

Stalham Green Surgery report

July 2026

In July 2026 we visited Stalham Green Surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews. The reviews have an average star rating of 4 out of 5.

Stalham Green Surgery is in the northeast of the county of Norfolk and is part of a practice that includes Ludham Surgery. Upon their last inspection, a rating of **Outstanding** was received from the CQC. There are nearly 6,000 patients registered with the dual practice. The practice offers a variety of services including:

- Chronic disease management; dedicated clinics for asthma, COPD, diabetes, and hypertension.
- Physiotherapy; access to First Contact Practitioners for muscle or joint issues.
- Contraception and sexual health, including cervical screening and family planning advice.
- Mental health; support and referrals for mental wellbeing.



Healthwatch Norfolk Officers who visited Stalham Green Surgery noted:

The car park was a good size, in relevance to the size of the building, including bike racks and a disabled bay.

A shallow ramp led up to front doors which were propped open, rather than automatically opening.

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

The reception and dispensary area was clean and bright.

There were several health information boards on the walls, with up-to-date information.

There was a specific board showing Patient Participation Group information, including how to join.

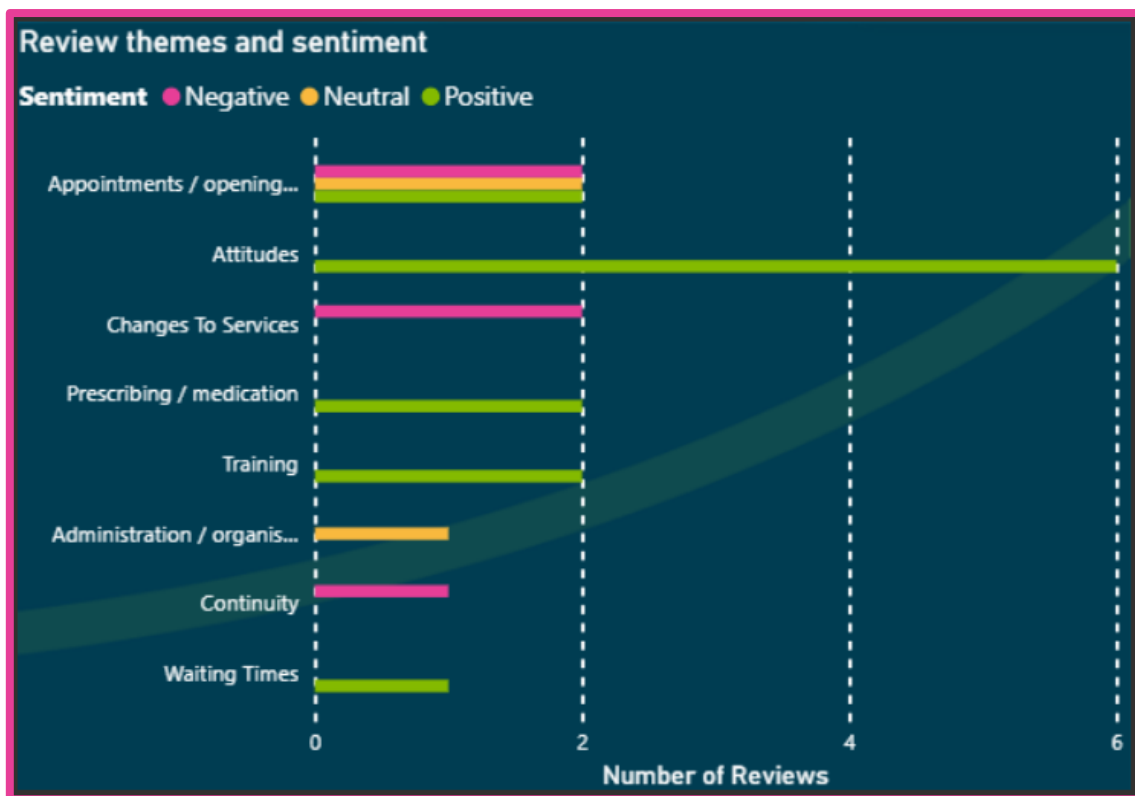
Practice staff were helpful and cheerful.





Overall, patients were keen to praise staff for being friendly, knowledgeable and attentive. Some patients commented that getting an appointment quickly could be difficult. Several patients praised the dispensary team, saying that they were happy with the process of obtaining their medication.

Review themes:



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
478711	Stalham Green Surgery	I'm always happy with what they do	I'm always happy with what they do. I usually come here but occasionally I go to Ludham. I'm here regularly. The nurses and doctors are always pleasant. I usually don't wait too long.	5
478709	Stalham Green Surgery	They are lovely	Brilliant! They are lovely. They are efficient and kind. It's not too bad, getting an appointment. I don't call in too often.	5
478722	Stalham Green Surgery	They are extremely helpful and personable	I'm a bit of a frequent flyer here. I'm here regularly and they're usually good. When you get in front of a clinician here, they are extremely helpful and personable.	4
478718	Stalham Green Surgery	I've got no issues with the care that I receive	I give it eight out of ten! The arrangement you have with the telephone system here; I'm not always clear on which surgery I'm actually speaking to. I think if Stalham reception is busy, the phone call rings through to Ludham. When they answer, this isn't always clear. Perhaps when they answer the phone call they could say which surgery it is? I've got no issues with the care that I receive. I generally have blood tests each month and they're okay.	4
478714	Stalham Green Surgery	The staff are all very good	I have been with the practice for 60 years. Obviously things have changed because there are more people here these days. There is no doctor/patient contact anymore. It can be a three or four week wait just to see a doctor! But I suppose they are doing the best they can. The staff are all very good. I can get an appointment for what I need, but that doesn't mean seeing a doctor.	4

478712	Stalham Green Surgery	I can get an appointment when I need one	I like it. I can get an appointment when I need one and there is no problem picking up medication.	4
478710	Stalham Green Surgery	The nurse was extremely helpful	I came to collect my prescription and they answered my questions. The nurse was extremely helpful and I'm sure my situation will be resolved.	4
478698	Stalham Green Surgery	They look after us!	It's not too bad. The prescriptions are always on time. I'm not so sure on the new triage system. Otherwise, they're all friendly and the doctors are nice. They look after us! I do wish though that we could just ring up and speak to someone like we used to. I sometimes feel like us older folk are getting left behind a bit.	4
478690	Stalham Green Surgery	It's fantastic	As far as I'm concerned, it's fantastic. All the staff are kind and friendly. The only problem I do have is that you have to wait quite a while sometimes. Apart from that, no complaints. The dispensary staff are lovely.	4
478716	Stalham Green Surgery	My husband and I don't really like to use the phone system	I don't even attempt to get appointments unless I absolutely need to. My husband and I don't really like to use the phone system. We survive, but it's nothing like it used to be. Once you actually get in, they are good.	3
478713	Stalham Green Surgery	I'm happy with the doctors	I'm really happy with them. We can get a quick appointment, especially with the kids. Non-emergency appointments can be quite a wait. I'm happy with the doctors here now.	3