

North Caister Medical Centre and Martham Health Centre Feedback



September – October 2025

In September and October 2025, we visited North Caister Medical Centre and Martham Health Centre to speak with patients about their experience with health and social care services. From this visit we received 19 reviews for the two surgeries combined. The reviews have an average star rating of 4.6 out of 5. North Caister Medical centre received 14 reviews with an average star rating of 4.7 out of 5, and Martham Health Centre received 5 reviews with an average star rating of 4.2 out of 5.

North Caister Medical Centre is a GP surgery in the village of Caister-on-sea and Martham Health Centre is a GP surgery in the village of Martham. They are both branches of The Coastal Partnership. The surgeries offers a variety of services including immunisations, physiotherapy and cervical screening.

Healthwatch Norfolk Officers who visited North Caister Medical Centre noted:

- The surgery does not have a carpark, but there is ample on-street parking directly outside the surgery.
- The automatic door was not working at the time of our visit.
- They offer a buzzer service so that patients can wait in the car/outside the surgery and the buzzer will go off when it is time for their appointment.

Healthwatch Norfolk Officers who visited Martham Health Centre noted:

- The surgery has a large car park.
- The entrance to the surgery has automatic doors improving accessibility.
- They offer a buzzer service so that patients can wait in the car/outside the surgery and the buzzer will go off when it is time for their appointment.

Overall, people were happy with the care they received at the two surgeries. People reported that staff were caring, helpful and professional. There was mixed feedback on accessing appointments. A few people mentioned that when calling for an on the day appointment, there can be a long wait on the phone, but that the call

back system that has been introduced significantly helps this. Some felt there could be a long wait to be seen for a routine appointment, but many felt they could get an urgent on the day appointment when needed.

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 North Caister Medical Centre by the Healthwatch Norfolk Engagement Team

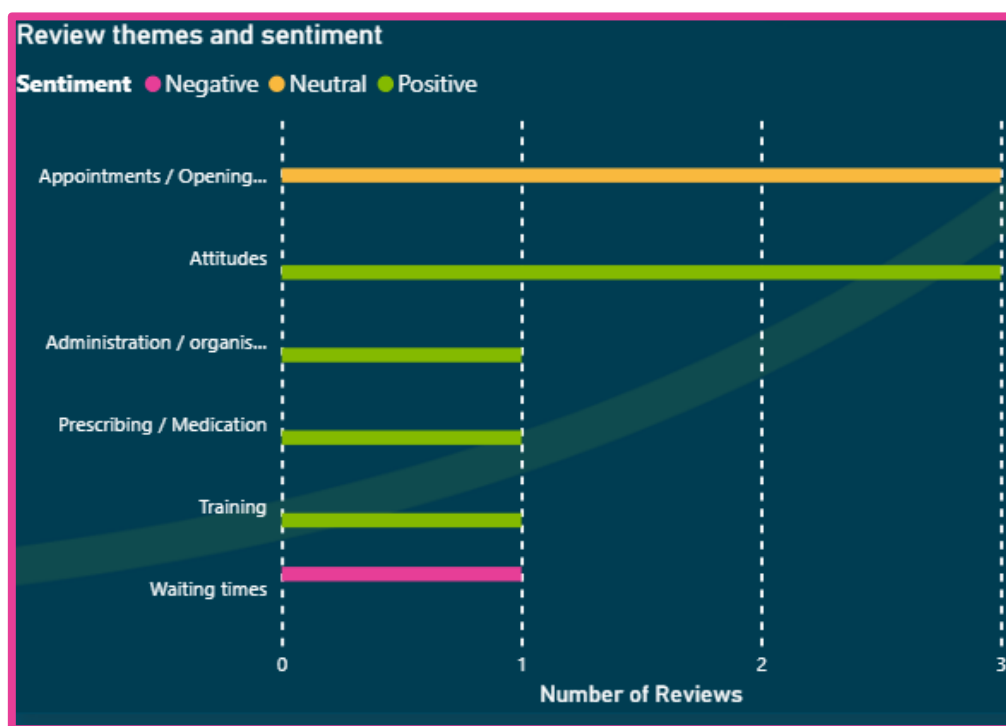


Figure 2 – A graph depicting review themes and sentiment for the feedback collected from Martham Health Centre by the Healthwatch Norfolk Engagement Team

