

Lionwood Medical Practice Feedback



September 2025

In September 2025 we visited Lionwood Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 17 reviews for the surgery. The reviews have an average star rating of 4.2 out of 5.

Lionwood Medical Practice is a GP surgery in Norwich. The surgery offers a variety of services including spirometry, minor surgery and contraceptive services.

Healthwatch Norfolk Officers who visited Lionwood Medical Practice noted:

- The check in screen is at a nice accessible height for wheelchair users.

- The waiting room is bright and open.
- There is a screen displaying patient name and what room to go to for their appointment with an audible alert when a new message comes up.

Overall, people were pleased with the care they receive at Lionwood Medical Practice, with many people praising how helpful and polite staff were. There were mixed opinions on accessing appointments, with some saying it was a long wait to get appointments, and that the new organisation who answers phones do not have access to appointment bookings which slows down the process.

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

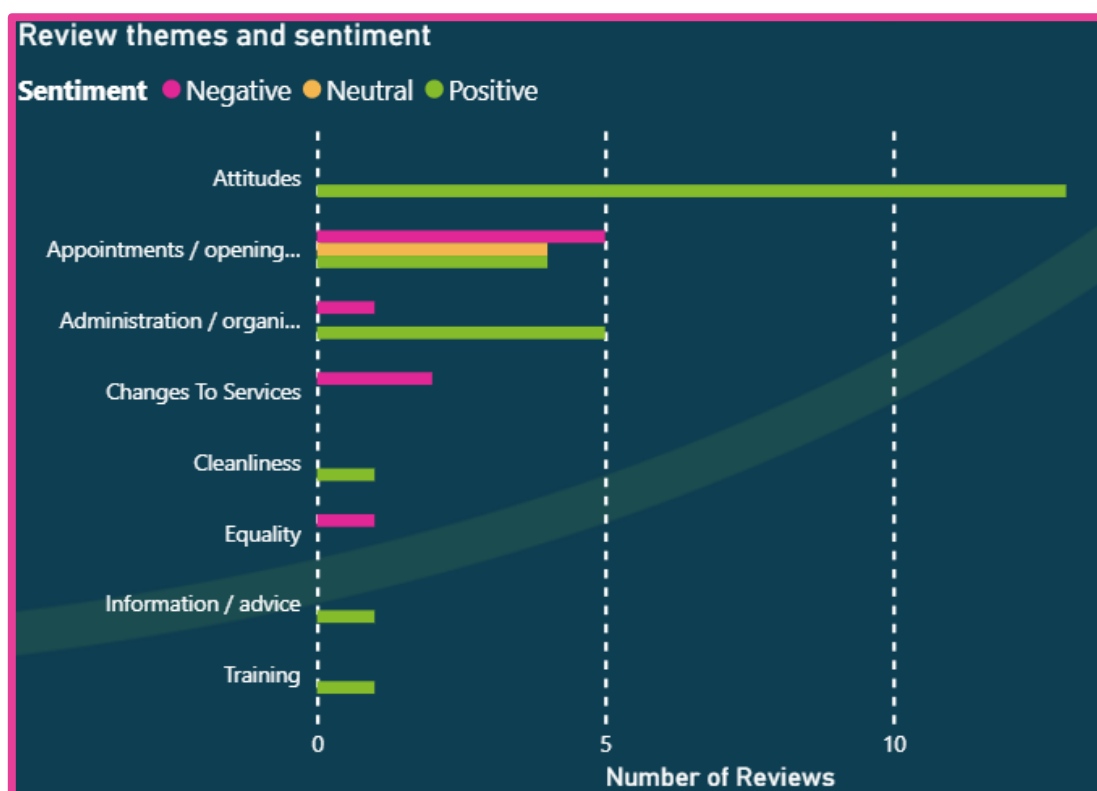


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Lionwood Medical Practice by the Healthwatch Norfolk Engagement Team.

