

Trinity and Bowthorpe Medical Practice Feedback



July 2025

In July 2025 we visited both sites of Trinity and Bowthorpe Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 20 reviews for Trinity and Bowthorpe Medical Practice. The reviews have an average star rating of 3.3 out of 5 for the two surgeries combined. Individually, Trinity Street Surgery received an average rating of 3.2, while Bowthorpe Health Centre received 3.4.

Trinity Street Surgery is a GP surgery in the city of Norwich and Bowthorpe Health Centre is a GP surgery in the village of Bowthorpe. There are approximately 11,500 patients registered with the two surgeries. Trinity and Bowthorpe Medical Practice offers a variety of services including an asthma clinic, learning disability health checks and cervical screening.

Healthwatch Norfolk Officers who visited Bowthorpe Medical Centre noted:

- The entrance to the surgery had automatic doors which allows for greater accessibility.
- There were plenty of spaces in the car park.

Healthwatch Norfolk Officers who visited Trinity Street Surgery noted:

- The surgery has no parking for patients other than one disabled parking space, which is at the front of the surgery.
- There is a ramp at the entrance to the surgery to allow for greater accessibility.

Overall, people felt the care they received at Trinity and Bowthorpe Medical Practice was adequate. Many people were happy with the staff at the surgeries, saying they were friendly and professional however two reviews did mention a member of staff being dismissive or rude. Additionally, multiple people raised concerns about accessing appointments, saying it was either a one-to-two month wait to see a doctor or they were unable to make an appointment at all.

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 Trinity and Bowthorpe 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
47614	Bowthorpe Health Centre	They're always responsive	They are always responsive, which I understand to be contrary to other's experiences. I don't struggle to get appointments. If its emergent they're very good and issues are resolved within 24/48 hours.	5
47607	Bowthorpe Health Centre	They always look after me	Been using here for 15 years and they're lovely here. They always look after me. Very easy to get an appointment, they don't keep me waiting.	5
47598	Bowthorpe Health Centre	Friendly and professional	Always five out of five. They are friendly and professional. Booking an appointment online or by phone is good. They are always very good.	5
47596	Bowthorpe Health Centre	Fast and efficient	They are very good, fast and efficient. I am very happy with the system here. They are also very kind.	5
47594	Bowthorpe Health Centre	They were so kind	We arrived 20 minutes late for the appointment and they saw us anyway. We had the wrong time on our calendar, but they were so kind. They were kind enough to see us.	5
51685	Trinity Street Surgery	A good first visit	This is my first visit after registering here. All the staff were very welcoming, courteous and friendly. I did not feel rushed and felt like they were paying attention. It was about a months wait to see someone but it was not urgent so that didn't matter. Not all my notes transferred but not sure if that is here or my previous practice. The waiting room did get a little hot, but I know you can't please everyone.	4

51684	Trinity Street Surgery	Frustrated with medication	I have come out frustrated that I can no longer get the medication that my consultant prescribed me in the same quantity that I used to be able to. It means I will have to come to the surgery more and with an ill wife at home it is not always that easy. The chap on the front desk is very helpful and polite and Dr Barber is excellent.	4
47613	Bowthorpe Health Centre	Very good	Very good, everything they have done for my husband has been very efficient. Correspondence is a little slow but today has been excellent.	4
47608	Bowthorpe Health Centre	On the whole very happy	On the whole very happy. When needed I have been able to get appointments. Not a 5 due to some communication issues with a particular GP. Every other member of staff is lovely.	4
47606	Bowthorpe Health Centre	Very professional and very engaged	Don't often come, maybe haven't been for a year. It was a good appointment, they gave adequate time to listen to my concerns and referred me for various tests. Very professional and very engaged.	4
51926	Trinity Street Surgery	I don't think it's as good as it was	I don't think it's as good as it was. Probably because there's more people, so you have to wait ages for an appointment. Average few months wait. Trouble getting follow up appointments.	3
51923	Trinity Street Surgery	I've had good service when I've needed it	The doctors are quite varied, some good some not as good. Gentleman who is on reception today is really good, there used to be some who were unfriendly. The nurse who took my blood is lovely. I've had good service when I've needed it, they have been very supportive.	3
51686	Trinity Street Surgery	It's local and I can walk here	It is a good location for me as I can walk here. All the staff have been great apart from one doctor who was very dismissive, I have asked not to see them again and it has not been a problem. They	3

			are good if it is urgent and you need a same day appointment but I have filled the online form in to be told to ring and then on the call to fill in the form which is frustrating. I also do not understand how they can be running 50 minutes late so early in the morning.	
47581	Bowthorpe Health Centre	Mix up with my appointment	I am very grateful for the doctors, and they are generally very good but this week there has been a mix up with my appointment. I had an appointment, but it was cancelled, and I didn't get the message to tell me about the cancellation, so I came for the appointment and found out then. The receptionist made me another appointment for today, but they had made a blood test appointment and not a doctor's appointment so I have still not seen the doctor and there was nothing the blood test person could do as I didn't need a blood test. I have now been made an appointment to see a doctor in a couple of days so I will be coming back Thursday to see a doctor. However, the appointment is not with my preferred doctor which the original one was so I will now have to explain my medical problems all over again. I am grateful for the appointment, but it seems the service is not as good as it used to be.	3
51927	Trinity Street Surgery	Generally poor satisfaction with the level of care.	Difficulty getting appointments or having appointments cancelled. Difficulties getting repeat prescriptions. Generally poor satisfaction with the level of service. It doesn't help that it's split and have to drive to Bowthorpe for blood tests.	2
47615	Bowthorpe Health Centre	2 stars is generous, pretty disgusting	2 stars is generous. I have always been healthy but moved here as documents had been lost. The first time I came for an appointment here I had a lump not knowing what it was, the doctor laughed at	2

			me and said, "that's a cancerous lump right there". I don't like coming back here now, it was pretty disgusting. I would rather go to the hospital than here, and I hate the hospital. It's bang out of order. Since then, I have only been using the surgery to order repeat prescriptions.	
47612	Bowthorpe Health Centre	Very difficult to get an appointment	Rarely come here, very difficult to get an appointment. The receptionist is like a doctor trying to filter us out, otherwise it's fine. Don't get an appointment with a doctor, I normally speak to a pharmacist, even about changes in medication which I think should be consulted with the doctor not a pharmacist. It's also normally done over the phone which is odd.	2
47609	Bowthorpe Health Centre	It's impossible to get an appointment	To try and see a doctor I'd give it a 1, it's impossible to get an appointment. I see a nurse once a year for blood tests and my asthma. You have to fill a form in at the desk, but I don't really get it, it's hard. I did it once and got home and they called to tell me I had done it wrong so I couldn't get an appointment. I don't know the last time I saw the doctor. The wait times aren't too bad on the telephone. There are some nice receptionists, some not.	1
47599	Bowthorpe Health Centre	I can only give one star today	I have an appointment time and date written on a card that they gave me. It does not indicate it is a telephone appointment, so I have just turned up to be seen in person. I have just been told by the receptionist that they will call me so I'm now going back home and just hope they call. It used to be perfect here.	1
47595	Bowthorpe Health Centre	I'm not getting the care I need	I can never get an appointment, and the doctors don't listen to me. I'm not getting the care I need. The hospital has written to the	1

			surgery over 2 weeks ago to let them know about some medication I need, and I still haven't got it.	
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