

Roundwell Medical Centre Feedback



April 2025

In April we visited Roundwell Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 22 reviews for the centre. The reviews have an average star rating of 4.2 out of 5.

Roundwell Medical Centre is a GP Practice located in Costessey on the outskirts of Norwich. Upon their last inspection review in July 2023, the surgery maintained a rating of 'Good', from the CQC. There are 8 GP's and other healthcare professionals who provide care for around 14,000 patients registered with the practice. The medical centre offers a variety of services including specialist clinics for conditions such as Diabetes, Asthma/COPD as well as various vaccinations and immunisations.

Healthwatch Norfolk Officers who visited Roundwell Medical Centre noted:

Patients are provided with a large parking area which has several accessible spaces near the entrance.

The building is clean and modern with a spacious waiting area.

Overall, patients reported positive experiences of care at Roundwell Medical Centre, with many highlighting the welcoming attitudes of staff and feeling that they were listened to and respected. However, views on the appointment system were more mixed. While some patients felt the telephone call-back system was a significant improvement, others continued to face challenges when trying to book an appointment.

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

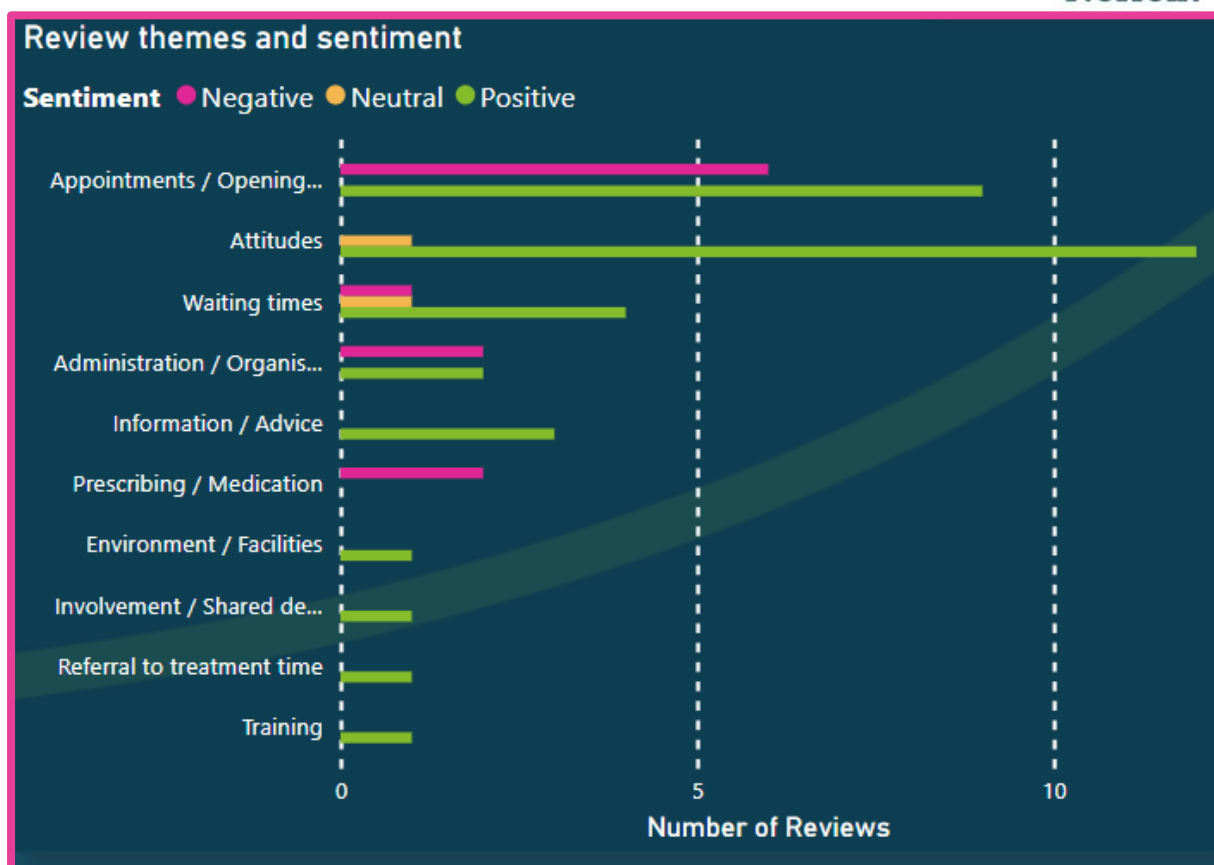


Figure 1 A graph depicting review themes and sentiment for the feedback collected from Roundwell Medical Centre by the Healthwatch Norfolk Engagement Team.

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
256887	Roundwell Medical Centre	They listen	Everyone listens to you, right across the board, from the reception team to the doctors and nurses. I find getting an appointment fine, I use the call back facility and it works. They were so good when my husband was terminal, they looked after the both of us.	5
256689	Roundwell Medical Centre	They're fantastic	I like the surgery, I've never had any problems. I phone up at 8am and I normally get an appointment with the doctor I'd like to see which is great. The waiting time isn't too bad when you're here. The reception staff are great, always helpful. Referrals are made when needed. I'm happy with the practice, I think they're fantastic.	5
256684	Roundwell Medical Centre	I'm quite happy	I came here today to drop a repeat prescription off as the online system was playing-up yesterday. This does happen sometimes but it normally rights after a day or so. Other than that I'm quite happy.	5
