

Thorpewood Medical Group Feedback

October 2025

In October 2025 we visited Thorpewood Medical Group to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the surgery. The reviews have an average star rating of 3.8 out of 5.

Thorpewood Medical Group is a GP surgery in the city of Norwich. Upon their last inspection in August 2025, the surgery received a rating of "Requires Improvement", from the CQC. At the time of the inspection, there were approximately 12,400 patients registered with the surgery. Thorpewood Medical Group offers a variety of services including cervical screening, childhood immunisations and asthma reviews.

Healthwatch Norfolk Officers who visited Thorpewood Medical Group noted:

- The surgery had multiple entrances, automatic doors, and a ramp to improve accessibility for wheelchair users and pushchairs
- During our visit the car park was observed to be very busy

Overall, people felt satisfied with the care they received at Thorpewood Medical Group. Many felt staff were kind, polite and helpful. However, concerns were raised regarding accessing appointments. Multiple people felt that the system to get an appointment, particularly the e-consult form, was confusing and often when people were given appointments, there was a long wait for this, with some appointments being over one month away.

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

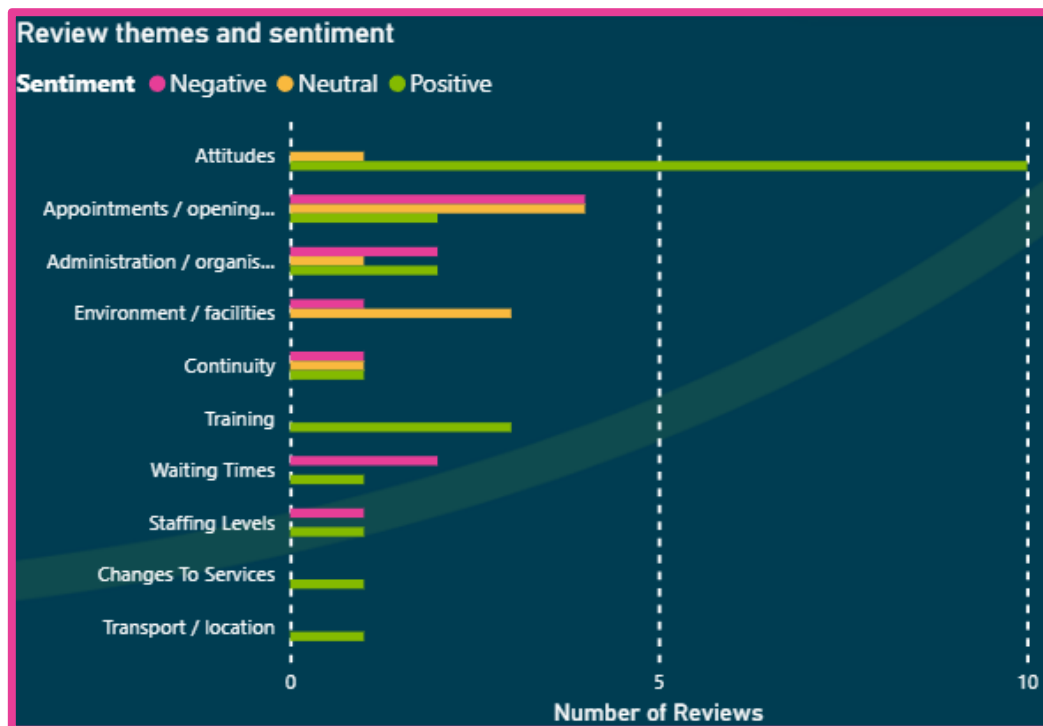


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Thorpewood Medical Group by the Healthwatch Norfolk Engagement Team

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
261741	Thorpewood Medical Group	Asthma and HRT Nurse are brilliant	I can't rate the Asthma nurse Emma and the HRT nurse highly enough, they are brilliant. It's hard to get through to reception to get an appointment. The e-consult is hard to navigate and tried to send me to A&E when I really didn't need to go there. A couple of times I have been sent to the Dr who have sent me for scans that I really did not need and could of just seen the HRT nurse and adjusted my medication.	5
261738	Thorpewood Medical Group	Very efficient	I had an appointment for a different doctor, but they were ill so that got cancelled but they put me in with someone else on the same day, which was impressive and the person I saw was very efficient. They let me talk about more than one thing which was great and were very good explaining things. The only annoying thing is that I was told by a member of staff that I only needed to book my holiday vaccinations two weeks in advance and the would be free of charge but have but have found out today that that is not the case.	5
261732	Thorpewood Medical Group	They are brilliant	Recently moved into the area and they have been brilliant, much better than where I was before. They got all my notes transferred with no problems. I find getting an appointment fine and the staff friendly. I can get in to speak about a flu jab appointment that I could not make, and they said no problem can you come back in 25 minutes and have it today which was brilliant. They have helped	5

