

Sheringham Medical Practice Feedback

October 2026

In October 2026 we visited Sheringham Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 17 reviews. The reviews have an average star rating of 4.4 out of 5.

The practice is in Sheringham, a town on the North Norfolk coast. Upon their last inspection, a rating of **Good** was received from the CQC (last reviewed in May 2019). There are approximately 9,500 patients registered with the practice. As well as General Practice, a variety of services are offered, including:

- In-house mental health services
- Social prescribing
- Physiotherapy
- Family planning
- Health screening
- Immunisations and vaccinations
- Health Checks
- Travel information



Healthwatch Norfolk Officers noted:

The car park was a good size compared to the size of the building.

There was flat access to the accessible double-doored entrance.

There were several wheelchairs in the foyer for patient use.

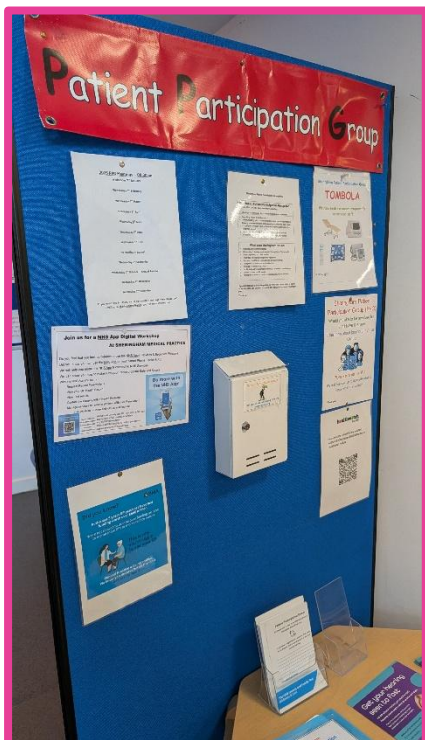
The waiting area appeared to be very clean and bright.

Other areas of the building were clearly-signed.

There were boards showing health information and local health opportunities.

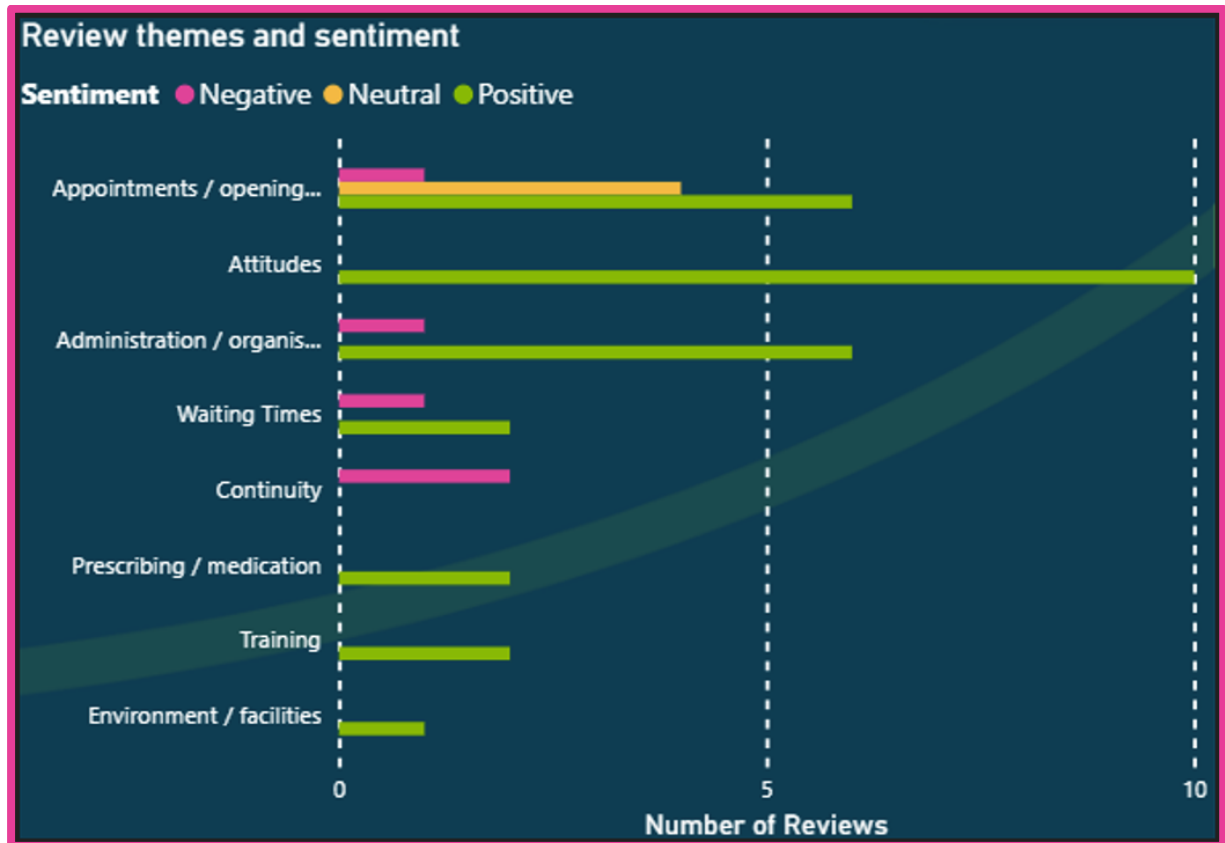
There was a dedicated Patient Participation Group information display.