256768	Roundwell Medical Centre	They give you the time you need	They give you the time you need and listen to you, you can be a bit late in for your appointment but you know that is because they are spending time with the person before you and that could be you that needs that time, so you don't mind. The ring back service has been a great improvement I will give them 10 out of 10 for putting that in, you get a call back much quicker then hanging on the line. The staff treat you as a person and with respect.	5
256767	Roundwell Medical Centre	Person on reception made a real effort	Today the person on reception made a real effort and I am very impressed. She took charge and rather than telling me to phone back later she said she would look into it, talk to the doctor and call me back. She looked, acted and sounded so professional, I think her name was Claire. It's the first time I have received this level of service and it is so much better.	5

256763	Roundwell Medical Centre	They listen	I have been coming here 1 or 2 times a week for the last 3 years. They actually listen to you and the staff are really helpful. I brought up a concern about something that I felt had been missed and they sent me back to the hospital. I find it pretty easy to get an appointment as long as I am well enough in the morning to wake up and phone, If I am not I am sometimes able to get one online. I have been a few surgeries and this one I am happy to stay at.	5
256746	Roundwell Medical Centre	They listen to you	They listen to you and treat your problem. Since last year it has got better to make appointments online or by phone, it all happens a lot quicker and the phone queue goes down. I am very pleased.	5
256732	Roundwell Medical Centre	Very helpful doctors	They're usually very good, I've had no issue. I see multiple doctors and they're always very helpful. It's usually easy to get appointments. You do have to phone up at 8am but I've experienced other surgeries where it's more difficult. Everyone's really friendly and the building is nice, modern and open. I'm disappointed I've got to move away from here soon.	5
256730	Roundwell Medical Centre	Doctor didn't minimise my concerns	Dr. Mortlock who I saw today was absolutely brilliant. She was very understanding, listened, didn't try to hurry me and enabled me to contribute to my own healthcare and wellbeing. In the past I've had to push back against other doctors who have over-prescribed and railroaded me into a treatment plan. However Dr. Mortlock was amazing, she didn't minimise my concerns. You feel better when you walk out of there just for having been heard.	5
256727	Roundwell Medical Centre	Never had a negative experience	It was absolutely fine today and it normally is. I've never had a negative experience with whoever I've seen. I can pretty much get an appointment when I need one. I'm quite happy with the whole surgery.	5