			with my exemption form for my medication. All in all, I feel well looked after.	
261729	Thorpewood Medical Group	They've got time for you once you're in the room	The location is great as we live nearby but trying to get an appointment is quite bad. You have to ring up and wait an age in a queue, then normally it isn't a long wait for an appointment. I think they've got time for you once you're in the room.	5
261728	Thorpewood Medical Group	They do everything well	I can get an appointment when I need one and they look after me. I have heart and kidney failure. I get to see my own doctor which is great because of all the things that I have wrong with me. The nurses who take my blood are go and I have never had any problems with the reception team. They send me text reminders the day before my appointments which is helpful as I have so many. When I lost my phone, I did miss a couple of appointments, and they were really good about it.	5
261763	Thorpewood Medical Group	Bad experience on the phone	Would be a 5 but I rang yesterday and the person I spoke to on the phone was quite rude. Like what she was saying was fair enough, but the tone was a bit rude. Other than that, it's been great. They're really really helpful, the GPs are lovely. Jacob is brilliant, I can talk to him about anything. The car park can be busy.	4
261739	Thorpewood Medical Group	Feel looked after	The staff are kind and polite, I feel well looked after. The surgery could do with some upkeep as it is looking dated and a bit unkept.	4
261737	Thorpewood Medical Group	They have definitely improved over	I'm lucky that I get to see Jacob, he's been very attentive and good, and has been good continuity of my care. I can't fault him. Reception are all quite polite. Getting an appointment can be difficult. If you're lucky enough to get through at 8am then you can	4

		the last 2 or 3 years.	usually get an appointment but if not it's a bit of a pain. They're good at booking your follow up appointments for you and that keeps you in the loop. They are all very polite and patient. I think the appointment system could be better and contact from the doctor could be better to improve continuity. But they have definitely improved over the last 2 or 3 years.	
261734	Thorpewood Medical Group	Staff are good	Don't have to wait long and they keep you informed during an appointment and give feedback. I find the staff are good.	4
261733	Thorpewood Medical Group	Helpful and friendly	The wait time is a bit long, I had to wait 30 minutes after my appointment time to be seen. If you have an appointment they should try and see you as close to that as possible. The car park can be a bit of a struggle. But they're always very helpful and try their best to accommodate appointments. They're really friendly.	4
261731	Thorpewood Medical Group	They are always on the ball and don't mess about.	They're very hot on my blood tests etc. The doctor was good at referring me to the hospital. They could be better, you have to jump through hoops to get an appointment. I can normally get an appointment but it's usually a consult over the phone. When you do get a physical appointment it's fantastic, they are always on the ball and don't mess about.	4
261726	Thorpewood Medical Group	Very helpful, but a month wait for appointments	The biggest problem is getting an appointment in a reasonable amount of time, you have to wait about a month. The people are fine, very helpful, just don't think there's enough doctors for the size of the area.	4

261762	Thorpewood Medical Group	Very long waits	The wait for an appointment is not good, a month wait is too long. Ringing up can be difficult, you call and it tells you to go online, so you go online and fill it in and then it tells you to ring up. Then you call and you're number 5 in the queue and you have to wait 30-40 minutes to get through to talk to someone. Sometimes you have to push to see a doctor rather than being calm and waiting your turn. However, I haven't been for my appointment yet so I don't want to be biased, and they may rate higher once I've been seen.	3
261735	Thorpewood Medical Group	The appointment was late	Didn't really need the appointment but they contacted us to come in for it, and the appointment was 15 minutes late.	3
261730	Thorpewood Medical Group	It's getting there!	I have seen a vast improvement since they have increased the amount of clinicians here. Jakub is excellent and they are giving a far better service. The call back function on the phone is brilliant, and the reception team are nice. The carpet needs looking as it is tapped up and a bit of a hazard, and the car park is too small, they could take some trees out to make it bigger.	3
261727	Thorpewood Medical Group	Sent me to the walk-in centre	They are normally okay but the other day they refused to take my stitches out and sent me to the walk-in centre even though the hospital had told me they should do it, I think it was just because they didn't have any appointments, but it still was not helpful. I have been here 20 years and normally it is good and I can get an appointment. I can't fault the staff.	3
261736	Thorpewood Medical Group	Struggling to get appointment	I think they are okay but not great. One of the reception team Carley is great, I ask for her as she sorts out my problems. I am struggling to sort out sick notes for my 16-year-old daughter and the is going	2

			to have an effect on her universal credit. They are saying they are missing a report which I know that they have as it has been sent to both of us. My son is also having problem as he has damaged his arm at work, and his job involves lifting but they have said he is fit to work but just with no lifting which he has to do for his job!	
261744	Thorpewood Medical Group	Impossible to get an appointment	So hard to get my parents to be seen. My Dad had an appointment with a certain doctor and it got changed so he didn't want to see the other doctor he wanted to wait, so in the end it was about 6 weeks before he was seen, and then the doctor was very dismissive and would only talk about one issues and then challenged him about why he would not see the other doctor. We then got back from the appointment and reordered so medication only to be told he needed a medication review! Why was that not picked up while we were there. There was not follow up when he was discharged from hospital and not continuity of care as you never see the same person. My mum was made to feel like she was wasting people's time. The e-consult is too hard for them to use.	1