

Caister Health Centre Feedback



July 2025

In July 2025 we visited Caister Health Centre to speak with patients about their experience with health and social care services. From this visit we received 22 reviews for the surgery. The reviews have an average star rating of 4.6 out of 5.

Caister Health Centre is a GP surgery in the village of Caister-on-sea. The surgery offers a variety of services including diabetic reviews, smear tests and smoking cessation services.

Healthwatch Norfolk Officers who visited Caister Health Centre noted:

There is limited car parking, meaning parked cars spilled out onto the road causing congestion.

The ramp caused a few issues for some wheelchair users; the front of wheelchairs occasionally scraped on the ramp as they came out of the building.

Overall, people felt satisfied with the care they received at Caister Health Centre, highlighting the friendliness and politeness of staff. Opinions were more varied regarding how easy and quick it was to get an appointment with some people feeling they had to wait too long for an appointment.

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

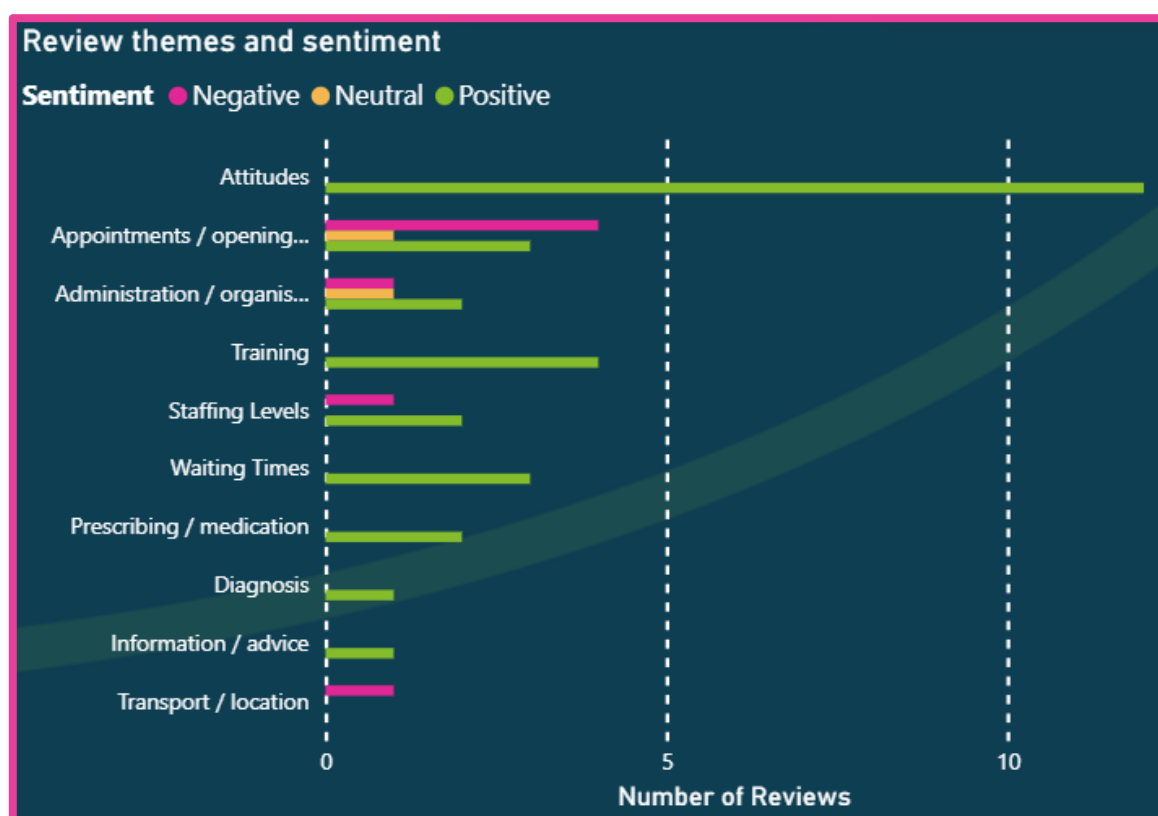


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Caister Health Centre by the Healthwatch Norfolk Engagement Team