256726	Roundwell Medical Centre	They're brilliant	They're always brilliant. Today was a follow-up, it was quick and easy and my daughter feels like everything was explained to her.	5
256716	Roundwell Medical Centre	Good apart from phone issues	It would be nice if they could answer the phone a bit easier, this is a problem any time during the day. I was nearly an hour holding on the phone with a query the other day but it was resolved when they answered. Apart from that I've been delighted with them. Everything is done well, they test me regularly and tell me when I need to come in.	5
256687	Roundwell Medical Centre	It's been good	It's been good today, I didn't have to wait long and got what I needed. I got a Ili referral yesterday and this all worked well.	4
256682	Roundwell Medical Centre	Staff actually listen	Sometimes you have to wait when you get here for your appointment but it's usually OK. I book online and this works OK nine times out of ten. The staff are always very pleasant, they actually listen to you when you tell them something.	4
256740	Roundwell Medical Centre	Phone system has improved	Things have improved in the last few months, there's a better phone system and more appointments. They can ring you back which happens very quickly and more often that not they still have appointments available, which is a great improvement. Sometimes you come here and there's nobody in the waiting room and you wonder why you can't get an appointment. I do wonder if all the doctors work five days a week. I do understand they have thousands of patients though. A lot of patients are elderly and we don't know how to do all these things online but it's up to us to learn.	4

256735	Roundwell Medical Centre	Lovely people, difficulty booking appointments	My phone signal isn't good so it's difficult to get an appointment. The people are all absolutely lovely and the person I saw today was fantastic. The doctors usually are fantastic and have good ideas. My confidence was dented a bit as it said "Doctor visited" on the NHS App when I wasn't even contacted, however this entry has been removed so I assume it was an error. Once you get here it's fine but getting an appointment is a killer so I'd give five stars for the experience itself but three for appointments, so it's a four.	4
256724	Roundwell Medical Centre	The doctor listened	It's the first time I've seen Dr. Rogers and she was lovely. She took her time, she listened, she was really nice. She was very receptive to helping me manage my health. I don't have any problems here, I can always get an appointment which I book over the phone. My thyroid annual check was delayed by two months but they'd let me know ahead of the due date that they'd got a problem and they got round to it in the end.	4
256760	Roundwell Medical Centre	Appointment system lets it down	The doctors and nurses are really good. Not all of them but a couple of the reception team could show some more compassion. I really do not like having to tell them what is wrong with me. The appointment system is just wrong, I had a doctors appointment on Monday and was told I needed a blood test, but I could not book it on Monday, had to phone today at 8am. I was 13th in the queue when I phoned and did use the call back function and did get an appointment but why could I of not booked it when I was there on Monday, it's not an emergency appointment. It is a good surgery, it's just the appointment system that lets it down	3
256750	Roundwell Medical Centre	Hard to get an appointment	Even if you call at 8.10 in the morning all the appointments have gone, you can't book in advance and you have to wait on the phone for 15-20 minutes just to be told they are full and to go to the walk in centre. Even using the call back system you just get told no more appointments. Once you are in it's fine but the appointment system lets it down. I have ended up at A&E because I could just not get in to be seen.	3

256729	Roundwell Medical Centre	Alright today for a change	It was alright today for a change! You don't see the same doctor twice and getting appointments is hard. I normally try on the phone but I came in today and booked face-to-face over the counter. Also my husband had major surgery and nobody checked on him.	3
256886	Roundwell Medical Centre	Today was good but it is generally poor	Today i would give 5 stars as it was a pre booked appointment with no problems, the staff were fine and the appointment booked in advance. Generally I find it quite poor as you have to fight to get through at 8am. I have had blood tests go missing and what is put on the NHS app is not accurate It just seems when you are working to their schedule it's good but when you request anything it is incredibly difficult.	2
256756	Roundwell Medical Centre	They are totally overwhelmed	They are totally overwhelmed and it is not good. You phone at 8am and you are 17th in the queue, I have used the call back but still not got in. I have just popped in to collect a sample bottle but the queue is so long and taking ages I have given up. I think it is just getting worse, my annual review was 2 month late and my wife is also a good few month over due for her asthma and thyroid checks. Once you do get to be seen the doctors and nurse are nice .	1