamped with appointments that makes him run late, so maybe they just need some more GPs.	2