Staff were friendly and helpful.



Overall, patients at the practice report as being happy with the service. Several people described staff at the practice as helpful and “always there” for them. Patients felt “looked after”. There was positivity around the 24-hour dispensing machine, efficiency of vaccination delivery was mentioned, as was patients not having to wait long for appointments.

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



Practice Manager Pauline Craske commented:

“Sheringham Medical Practice would like to thank Healthwatch Norfolk for visiting the practice and taking the time to gather feedback from our patients.

We are delighted to receive an overall rating of 4.4 out of 5 stars and are particularly pleased to see patients recognising the kindness, professionalism and helpfulness of our staff.

Our entire team works incredibly hard to provide safe, compassionate and accessible care, often in challenging circumstances, and it is encouraging to see their dedication reflected in the feedback received.

We are also pleased that patients have recognised the benefits of our 24-hour prescription collection service, the organisation of our vaccination clinics and the support provided by our reception and clinical teams.

We also recognise the importance of listening to feedback about areas where patients feel their experience could be improved, particularly continuity of care, appointment arrangements and access for those who may find digital systems challenging.

These are areas we continue to focus on as part of our ongoing work to improve patient access, demand and capacity, and continuity of care wherever possible.

Patient feedback is extremely valuable in helping us understand what we are doing well and where we can make meaningful improvements.

We would like to thank everyone who took the time to share their experiences and, importantly, our staff for their continued commitment to caring for our patients and local community”.

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
521647	Sheringham Medical Practice	They have been fantastic	We're not local but they have been fantastic. I needed a waterproof dressing, but we weren't able to get this at Cromer Hospital. I spoke to Rosie and she was lovely, I was in there for 10 minutes and came out with two dressings. Credit where credit is due, 10 out of 5 stars, wonderful.	5
521645	Sheringham Medical Practice	I'm quite happy	I'm quite happy. They've always dealt with me okay, never had any problems. When I need help they're there, I've always been treated alright.	5
521644	Sheringham Medical Practice	Cool, quiet competence	I had a 30-minute gap between two appointments, so they had a look and changed it so I didn't have to wait. They have been really helpful today. The competence is excellent. The sign-in procedure is very clear, everything surpasses, very accommodating.	5
521642	Sheringham Medical Practice	They are very accommodating	Whenever you want to see them you are seen promptly. Test results come back straight away, if you need any contact details they are able to provide them. I had my flu jab and it was very organised, if you can't make an appointment you can change it. They are very accommodating.	5
521641	Sheringham Medical Practice	They look after me very well	They look after me very well, very good service, I wouldn't be alive if it wasn't for this service.	5
519901	Sheringham Medical Practice	They are very efficient	It's fine. They are very efficient. I can get an appointment. I saw the practice nurse and she was very good. I haven't had any bad experiences.	5
519898	Sheringham Medical Practice	The 24 hour dispensary is why I would give the surgery a five	It's great. The 24-hour dispensary is great. I can get an appointment. The flu vaccinations were good and the receptionists are very helpful. The 24-hour dispensary is why I would give the surgery a five and not a four; it has made my life so much easier!	5

519892	Sheringham Medical Practice	I'd give it a six out of five!	It's really good! I'd give it a six out of five!	5
519884	Sheringham Medical Practice	It was a really good service	They are good; really helpful. I left here very late last night with a prescription. It was a really good service.	5
519869	Sheringham Medical Practice	Very good	Very good. The staff are really good, helpful and comforting.	5
519859	Sheringham Medical Practice	It's easy to get an appointment	It's very good. It's easy to get an appointment. Not so much with a doctor but certainly with a nurse practitioner. I really like the self check-in. I rarely have to wait long and I'm usually in and out within ten minutes.	5
521646	Sheringham Medical Practice	They are very helpful	I had an appointment in August, I was asked to come back for a three-month follow up but I can't book it because the computers can't go far enough. The receptionist has passed this on to get it sorted for November. Apart from that I haven't had any bad experiences. I can't use the app so I phone them and they call me back promptly. I'm pleased with the triage system, they are very helpful and good with blood tests.	4
519907	Sheringham Medical Practice	The receptionist was really helpful	The receptionist was really helpful this morning. They are going to try and get me in this afternoon!	4
519905	Sheringham Medical Practice	They are very efficient	They are very efficient I think, especially with the vaccinations. It's all very organised. Normally I don't have to wait too long. I normally see a practice nurse. It's always nice to have a face-to-face with a doctor, but I realise that's not always possible these days.	4
519893	Sheringham Medical Practice	I would recommend the surgery	If you're not IT literate it's a job to book an appointment. The contact form does work well though, credit where it's due. I've had responses as quickly as 20 minutes later. It's the continuity that lacks sometimes. You get sent to different people for different things. I just	4

			want to speak to one person! Overall I would recommend the surgery.	
521648	Sheringham Medical Practice	I see a different doctor every time	Every time I see a different doctor rather than the one who knows me. They all tell me different things, I am not happy about this. Sometimes you have to wait 20-30 minutes in the waiting room.	3
519867	Sheringham Medical Practice	I can only give my main experience a one rating, I'm afraid	I had a frustrating problem last week. The hospital asked me to book an appointment face-to-face with my doctor. I did, and was sitting in the waiting room for the appointment when I had a phone call from that same doctor, who was working from home! What was the point in that? The nurse practitioner that I have seen this morning was excellent, however. But I can only give my main experience a one rating I'm afraid.	1