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
43071	Caister Health Centre	Staff are always pleasant	Never had to wait too long, staff are always pleasant. Came in for a blood test, it was very quick.	5
43069	Caister Health Centre	Pleasant and polite	5 minutes waiting, in, seen, and out again. Everything was explained to me well, pleasant and polite doctor.	5
43064	Caister Health Centre	Very Pleased	Very pleased with the service I get, the care is good, I can't complain at all.	5
43062	Caister Health Centre	Nothing is too much trouble for them	They're excellent. I moved here from Suffolk and never saw a doctor there. We were here for 2 weeks, and they had my wife and I in for full check-ups. Excellent, can't speak highly enough of them here. Nothing is too much trouble for them.	5
43060	Caister Health Centre	I can't speak more highly of this place	I see Rachel, she sorts me out, I can't speak more highly of this place. Brilliant, sometimes you have to wait a long time for an appointment, but you have to accept that sometimes. You wouldn't get this kind of care anywhere else.	5
43059	Caister Health Centre	Quite happy with it	They're efficient, I always get my prescription on time, quite happy with it. I would rather travel to this one the go to Newtown.	5
43057	Caister Health Centre	It does really well	It does really well, no problems. Have to ring up and wait but that's like anything nowadays.	5

36862	Caister Health Centre	Friendly, obliging and helpful	Everyone here is so friendly, obliging and helpful. My doctor is very good, the nurses are lovely, and you can chat to them. I can't fault the NHS, they have been with me.	5
36852	Caister Health Centre	Excellent service	They are very good. It's an excellent service	5
36845	Caister Health Centre	Brilliant	They are just brilliant, I can't fault them	5
36801	Caister Health Centre	Someone will always help me	My doctor is fantastic, and someone will always help me if they can. It's brilliant, it's really good and the staff are lovely.	5
36783	Caister Health Centre	Very helpful staff	Generally, it's very good. the staff are very helpful, and you can get an appointment fairly quickly.	5
30266	Caister Health Centre	All very good	It all seems to work well for me. They are all very good.	5
11930	Caister Health Centre	They listen to me	The clinician I see is great. They listen to me. I have just had an appointment, and they seem to have enough time. I was with them for 1/2 hour. She is excellent. I think all of them are pretty good, they listen to you. You can see she is passionate, and you feel at ease when you are in there. You feel she wants to help. I have also been given a quick blood tests appointment too.	5

11928	Caister Health Centre	They are very helpful	They can get me in within a couple of weeks and are very helpful. It's all very easy, I order my prescriptions, I put the request in the box, and they are ready the next day. I've not had any problems. It would be better for me if you didn't have to go to the Lighthouse surgery in Yarmouth sometimes for appointments: I am now 80 and getting the bus when you are not feeling well is not fun. The receptionists here are very helpful and I'm really very happy with this surgery.	5
43070	Caister Health Centre	Got a referral	Had an issue, I wasn't sure if I should book an appointment as I didn't want to waste anybody's time. I need a correction, so I have been referred for an x-ray at the hospital.	4
43068	Caister Health Centre	Quite Happy	Quite happy, been here for a lot of years. Need to have appointments quicker, you have to wait about 10 days for an appointment. My prescription is always ready, whenever I need any advice, they always help me out.	4
43066	Caister Health Centre	Lovely	Could improve the waiting times, there are longer waits to see a doctor rather than a nurse or clinician. All lovely when you do see them.	4
43061	Caister Health Centre	Very good	Very good, people are caring in there. They don't keep you waiting unless you have to. They all seem to know what they're doing.	4
43058	Caister Health Centre	Very pleasant	The poor doctor is too busy. Very pleasant place, the staff are very nice. It's one that you don't mind coming to too much.	4
43056	Caister Health Centre	No Problems	I was on hold for 30 minutes to book and appointment. No problems	4

30498	Caister Health Centre	Too long to wait for an appointment	It's too long to wait for an appointment to see the doctor, two weeks on average. I call and they offer me an over the phone appointment and then the doctor asks me to come in. I think there should be better communication between the mental health team and the GP as well as between the hospital and the GP. It takes too long for things to get actioned, and you are stuck in the middle. The staff here are very friendly and nice.	3
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