

# Thetford Healthy Living Centre Feedback



## April 2025

In April we visited the Thetford Healthy Living Centre to speak with patients about their experience with health and social care services. From this visit we received 41 reviews for the centre. The reviews have an average star rating of 4.6 out of 5.

Thetford Healthy Living Centre is a multi-disciplinary health centre that offers various services and facilities under one roof in the town. The integrated centre includes a GP surgery; dentistry; podiatry; minor

surgery; outpatient clinics; diagnostics (including digital x-ray) and community mental health services.

Healthwatch Norfolk Officers who visited Thetford Healthy Living Centre noted:

The purpose-built centre is spacious with plenty of seating and accessible walkways to the entrance. It was well-used with a sizeable footfall of patients on the day.

The large car park provided ample spaces for all visitors.

Some patients asked Healthwatch officers outside where they should go to book in but appeared to find the reception desk easily enough once inside.

Overall, people reported positive experiences of care at Thetford Healthy Living Centre. Many people highlighted the friendly nature of the staff, as well as the speed at which they were seen. The convenience and location of the centre was also praised. However, some people did state that the centre could offer more services, and that it was hard to access using public transport.

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

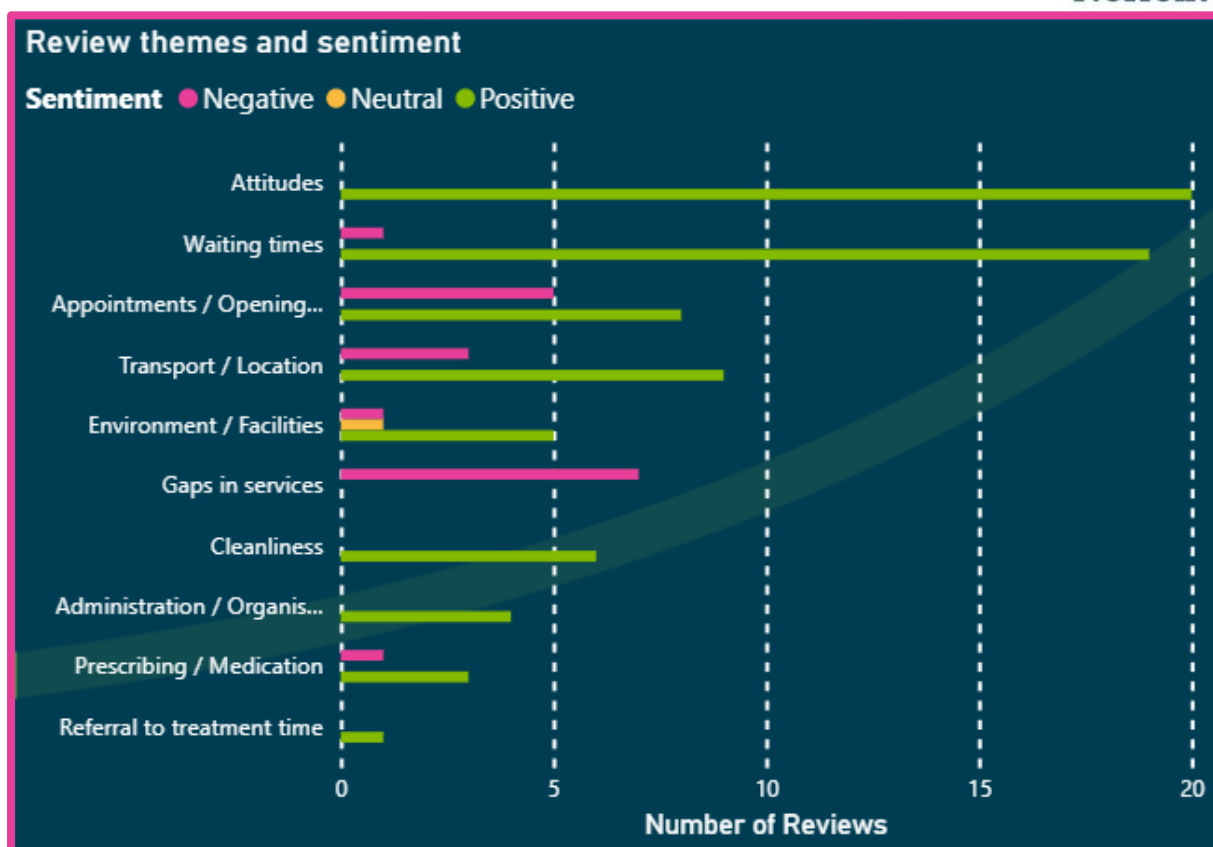


Figure 1 A graph depicting review themes and sentiment for the feedback collected from Thetford Healthy Living Centre by the Healthwatch Norfolk Engagement Team.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Service Provider	Title	Review	Rating
258054	Thetford Healthy Living Centre	A great place	It's lovely, a great place. I come every three months for blood tests. They're really fast with great nurses. The people are lovely, it's nice.	5
258051	Thetford Healthy Living Centre	It works lovely	I always choose to come here. I've had my Covid jabs and they've looked after my lymphoedema. For me it works lovely.	5
258049	Thetford Healthy Living Centre	Glad it was built	I love it, I'm glad it was built. I use a few things here - blood tests, Covid jabs, it's great. The people are always helpful from Grove Surgery. No complaints.	5