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
84175	Lionwood Medical Practice	Helpful and Polite	I am happy with everything. I think the staff are helpful and polite and I can get appointments okay and feel well looked after.	5
84174	Lionwood Medical Practice	They listen to you	They listen to you and never hurry you. My daughter makes my appointments, it has got better as it could be a bit hard. The staff are friendly and lovely.	5
84166	Lionwood Medical Practice	Can't fault them	They know I work 12 hour shifts so can't phone for appointments and if I need one but can't phone at the right time, they somehow manage to get me in, the reception time is good, helpful and go the extra mile and have good communication.	5
84159	Lionwood Medical Practice	Kind and attentive	They follow up with the tests that I need. They are very attentive, and the receptionists are kind.	5
84060	Lionwood Medical Practice	Helpful and polite	I find all the staff helpful and polite. I can get an appointment okay. I feel well looked after and I am happy with it all	5
83026	Lionwood Medical Practice	Never had any trouble	I've always found it okay, I've never really had any trouble, they've referred me twice to hospital really quickly	5
83001	Lionwood Medical Practice	They make me feel special	I came here as I wasn't happy where I was before. They treat me well and make me feel special, they have even got another doctor to come into my appointment to double check things. Even when I call up, I get that call back quickly.	5

82980	Lionwood Medical Practice	I have no complaints	I have no complaints. They are very obliging. Sometimes you have to wait a little while for an appointment, I don't really want to wait three weeks, I want the appointment whilst I have the illness.	5
88058	Lionwood Medical Practice	Very supportive, approachable, good staff	Very supportive, helpful reminders by text about appointments which is good. Booking an appointment can be difficult, they don't allow you to book at reception, you have to do it by phone, and you end up in a long queue that moves very slowly. It's a long process which is a shame but they're very good. Good nurses and good doctors. It's nice and clean and the staff are approachable, and the water machine in reception is good.	4
84169	Lionwood Medical Practice	Nurses are very good	The nurse is very good with me for my legs, I have to come every week to have them looked at, they book them in for me 3 at a time so I can get the time I need. They look after you.	4
84160	Lionwood Medical Practice	I am listened to	9 out of 10 times that I want an appointment I get one, even if it does take a while and when I get in, I feel like I am listened to. Sometimes it can be a hassle to find someone to talk to that you want, it can take a while.	4
84158	Lionwood Medical Practice	Always had a good relationship with the surgery	It is convenient as I live across the road. I've always had a good relationship with the surgery, and I know they're under pressure, so you have to be understanding. The referral thing they're doing at the moment is rubbish, but I've now been shown how to book an appointment online.	4
84061	Lionwood Medical Practice	Staff are really good	The clinicians are really good and helpful when you get to see them. The reception team are very nice. There was a prescription line that was very helpful, not sure if it is still in use. When there was a shortage of the ADHD medication, they were really good here as they did not	4

			make it brand specific, so if a certain brand was out of stock I could get another, which is not what other people I know experienced. Getting an appointment can be a bit hard and the new outsourcing of the phonenumber is not really working as they can't see the booking schedule or your notes so all they do is fill in the online form which I can do but it's not helpful when something changes or you have a question. They are all nice enough on the phone but just not very helpful.	
84172	Lionwood Medical Practice	Communication is not always good	I have had to come in today as my daughter came to an appointment in June and the doctor said they would send a letter to her school about her panic attacks and anxiety, but the letter that was received by the school was from a completely different doctor about some abdominal issue she had also been having and said she was fit for school which the other doctor said she wasn't, so I now have to deal with the school demanding she comes to school. The reception team have been good and said they will get the correct letter sent. I have not really been told how or where to get support for her just been told to go online. She had a really nice nurse to take her blood test as she was so nervous, and the nurse sat her down and explained things to her and really calmed her down. It can be hard to get an appointment and waits on the phone are long, you phone at 8am and are 14th in the queue but when you get through there are no appointments.	3
84170	Lionwood Medical Practice	It's getting better	They are better with me now than they used to be, as they understand my autism more. I cannot use online, I just don't get it, and it is not for me. But Karen on reception is good and knows how to help me. Richard	3

			who sees me for my mental health is brilliant. Dr Wang is very good, but it is hard to get in to see him.	
82982	Lionwood Medical Practice	It is really difficult to get in but once you do it's amazing	When I can get into to see a doctor, and certain ones in particular, they're amazing but getting to that point is really difficult, and harder than it used to be. You can't call here anymore, they send you to a call centre that's not here and they can't access your records, so they just fill in an online triage form, I could do that myself. I feel like we no longer have the right to make a GP appointment here anymore. I also struggle with not having a named GP as it means you never know who you're going to see, and it makes the continuity of care poor. However, Dr Fraser is amazing!	3
82965	Lionwood Medical Practice	You can never get an appointment	You can never get an appointment. Due to my conditions I need to see a specialist and I can't get in. I had a procedure done and I couldn't get an appointment to get my stitches out, so I had to go to the walk-in centre. Everything is done online now and I'm not computer literate so I can't access any care as I can't use the online services.	3