

St Stephens Gate Medical Practice Feedback



October 2025

In October 2025 we visited St Stephens Gate Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for the surgery. The reviews have an average star rating of 4.4 out of 5.

St Stephens Gate Medical Practice is a GP surgery in the city of Norwich. The surgery offers a variety of services including cervical screening, childhood immunisations and learning disability health checks.

Healthwatch Norfolk Officers who visited St Stephens Gate Medical Practice noted:

- There was a carpark underneath the surgery and three disabled bays at the front. There were ramps and automatic doors to improve accessibility.

Overall, people were pleased with the care they received at St Stephens Medical Practice. Many people found that the staff were friendly and that the surgery was clean. There was mixed feedback regarding accessing appointments. Some people felt they could get an appointment when needed, but many raised it was a long wait to get an appointment, particularly with a doctor.

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

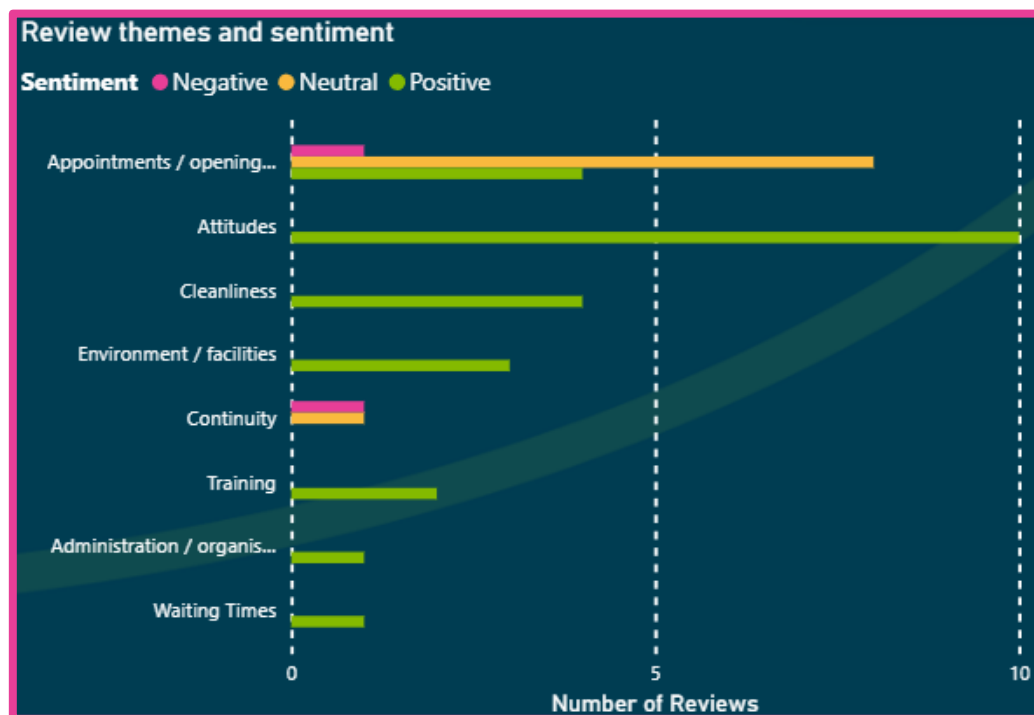


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from St Stephens Gate Medical Practice by the Healthwatch Norfolk Engagement Team.

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
261630	St Stephens Gate Medical Practice	Very lucky to have a surgery as nice as this one	They are all very cooperative and I get appointments in a reasonable time frame. Nursing staff are fantastic, I don't see a doctor very often, but they are all great. Very pleased with it and very lucky to have a surgery as nice as this one.	5
261629	St Stephens Gate Medical Practice	It's all good	I think it's all good. Never have to wait too long to be seen and get an appointment. It's really handy having the pharmacy next door.	5
261626	St Stephens Gate Medical Practice	Friendly, accessible, clean	Friendly, they do what they say, sympathetic, accessible. The facilities are nice and clean and sanitary.	5
261617	St Stephens Gate Medical Practice	Can't fault them	Every time I come they help and sort out what I need, they don't quibble. They fit you in as soon as they can and I can't fault them. We are lucky in this country.	5
261616	St Stephens Gate	All good	I only came in for a blood test today, I didn't have to wait, and the nurse was very good.	5

	Medical Practice			
261614	St Stephens Gate Medical Practice	Very good	I find everything great; they are very good and responsive. They listen to me, and I get seen quickly. I have no problems.	5
261610	St Stephens Gate Medical Practice	Amazing, think they are the best	This surgery saved my husband's life. They are so considerate. They look after people as they get old. I have been with them about 8 to 10 years and not had a problem and I have had to use them quite frequently. I have no problems getting an appointment, I think they are amazing, they are the best.	5
261609	St Stephens Gate Medical Practice	Everything is good	Everything is good here; the staff are good. Today I have had my COVID and flu jab for free, the NHS is brilliant, where would we be without it.	5
261631	St Stephens Gate Medical Practice	They give a really good service	I think they're really great, kind and responsive. The doctors are great; they give a really good service. It would be good to be able to get an appointment online easier as it can be a bit restrictive as to what days and times you can book, so I have to call up.	4
261627	St Stephens Gate	Always been pretty good	Always been pretty good, it's not that difficult to get an appointment really. A bit of a long wait to see a doctor. Compared to what I hear about other surgeries, this one works well and has a good reputation. It	4

	Medical Practice		could be improved if you could get an appointment faster and see the same doctor.	
261615	St Stephens Gate Medical Practice	Kind and Friendly	I find everyone here kind and friendly; they always listen to me. It can be a little bit of a wait to see a doctor; this appointment took 3 and a half weeks. There are long waits on the phone in the morning, but the afternoon is not too bad. It is in a perfect location and always clean and tidy.	4
261613	St Stephens Gate Medical Practice	2 weeks wait to see a doctor	I would give it 5 stars if I could see my doctor within 2 days. I have had to wait over two weeks to see my own doctor, I could of seen someone else in this time but it was them that requested to see me. I find the staff are good and it's clean and tidy.	4
261612	St Stephens Gate Medical Practice	The ring back on the phone is great	Now they have the ring back function on the phone it is brilliant. I rang this morning, they rang me back and now I am here all on the same day. It's a shame you never see the same person, but everyone I have seen has been good. I don't think much of the access they have on the NHS app as you cannot book appointments on it.	4
261628	St Stephens Gate Medical Practice	Helpful, clean, and tidy but long waits	Could do with better phone lines, just can't get through. Very helpful on reception. Getting to see your own doctor is a very long wait, a few weeks. Place is very clean and tidy.	3
261611	St Stephens Gate	Once seen it is good	It can be a long wait for an appointment but once you are seen it is good. I had a blood test cancelled at the last minute which was annoying and no one told me I could of gone to the old West Norwich to have it done. It is good that even though it is in the city it has a car park.	3

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