258044	Thetford Healthy Living Centre	Always OK	I had an x-ray and I was in and out. I'd have had to go to Norwich and wait around if it wasn't here. I've also used the diabetic clinic and had Covid jabs here. It's always been OK.	5
258041	Thetford Healthy Living Centre	It's great	It's great! I've got an x-ray booked so I don't have to go to Bury. I've just had my jab and picked up my prescription. Hopefully more consultants will come in in the future. And it's free car parking!	5
258037	Thetford Healthy Living Centre	No problems at all	I find it alright here, nice and quick. I've come up here for Covid, blood tests and blood pressure. No problems at all.	5
257990	Thetford Healthy Living Centre	Really good	Came for my Covid jab today, it was really good, I was in and out. They were all very nice and it was very convenient.	5

257988	Thetford Healthy Living Centre	Very quick	Had my Covid jab today and it was very quick. I always come here and they are always good. The staff are friendly and it is easy to book in on the phone. I just got a text and an email to tell me to do so.	5
257985	Thetford Healthy Living Centre	Wonderful staff	I had my Covid jab today and was in and out very quickly and the staff were wonderful. I have used different services and the have all been good. I find it easy to book an appointment.	5
257979	Thetford Healthy Living Centre	Very good, no problems	I had a Covid jab today which was booked in via my doctors. The staff are brilliant. I have used the centre in the past for blood tests and I can't fault it, it's very well organised. They make you feel welcome and do the job properly	5
257952	Thetford Healthy Living Centre	Very Good	Today I used ACES (Anglian Community Eye Service) which is a very good service. I got the appointment quite quickly after being referred from my options. The staff are really lovely.	5
257683	Thetford Healthy Living Centre	In and out	I was here for my Covid jab today and was in and out quickly. the staff are nice and friendly the same as they were the last time I was here. there is plenty of good car parking and it is nice and clean.	5
257682	Thetford Healthy Living Centre	Always good	I saw a nurse today and it was all fine, they were very helpful and chatty, I come regularly and this is the 2nd time I have seen this nurse and they are very good. I find they normally run to time and the centre is always clean. I have to get the bus here which is not so good, it is not consistent.	5

