

Holt Medical Practice Feedback



June 2025

In June 2025 we visited Holt Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the practice. The reviews have an average star rating of 4.5 out of 5.

Holt Medical Practice is a GP surgery in the town of Holt. Upon their last inspection, in July 2018, the surgery received a rating of “Good”, from the CQC. There were 14,500 patients registered with surgery in July 2018 when the CQC inspection took place. Holt Medical Practice offers a variety of services including diabetes reviews, asthma reviews and Hormone replacement therapy (HRT) services.

Healthwatch Norfolk Officers who visited the practice noted:

- A large carpark serves the surgery and pharmacy.
- There are double accessible doors into a foyer containing wheelchairs for patients.
- The multiple waiting rooms are clearly signposted.
- The waiting rooms and reception are clean and bright.

Overall, people seem pleased with the care they received from Holt Medical Practice, with patients particularly highlighting both the competence and friendliness of staff. However, some people did highlight difficulties in making and getting appointments.

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

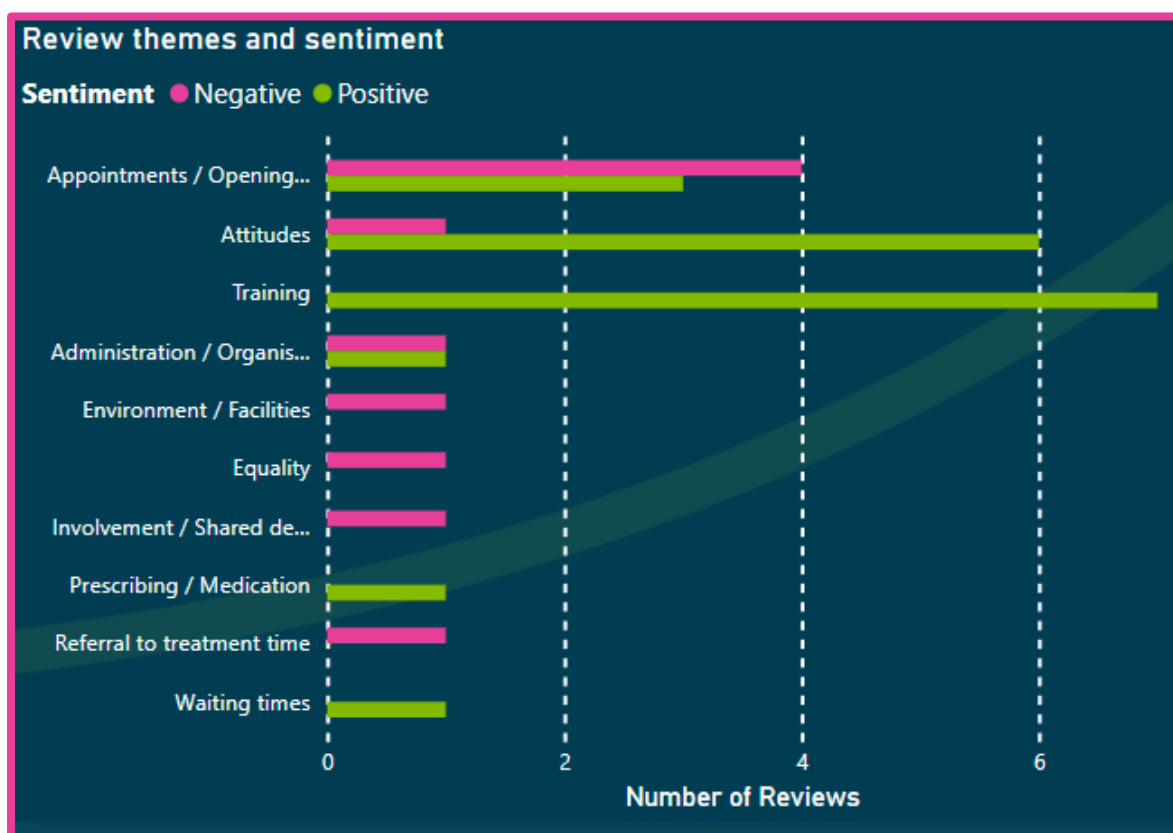


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Holt Medical Practice by the Healthwatch Norfolk Engagement Team.

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
259724	Holt Medical Practice	Fantastic care!	It's great; a really good service. I can always get an appointment. I've never waited longer than two weeks. Fantastic care! I cannot fault it at all.	5
259722	Holt Medical Practice	A really good experience	It's really efficient. Everyone is really kind. I have no complaints. They are willing to listen. The care is as good as can be. A really good experience.	5
259715	Holt Medical Practice	The care is perfect	It's always very good. Helpful. The care is perfect. The checking in machine didn't work this morning, which isn't great for someone who struggles with standing.	5
259711	Holt Medical Practice	No problems whatsoever	It's very good actually. If I forget to order tablets, I can get them. It's very good. I can't fault it. It's definitely a five, no problems whatsoever.	5
259709	Holt Medical Practice	Aren't I lucky!	Aren't I lucky! Just as I was leaving my appointment I was thinking to myself, I am very lucky to have this surgery. It's a lovely surgery. The care is brilliant. Even my daughter says how lucky I am to have a surgery as nice as this.	5

259704	Holt Medical Practice	There is no problem at all	Brilliant. It's the people here. We were straight through today. The chap I just saw was brilliant. I think he was a paramedic. I liked him. Everything is okay, there is no problem at all.	5
259697	Holt Medical Practice	The use of nurse practitioners here is very good indeed	Very good. Brilliant. They are progressing rapidly from COVID days. We can always get an appointment straight away to be seen. No problem. They are very nice doctors and nurses. The use of nurse practitioners here is very good indeed. The nurses are so good. They know what they're doing. With the nurse practitioners being used, the doctors can get on with what they are supposed to be doing.	5
259692	Holt Medical Practice	Not a bad word to say about it	Not a bad word to say about it. All the staff are so polite. If you have an issue, they will resolve it. They're amazing.	5

259736	Holt Medical Practice	I've had a very good experience today	Generally when you need them they are there for you, and helpful. Sometimes it's frustrating when you can't see a particular doctor. I've had a very good experience today. They are generally very good and very helpful.	4
259728	Holt Medical Practice	The telephone wait can be a bit long	It's... okay. Having to wait for appointments; the telephone wait can be a bit long. I come in person to book appointments. However they are very good at arranging telephone appointments with a doctor, if appropriate. Much better sometimes to do that than waste a morning.	4
259718	Holt Medical Practice	Everything is always explained to me.	I don't have a problem. I find that if I have to come and see anybody, I can get an appointment. The appointment was marvellous. No problem. Everything is always explained to me. I can only speak as I find.	4

259701	Holt Medical Practice	They look after me	<p>They're alright. They're jovial. They look after me.</p> <p>They seem to know what they're doing. If you phone up and you get in the line, you wait and wait and wait. That's the only bugbear up here.</p> <p>The care really is first class.</p>	4
259680	Holt Medical Practice	The staff are pleasant	<p>It's close to me so it's handy. It's easy to get to.</p> <p>Runs generally on time. I have to wait a long time for an appointment. The staff are pleasant. The reception area is clean and well kempt. Referrals to other hospitals don't move as quickly as they could.</p>	4
259699	Holt Medical Practice	I feel like they're preoccupied with referrals	<p>I feel like they're preoccupied with referrals, but they don't follow it up. They don't seem to have a process to chase up. The nurse appointments are quite good although some times they book you in with the wrong nurse and you have to come back.</p>	3