

St Clement's Surgery Feedback



August 2026

In August 2026 we visited St Clement's Surgery to speak with patients about their experience with health and social care services. From this visit we received 23 reviews for St Clement's Surgery. The reviews have an average star rating of 4.5 out of 5.

St Clement's GP Surgery is located in the Norfolk village of Terrington St Clement, seven miles west of King's Lynn. There are approximately 7,750 patients registered with the primary care service. St Clement's

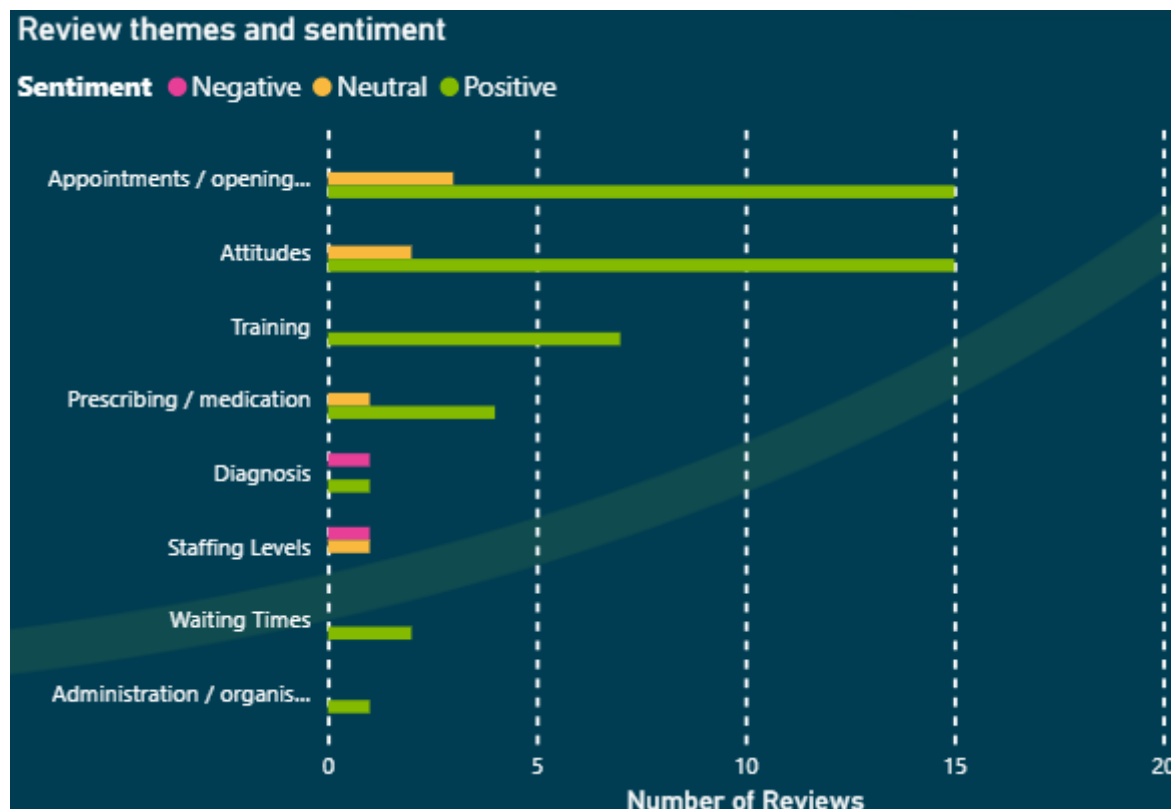
Surgery offers a variety of services including chronic disease management clinics run by specialist nurses.

Healthwatch Norfolk Officers who visited St Clement's Surgery noted:

- We were greeted by staff and made to feel welcome
- The onsite car park appeared to have plenty of available spaces during our visit. This included designated accessible parking bays close to the entrance
- The surgery is accessed via two automatic doors which were both open during our visit
- Patients were able to check in using a digital screen, or at reception
- A large screen in the waiting area provided information for patients when it was their turn, indicating the room number for their appointment

Overall, people seemed very happy with their experiences of care at St Clement's Surgery. Feedback comments mention good access to appointments and staff are described as polite, helpful, friendly and supportive. Clinical staff received praise for listening, taking time with patients and explaining things well. While feedback was overwhelmingly positive a small number of people reported difficulties accessing GP appointments, alongside some concerns about not being listened to.

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
498572	St Clement's Surgery	A fine experience	The nurse is very understanding, they listen and answers my questions. I phone for an appointment and it's normally very quick. I get an appointment straight away, even if I call later in the day, I still manage to get an appointment. It's a fine experience.	5
498571	St Clement's Surgery	All very good	It's good, there is nothing wrong with it. I just ring up and come down for an appointment. It's all very good.	5
498570	St Clement's Surgery	A very good service	It's a very good service. The people are very good and I find them helpful. All I can say really is, it's all very good.	5
498566	St Clement's Surgery	Supportive and helpful	They are supportive and very helpful. I think they are just very good.	5
498564	St Clement's Surgery	Absolutely excellent	Absolutely excellent. Always on time and I see an amazing doctor. Says he likes to see his patients in person. I call to make my appointments, and I use an app to order my medication. I think it is important for people to have a choice.	5