257584	Thetford Healthy Living Centre	Brilliant but difficult to get to	It's brilliant but it's a bit far to walk as it's uphill and there's no bus from where we live, we'd have to walk into town to catch one back out here. A taxi to bring us, wait, and take us back would be £25. My husband's had his cataracts done here, I've had blood tests, health checks and my blood pressure taken. It's replaced some of the services that the cottage hospital used to provide.	5
257583	Thetford Healthy Living Centre	Always pleasant	They're more than OK, they're good. Always pleasant! It's nice and handy as we live close by.	5
257582	Thetford Healthy Living Centre	Very nice people	I had laser eye treatment, it was excellent. Very nice people! It's easy for me to get here. I've also had Covid jabs here.	5
257581	Thetford Healthy Living Centre	I'm here a lot	I've had my regular diabetes blood test, it was alright. I also use the chiropodist. I'm here quite a lot with lots of things.	5
257580	Thetford Healthy Living Centre	An excellent facility	We've both had Covid jabs today, it was OK. I've been here for x-rays else I would have had to go to Bury. The doctor referred me then they called me from here and booked it. I think it's excellent. I've had a liver scan here too. I wish they could do blood tests for my surgery which is Brandon as I'm here for everything else! If I can't get a test in Brandon I have to go to Bury or Newmarket. It's an excellent facility here, they're always quick.	5
257577	Thetford Healthy Living Centre	Quick and efficient	I had a blood test – the lady was very sweet, quick and efficient. I only booked it two days ago. I've been here for other things, it's been alright.	5
257575	Thetford Healthy Living Centre	Very convenient	We always come here. It's very convenient, you've got everything here. No complaints.	5
257574	Thetford Healthy Living Centre	Saves me travelling to hospitals	I've just moved here and I think it's great. I lived in Harlow and had to travel to hospital for everything. This is great, it's saved me from travelling to hospitals.	5

257573	Thetford Healthy Living Centre	I love it	I had my cataracts done and it's much better coming here for it as I'd have to go to Bury or Norwich if not. I came today for my Covid and I use the pharmacy as well. I love it, it's so handy for me. They could do more things like minor surgery or ECGs but it's great they x-ray here.	5
257571	Thetford Healthy Living Centre	They're a good team	We've just had our Covid jabs. They're a good team, very nice and friendly. I also go to the glaucoma clinic and if that wasn't here I'd have to go to Bury. They only thing is it's not on a bus route from Brandon or Thetford. You'd think they'd sort that as it's so well used. They're really, really nice here, it's clean.	5
257565	Thetford Healthy Living Centre	Very quick	We came for our Covid and it was very quick. I got an email to book but the page wasn't open to do it on so I came in here to ask about it and they were helpful. I've also used the centre before for my eyes with ACES and it was good.	5
257564	Thetford Healthy Living Centre	Very helpful people	I had my Covid jab today. It was very good, I was early but they saw me. It's very good in terms of parking and booking. Very helpful people.	5
257563	Thetford Healthy Living Centre	Quicker than my surgery	My mum had her Covid jab today but I've used the centre at other times. In fact I get my prescriptions up here as it's much quicker than at my surgery. I've also had a tetanus jab, I was in and out in five minutes.	5
257561	Thetford Healthy Living Centre	Nice and friendly staff	It's fantastic, nice and friendly staff. I came for my Covid jab. I prefer to do that here with an appointment as I worry I might pick up germs waiting at walk-ins. I've also been here for my hearing. They're very helpful and it's never long to wait.	5
258052	Thetford Healthy Living Centre	Well-run and clean	I use the centre for bloods as I can walk here. It's well-run, always clean, but sometimes a bit hot!	4

258050	Thetford Healthy Living Centre	Close to my home	It's not too bad here, it's close to my home. I was at midwifery and it was a little bit late but she was apologetic. I've also had blood tests here.	4
258048	Thetford Healthy Living Centre	Could do with more services	It's alright but it could do with more things here like having a proper physio back, you sometimes end up just being given sheets. A few more appointments would be good. I had an urgent one today which I called this morning for but if it's not urgent you're told to wait until June (5 week's time).	4
258043	Thetford Healthy Living Centre	Building issues and lack of physios	It's alright but in the winter it's too cold and in the summer it's too hot. They've got glass roofs and no air conditioning. It's so loud when it's raining! I've seen a GP here and had blood tests. I drive here and mostly I can park OK but the services aren't very well managed. It's very hard to get an appointment with the physio service. When I was heavily pregnant I had to drive to Watton as there wasn't a physio in the whole of Thetford. It's disappointing as that's what the centre is for. But when you see someone it is decent. The lack of availability is letting it down.	4
257926	Thetford Healthy Living Centre	Struggle to get an appointment	If I need to see my doctors here I really struggle to get an appointment. The staff are really good, I have never had a problem when I am here, it's a great location and it's clean and well kept. I would give it 5 stars if you could get an appointment.	4
257982	Thetford Healthy Living Centre	Very clean and spacious	Came for a blood test today and had no trouble getting an appointment. I had to wait 15 minutes for my appointment. The staff are very helpful and the building is very clean and spacious in a convenient location with very good parking.	4
257976	Thetford Healthy Living Centre	Smooth and Efficient	Had Covid jab today and it was smooth, efficient, quick and with a smile. I have no complaints, everyone is friendly. Parking has got a lot better since they have made it bigger. It would be good if they have a doctor on site all the time.	4