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
105679	Martham Health Centre	No complaints at all	No complaints at all, never had any problems here.	5
105676	Martham Health Centre	I don't have one criticism, only praise.	This surgery is fantastic, I don't have one criticism, only praise. They are really thorough, and the nurses, doctors and receptionists really put themselves out there. they are all lovely and caring.	5
102624	North Caister Medical Centre	They really have been so good	I find them very good, they're very helpful. The care and understanding, you know I'm old, but they care for me in all ways. They really have been so good.	5
102623	North Caister Medical Centre	Really pleased today, Dr Howman is fantastic	Ringling this morning for an appointment was straightforward and the ring back system works well. We saw the doctor that we knew and prefer to see, so that was positive. Really pleased today, Dr Mary Howman is fantastic, so good with everyone. She's got time for you, is empathetic, she's everything you want in a doctor. I can't praise her more.	5
102622	North Caister Medical Centre	Dr Dalton is wonderful	5 stars when we see the doctor that we've always had. Our doctor is wonderful and we want to see the ones we're comfortable with, not meaning any disrespect to the other doctors. I rang and was only number 11 in the queue and waited for a call back which only took about 10 minutes which is quite good. I don't think much of the hub thing, it was far better when	5

			you could come in to make an appointment. Overall experience is quite comfortable, reception are very nice.	
102621	North Caister Medical Centre	A lovely surgery	It's brilliant. They're always kind and they always try to get you in if they can. The doctors are lovely too. It's a lovely surgery! I've been here over five years and I've never had any complaints.	5
102620	North Caister Medical Centre	Amazing doctors	Dr. Howman and Dr. Dalton are amazing. I try to see either of them because I've got so many health issues. They can usually get me in with one of them even if I might have to wait a week or two which I'm not bothered about. If it's an emergency I can usually get in the same day. It's brilliant. Trying to get through on a morning is hard, even if you're bang on 8am you're still in a queue. But there is a ring back now which works better.	5
102619	North Caister Medical Centre	Very pleased	I always get what I want and don't have any problems with appointments. The general attitude here is very good. Even the receptionist is good. Very pleased.	5
102613	North Caister Medical Centre	They look after me	They look after me, I came down to book an appointment, and they got me in straight away. The new receptionist is very good, she soon sorts it out. They're quick and Dr Dalton is very quick to sort things out.	5
102608	North Caister Medical Centre	Very good	My experience is very good. They're always on the end of the phone or if I come down and speak to someone, they're always good with the information they give. I came in to get some forms today and I've got them OK. If I need to see a doctor they'll fit me in, and I don't mind getting sent to Martham. We've lived here three years, and my wife would say the same thing about them.	5

102606	North Caister Medical Centre	Efficient and professional	They're very good – quick, efficient and professional. You get seen on time and it's clean. I booked by phone which was a long wait to be answered but that's expected. I only had to wait a week for routine bloods.	5
102605	North Caister Medical Centre	It's brilliant here	It's brilliant here. The general way they see you, talk to you, greet you, and book appointments is pleasant. We have a laugh, and I know them by their Christian names. They're lovely and I have every admiration for them. Always had good treatment, no problem getting an appointment, everybody is pleasant.	5
105687	Martham Health Centre	The nurses are lovely, I don't see many doctors	Trying to get through on the phone is hard. Booking online is okay but the wait for appointments can be quite long. The nurses are lovely, I don't see many doctors. You don't have to wait long for your actual appointment time. I don't really know many of the doctors, the nurses are really helpful.	4
105667	Martham Health Centre	My experience has been very good.	Always very helpful, friendly environment, and they try to get you an appointment very very quickly. Prescriptions are always ready within 3 or less days. My experience has been very good. It's not their fault but when you try and phone to get an appointment you can't always get through. But they do triage quite well. So, it would be better if there were more appointments on the day but obviously that's out of their control.	4
102618	North Caister Medical Centre	Always brilliant	Now when you ring up you can do ring back, so the queue doesn't seem to be in the 30s or 40s anymore, and they do call you back. I rang this morning, had an appointment today, and I'm happy with how it went. We do seem to get appointments	4

			the same day we ring up. We've always found they've been brilliant.	
102614	North Caister Medical Centre	No problems	I rang this morning and got an appointment for today for my son, the issue's been sorted out. The pharmacy didn't have the correct ear drops so I've come back down and they're going to send a different prescription through. I haven't had any problems any time I've been. I can't give five stars as that's 'perfect' and nothing is, so I'll give it four.	4
102609	North Caister Medical Centre	They're accommodating	I've never had a problem here at all, even during Covid. Sometimes it's difficult to get through on the phone, not all the time, but they're accommodating where they can be.	4
102607	North Caister Medical Centre	It's fine	It's fine here, we don't have any problems. They phoned us yesterday to come today for a blood test. The only thing is it's always someone different, you don't know them. I'd never met the nurse before that I had today, but she got my bloods so quickly and usually it's difficult. If it's anything urgent we can get in quickly. I'll give it four stars as there's always room for improvement - it's the phoning lark, you're waiting too long in a queue even if you call exactly on 8am.	4
105681	Martham Health Centre	I don't have any complaints	I don't have any complaints, they've improved a lot. They deal with all my queries. Every time I've needed anything they're there. They're okay. Don't think I've seen a doctor since COVID.	3