498562	St Clement's Surgery	I was well impressed today	It was bang on time today and the clinician explained everything and then some. They were very informative and I was well impressed. If you call to make an appointment for a blood test it's a doddle, but it can be problematic getting a GP appointment. We did once have to go to the walk in at the hospital. It was the doctors who advised us to go. Overall, they appear fully sorted. The only thing that I think is a slight negative is some of the doctors look at their screens too much and not at you. It makes you feel like they are not paying you enough attention. It feels less personal and it has happened to me in other medical settings as well.	5
498561	St Clement's Surgery	Polite and helpful	The staff are very polite and helpful. I have just made a booking today for tomorrow. I think it's all fine.	5
498560	St Clement's Surgery	Friendly and helpful	It's mostly good and today was very good. The people do what they are supposed to do. They are friendly and helpful and, on the whole, it's very good. I phoned this morning and got an appointment for today.	5
497788	St Clement's Surgery	The staff are great	I always get an appointment and there are no issues if you call on the day. I like that the pharmacy is here and all the staff are great.	5

497751	St Clement's Surgery	They never rush me	It's absolutely five stars. The doctor is great and the phlebotomist is brilliant. The whole thing is good, it's a really nice surgery. I don't feel rushed, they never rush me and things are explained so well.	5
497742	St Clement's Surgery	Friendly and helpful staff	They are always good. The staff are friendly and helpful. I get appointments when I need them and the Nurse Practitioner is very good.	5
494623	St Clement's Surgery	Brilliant	I think, if I am honest, what makes it great is the frontline reception team, they are not gate keepers like in other surgeries. Having the pharmacy here is great, they are absolutely brilliant. I thought my asthma was getting bad and there was not space for me to see the asthma nurse that day, but they got me in to see someone, and it was sorted. The doctors are brilliant, they do not clock watch.	5
494511	St Clement's Surgery	They take their time with you	They take their time with you and get you the right treatment, and they refer you if needed. They have been really good with my children. Simon is my favourite person to see, he puts you at ease and explains things well. I will try and see him if I can. I can usually get an appointment okay.	5

494500	St Clement's Surgery	They are amazing	They are amazing here and I feel lucky to have them as my surgery. Dr Ahmed is a legend. Six years ago, when my mum was dying, he actually called in on her on Christmas day when he knew she was dying. He didn't have to do that but wanted to make sure she was comfortable. He was as great over the last few years when my dad died too. He always makes time for you and remembers you. He checks on your mental well-being as well as physical conditions. Getting an appointment can be a bit tricky when you are phoning with everyone else at 8am, but if you text them, they do get back to you and they do their best to accommodate you. All the staff are good and the pharmacy go the extra mile, they would be so good when dad was dying, they knew I could not leave him for long and would call to let me know when they had it ready so I didn't have to wait around a long time. And when he was still well enough to come with me, they were great with him and he enjoyed coming to see them.	5
494491	St Clement's Surgery	They listen	They all listen, all across the staff, the reception team, clinicians and pharmacy. The pharmacy are very good and getting an appointment is fine. I had a massive health scare at	5

			the beginning of the year, and I ended up in hospital and they have been so good here with the follow ups. It's a long wait for the hospital to send the results through to the GPs. Like today, I had an appointment as I had a letter with my results and I wanted to talk through them and have them explained. When I got to my appointment today the doctor had not had them, he looked on every system he could, so he said to go and get the letter and he has booked me another appointment this afternoon to look through it, which is so good.	
498567	St Clement's Surgery	Service has been great	I have not been coming here long but for the two visits I have made the service has been great. They are all very friendly and I have not had any problems.	4
497789	St Clement's Surgery	I didn't have to wait	I didn't have to wait for an appointment; I called this morning and got in today. I was diagnosed quickly and I was very happy with the outcome after my appointment with the nurse.	4
497781	St Clement's Surgery	Very responsive	Getting an appointment can be tricky as there can be a queue on the phone. However, when you get through, I get an appointment. They are good with my medications, I find it brilliant. If you forget they are very good at sorting it out. I have no need to moan. They are very responsive, I was very worried	4

			about a condition, and they got me sorted and referred very quickly. It's all very good.	
497771	St Clement's Surgery	They go above and beyond	It's quick to get an appointment. They are very considerate for mental health and are great with children. We have moved from another area, and I think it's incredible and a blessing to us. I think it's incredible. I think the doctors go above and beyond for me and my family.	4
494629	St Clement's Surgery	Good communication with local pharmacy	The prescription service is good, they work well with the local pharmacy, the NHS app is brilliant for repeats. Appointments are good and reception always accommodating in trying to get you in. They could do with a few more doctors, sometimes you can only see a nurse and you just want to see a doctor. Overall, as a surgery they do pretty well.	4
494516	St Clement's Surgery	In general, everything is okay	In general, everything is okay, I have had one bad experience where I felt like I wasn't listened to and because of that it was a long time to get the medication I needed, but other than that I have no problems. The reception team are normally very good and getting an appointment is okay. Simon is very good.	4
494488	St Clement's Surgery	Staff are polite and helpful	I think they need more doctors as you don't always want to see a nurse. If you phone in the morning you get an appointment if	4

			you need one, so that's not too bad. The staff are polite and helpful.	
494520	St Clement's Surgery	I feel fobbed off	I feel completely fobbed off, I know my body and I know that something was wrong, it took a lot to get them to refer me to the hospital and when they did it was for an x-ray which I knew would not show up anything, so it was then a fight for an MRI which did show the problem and I am now being seen by the consultant but it takes ages for result to come from the hospital to here, they are still waiting for some from January. They sent me a text for a health check and the nurse was good, they picked up I was missing a test, so they booked me in for that. Getting an appointment is fine and the reception team has improved.	1