

Mundesley Medical Centre Feedback

August 2026



In August 2026 we visited Mundesley Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 15 reviews. The reviews have an average star rating of 4.4 out of 5.

The practice is in Mundesley village on the northeast coast of the county of Norfolk. Upon their last inspection, a rating of **Good** was received from the CQC. There are approximately 5,700 patients registered with the practice. Mundesley Medical Centre offers a variety of services including:

- Chronic Disease Management
- Phlebotomy
- Minor Eye Condition Service (MECS)
- Family Planning & Women's Health
- New Patient Wellness Checks
- Mental Health
- Community Nursing
- Wellbeing Support

Healthwatch Norfolk Officers noted:

The car park was small but there was plenty of additional on-street parking immediately next to the surgery.

There was an accessible ramp leading up to the front entrance, but the door was not automatic. There was, however, an assistance bell available on the wall adjacent.

In the foyer there was a wheelchair available for patient use.

In the foyer there was a board showing health information.

There were clear signs showing different areas of the surgery.

The waiting area was airy and bright.

The staff were polite, friendly and helpful.



Overall, patients are keen to praise staff for their kindness, professionalism and efficiency. In general, patients comment on ease of getting appointments (although this was not the case in one piece of feedback). Several patients mention quick referrals; one mentioned an issue with them.

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
500960	Mundesley Medical Centre	Superb!	First class! Superb! Everyone from reception to the doctors to prescriptions, it's all superb.	5
500958	Mundesley Medical Centre	This is the best	I've been coming to the surgery for just over seven years, and they have been first class in all that time. Phoning up is easy and there is never a long queue. The receptionists are very friendly. They have a facility where you can send details and images of your concerns and they can triage from there. I've had very quick responses from that service. They are very reactive and proactive. Some time ago they caught my shingles very early and I've been told that it possibly saved my eyesight. I have never had to wait. Overall, I have been through a few surgeries in my time, and this is the best.	5
500945	Mundesley Medical Centre	Very good, very friendly, very helpful!	Very good, very friendly, very helpful! There is no improvement to be made. I'm a bit deaf and I struggle, but everyone here is very sociable and helpful.	5
500943	Mundesley Medical Centre	If you need an appointment, you can get one!	This place is wonderful. Their referrals are quick and if you need an appointment, you can get one!	5

500906	Mundesley Medical Centre	They make me feel like I'm the most important part of it	Today has been tremendous. They are very accommodating and very efficient. They phoned me as they had to change the appointment. I saw the nurse today and they are very good. They asked me questions to make sure I was comfortable. I was given great information and advice. The staff here are highly professional and kind. They make me feel like I'm the most important part of it. They were also very kind and caring to my mother before she passed away.	5
500877	Mundesley Medical Centre	Best surgery ever!	It's amazing. I've never been at a surgery where I was only second or third in the queue. They have been great with my son. They are very quick in their responses. They have been quick to give my family the appointments that they needed. I can't fault them really. Best surgery ever! It really gets to me when I hear other people complaining about the service. They are doing the best they can. I think to myself, just wait five minutes and give them a chance.	5
500875	Mundesley Medical Centre	Today they have been great	Today they have been great. In and out. I've had no problem today, they were very quick for what I needed.	5
500949	Mundesley Medical Centre	It's a good service	It's always been really friendly. No problems here. It's a good service.	4

500947	Mundesley Medical Centre	They tend to get in touch pretty quickly	It's pretty good here. They tend to get in touch pretty quickly when responding to things. If you need something quickly, they can accommodate you. Getting an appointment is fine.	4
500939	Mundesley Medical Centre	Everyone is friendly	It's very good. The appointments keep to time. Everyone is friendly. Normally it's fine getting an appointment.	4
500927	Mundesley Medical Centre	It all works fine for me	They are very good. I think they operate within tight restraints. I think they have worked well with triage. It's been good. I was seen today and it was fine. It all works fine for me. I never seem to have to wait long for an appointment. I've got a leg issue and a long drive coming up soon and so the doctor saw me and helped me out before we go away.	4
500920	Mundesley Medical Centre	It's first class	It's first class. I wouldn't wish to comment on anything in particular, but I'm happy.	4
500900	Mundesley Medical Centre	It's generally very good	It's generally very good. The only hiccup I've had is that I've had issues with referrals not happening to my neurologist. Things in general have been fantastic. You're never late into an appointment.	4
500880	Mundesley Medical Centre	It's absolutely wonderful	I don't have anything bad to say. My wife and I use the surgery regularly. It's absolutely wonderful. We never have to wait too long for appointments.	4

500860	Mundesley Medical Centre	Getting an appointment has been difficult	The surgery isn't that brilliant; getting an appointment has been difficult. We have to chase them up for results. You can no longer phone up for prescriptions, you have to be online.	3
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