257938	Thetford Healthy Living Centre	Staff are all brilliant	<p>I had a blood test today which was fine, they were running a little late but the staff are brilliant.</p> <p>They brought in a new system where you now have to book rather than walk in like you used to be able to do, at first this meant a wait of about 3 weeks for an appointment but it has got better and now it's only a week.</p> <p>It would be good to see some more services run from here to minimise travel to places such as Bury St Edmunds hospital.</p>	4
257690	Thetford Healthy Living Centre	Have used various services here	<p>Today I have been to the pharmacy, it is an on going thing that they seem to give me the wrong aspirin, this is the third time I have been given one that I am not supposed to take due to my condition so I always open it before I leave and they do sort it quickly but I do worry that someone who would not check could be put at risk.</p> <p>I had my Covid Jab here and that was very smooth, no problems.</p> <p>I had my cataract done here which was a brilliant service, much better than having to travel to the Queen Elizabeth hospital. I also have my diabetic eye checks done here which are all fine.</p> <p>The cleanliness is second to none and it is a nice space with plenty of space to be able to sit away from people while you are waiting as I do worry when I come to places like this with my condition that I might pick something up.</p> <p>I used the pharmacy first service here on a Saturday morning and they were very thorough, they checked all the medication I was taking to make sure what they gave me did not react with anything.</p>	4

257570	Thetford Healthy Living Centre	Fantastic asset but needs development	We've had Covid jabs today which was very straightforward, bang on time, to be commended! I've also been here to see the podiatry nurses, have dressings changed and had a bilateral cataracts operation. It takes the pressure off the GP surgeries but I do wonder if the centre is underused in terms of what services are offered. It needs development and there was money earmarked for this at least nine months ago but I worry this money will disappear without anything being done. It's a wonderful opportunity but it's poorly managed. We are enormously grateful for the services offered but it would be fantastic to have a doctor on-site. It's an asset to the community and it's great they've re-done the car park, it's very good.	4
257947	Thetford Healthy Living Centre	In and out in no time	Today I had a blood test and I was in and out in now time. There is a dentist here but it's never open. I desperately need dental treatment but I can not get into a NHS dentist and am on universal credit so can not afford to pay private or travel anywhere to receive help, I'll be no help either. I have to take painkillers every day. If they just opened and staffed the one here as a NHS dentist life would be so much better.	3
257935	Thetford Healthy Living Centre	Facilities are fine	Today I had my Covid vaccination and it was fine, I was in and out quickly and all the staff are fine. My surgery is School Lane who have a branch here and getting an appointment is hard. They texted me to make an appointment to discuss X-ray results and I had to wait 6 weeks for that appointment which was over the phone not even in person. It has got worse since the two main partners have left.	3
257684	Thetford Healthy Living Centre	It's not used enough	I have had a blood test today and have been in and out with no problems. The whole building is not used enough and could do with being open longer, there doesn't seem to be any out of hours service in Thetford, I am not sure how I would get a bus to Bury St Edmunds if I needed to be seen out of normal hours. Why can this not provide out of hours?	3

257562	Thetford Healthy Living Centre	I'm glad the centre is here	I've used here many times and I'm glad it's here otherwise it would be chaos! Getting a GP appointment is very difficult. It used to be OK but it's hard getting through on the phone now. I've had my Covid injection today and I come here for blood tests. I've also had eye checks, x-rays and had my feet done. There's no queue here, it's usually pretty good. I think the surgery is also glad the centre is here. It's always OK to find parking too.	3
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