

The Hollies Surgery

Feedback



August 2026

In August 2026 we visited The Hollies Surgery to speak with patients about their experiences with health and social care services. From this visit we received 20 reviews for The Hollies Surgery. The reviews have an average star rating of 4.4 out of 5.

The Hollies is a GP surgery located in the West Norfolk town of Downham Market. There are approximately 5,000 patients registered with the practice. The Hollies offers a variety of primary care services including well woman clinics and reviews for long-term health conditions.

Healthwatch Norfolk Officers who visited The Hollies Surgery noted:

- Healthwatch Officers were greeted and welcomed by staff
- The surgery has a small onsite car park including accessible spaces, and there is free public parking in a car park next to the surgery
- The surgery is accessed via two automatic doors which patients were observed using with ease
- Patients were able to sign in using a digital screen or at the reception desk
- Reception staff were observed communicating with patients in a friendly and helpful way
- A water cooler is available in the waiting area for patients to use
- Notice boards displayed health information for patients

Overall, patients seemed very happy with their experiences of care at The Hollies Surgery. Feedback comments for staff were overwhelmingly positive, with staff described as friendly, helpful, knowledgeable and supportive. Feedback highlighted a welcoming environment, good-quality care and responsive communication. A small number of patients raised concerns about communication in relation to prescriptions and test results.

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
502402	The Hollies Surgery	Very good	Today, and since April, it has been very good. I have got an appointment and seen my doctor twice now. The staff are great and reception know what they are doing. It's a very nice environment. Overall, very good.	5
502395	The Hollies Surgery	Friendly staff	Always good. The staff are friendly and there are no issues. You also get seen quickly.	5
502394	The Hollies Surgery	It feels like we are getting the family doctor back	I can't fault the surgery at all. I used to get anxious about calling up because there was a vile receptionist, but now they are all wonderful and so welcoming, they put me at ease. I was sat in the waiting room and my appointment time had passed but the doctor explained that they had read through my notes ahead of my appointment and thought that I needed some more time, so they left me until last so I could have that extra time in my appointment. It feels like we are getting the family doctor back. The only fault is the NHS app, they put results on there and they don't mean anything to me, and no one contacts you. It can cause some anxiety when it says that your results are abnormal etc., but it's not a major issue.	5

ID	Service Provider	Title	Review	Rating
502388	The Hollies Surgery	Since these lot moved in, it's improved a lot	Since these lot moved in it's improved a lot. When I want to see a doctor, I can. The people are wonderful they all seem lovely.	5
502381	The Hollies Surgery	Spot on	Spot on, no problems at all. They are friendly, just great and the service is good.	5
502379	The Hollies Surgery	Brilliant, all great	Brilliant, it's all great. The staff are helpful and it's easy to make an appointment.	5
502352	The Hollies Surgery	Fantastic so far	I have not been registered here very long but so far, they have been fantastic. Reception are phenomenal and the service is fantastic. My appointment today was really so good.	5
502351	The Hollies Surgery	Very friendly staff	It's all very good and the staff are very friendly and helpful.	5
502341	The Hollies Surgery	Everyone here is helpful	Everyone here is helpful and Antje here is brilliant. She advocates for me and everyone is helping. They are good for mental health.	5
502401	The Hollies Surgery	I can't complain	I can normally get answers when needed, I had an issue and the doctor called me and it got sorted. From my point of view, they work pretty well. Sometimes prescriptions break down but I'm not sure if that's here or there. I can get calls and get appointments, as it's free to use, I can't complain.	4

ID	Service Provider	Title	Review	Rating
502400	The Hollies Surgery	I've got no complaints, I'm quite happy with them	Always been seen when I want to, they do my diabetes check regularly, and referrals are quick. You're usually not waiting long when making phone calls, it used to be a long wait but not anymore since it's been taken over. I've got no complaints, I'm quite happy with them.	4
502399	The Hollies Surgery	Very good	They're very nice to me, the receptionists are nice. Getting appointments is very good. You come in, speak to them, it's good.	4
502398	The Hollies Surgery	They are generally helpful	They answer the phone quickly and generally it's good. Various receptionists endeavour to help rather than hinder. There was some confusion with my blood results because when I called, they said they were okay, however I then had another call telling me a blood test had gone missing, so I questioned it because I had already been told it was okay. It was then explained that I had blood taken for more than one test and one result was back and the other test had gone missing. I felt this was unnecessary confusion. On the whole it is a definite four out of five.	4
502397	The Hollies Surgery	Some of the doctors are amazing	Some of the doctors are a waste of space, others are amazing. I refuse to see those doctors now, but I can see my doctor when I need to.	4

ID	Service Provider	Title	Review	Rating
502396	The Hollies Surgery	Overall, they're okay	We don't come often but overall, they're okay.	4
502382	The Hollies Surgery	Staff are really good	The staff are really good and some of the staff are amazing. Things have changed including use of apps. I don't mind the apps. I have had lots of health issues, and they are all looked out for.	4
502380	The Hollies Surgery	Very good, so far	I think it is very good so far. I had an appointment with the doctor, and they fast tracked me to the hospital. It's very good so far.	4
502357	The Hollies Surgery	They listen to you	They are better now, they actually listen to you. I've also had more tests to check for different things, which has been good. It's really easy to get an appointment and the staff are great.	4
502385	The Hollies Surgery	Not so good	At the beginning of April things were supposed to change, and they have not changed for the better. There seems to be a lack of communication between the surgery and the pharmacy. I had a text message saying my prescriptions had been synced but when I went to the pharmacy they didn't agree. Eventually it was sorted and the pharmacy did agree.	3

ID	Service Provider	Title	Review	Rating
502370	The Hollies Surgery	Not so good in recent years	I can't see my own doctor anymore and there does not seem to be the same contact that you used to get. They don't ask you how you are and they don't seem to check your notes first, before they call you in. The nurses on the whole are good, but recently they have cancelled some appointments. I feel I need to be more proactive to get the things I need from the surgery. Over the last four years they seem to have lost it.	3