

St James Medical Practice Feedback



November 2025

In November 2025 we visited St James Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 24 reviews for the surgery. The reviews have an average star rating of 4.6 out of 5.

St James Medical Practice is a GP surgery in the village of South Wootton. The surgery offers a variety of services including first contact physiotherapy, joint injections, minor surgery, contraceptive services and fittings, menopause, respiratory and diabetes specialist clinics, NHS Health Checks, LD Health Checks and SMI Health checks.

Healthwatch Norfolk Officers who visited St James Medical Practice noted:

- The Healthwatch Norfolk Officer was welcomed by reception staff, the Practice Manager and the Chair of the Patient Participation Group.

- The practice is in a new purpose-built building having moved from a town centre location in 2024.
- Entry to the practice building was via two sliding doors.

- There is a large car park including 8 accessible parking bays, 6 parent and child spaces and bicycle racks.
- There was a drop off bay near the entrance, but it was positioned by a raised kerb, and one person was observed finding it difficult to step up onto the pathway.
- Digital patient information screens were in the waiting areas

Overall, people were satisfied with the care they received at St James Medical Practice. Many people highlighted how helpful and friendly staff were. There was mixed feedback regarding access to appointments, with most people reporting that they could get an appointment but that there was often a wait. Additionally, four people did raise that the new location of the surgery has made it harder for them to get there.

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 James 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
274192	St James Medical Practice	Always good	I have been coming here, and I don't suppose I know any different, but it is always good. It is slightly more awkward to get here since they moved out of town, but I am generally happy with everything. Appointments not always exactly when you want them, but you do get in.	5
274190	St James Medical Practice	Always a good experience	I always get an appointment and when you call in the call back system works well. This morning, they called back within 10 minutes. It works well for me and my son; it's always a good experience.	5
274185	St James Medical Practice	Happy with treatment and care	I managed to get an appointment this morning, and I am happy with the treatment and care. The doctor was very helpful.	5
274182	St James Medical Practice	They never let me down	They never let me down and it's more convenient here and it's a nice place to be. I can get appointments when I need either routine or emergency. The reception staff are not all very smiley and not particularly welcoming, they don't do anything wrong, so I suppose it's okay.	5
274179	St James Medical Practice	The call back is good	Calling to get an appointment is not always easy but we used the call back and that was good. Otherwise, there is such a long wait in the queue. Since they moved sites, it is okay, but it is not as convenient to get to as before.	5
274177	St James Medical Practice	Helpful and friendly	The staff are helpful and friendly and it's quite good. They are mainly on time with appointments and it's easy to make an appointment over the phone.	5

274176	St James Medical Practice	Very efficient	It's new which is nice and it's very efficient. The staff are very friendly, it's all very good.	5
274175	St James Medical Practice	Friendly and professional	Everything is good. I phone to make an appointment and I usually get one. The staff are friendly and professional. I have no issues and all the doctors we see are good.	5
274174	St James Medical Practice	Brilliant, very good today	Brilliant, the doctor was great and they were very good today. I can usually get an appointment when I need one, but I would say that it was better when you were able to have a blood test on the same day. Now you come in to see the doctor and if you need to have a blood test you have to make another appointment and come back.	5
274173	St James Medical Practice	Thorough and proactive	Good today. I came for an asthma review, and it's been five stars today. They were very thorough and proactive, explained everything and what was going to happen.	5
273889	St James Medical Practice	Today was good	Today was good with the doctor and my appointment was five out of five. However, I just tried to book an emergency or important blood test, and I have to wait over two weeks.	5
273882	St James Medical Practice	Excellent	Excellent, so modern and well organised. The entrance is not that obvious, and I think it would be helpful to have an entrance sign over the entrance. I think it's the smoky glass that makes the greyish signs hard to see. I went in the wrong door when I first arrived. However overall, it's excellent.	5
273874	St James Medical Practice	Brilliant facilities	It's fine, no problems. The facilities are brilliant. It's further to travel but it's brilliant.	5

273872	St James Medical Practice	They look after me	I come regularly for treatment and it's always good. They look after me.	5
273870	St James Medical Practice	Absolutely fine	Absolutely fine. Very thorough, although I had to wait two weeks for the appointment. It was not urgent, so I suppose that's okay and I don't mind.	5
273853	St James Medical Practice	I've had a good experience	I came for a blood test and a blood pressure check, and I've had a good experience. I have regular checks and it's fantastic. It's all spot on.	5
274183	St James Medical Practice	Overall, a good service	I have had lots of health problems recently, but I have been getting a good service. The only problem for me is, if you try and book ahead on a Monday you have to call another day as Monday is emergencies only. The staff are all good and I have always found them helpful	4
274181	St James Medical Practice	They do try and help	They are as helpful as they can be and they do try and help but I have not got the result I want. I find it difficult to get what I want sometimes. There was also a mix up with the pharmacy.	4
274180	St James Medical Practice	I do have some frustrations	There have been issues over prescriptions, it takes so long. I try to get on the website, and it asks for things I haven't got and it gets confusing. It would also be nice if we could see the same doctor twice. We also have problems understanding some accents when people speak too quickly.	4
274164	St James Medical Practice	Overall, it's fine	It's okay, overall, it's fine. It is not as easy to get here since they have moved but I can still get here so it's okay.	4

273894	St James Medical Practice	So far seems fine	I have only just registered and so far, it seems fine. I swapped surgeries because this one is much closer to where I live and it's more convenient.	4
273879	St James Medical Practice	I'm fairly happy here	It's a nice facility which is good and I'm fairly happy here.	4
273869	St James Medical Practice	It's all okay	It all okay, fairly good. I can usually get an appointment and they are fairly helpful.	4
274178	St James Medical Practice	I don't seem able to book ahead	<p>My biggest issue is trying to book an appointment ahead. I don't need to be seen on the day, but when you call, they give you one for the day and as far as I know there you can only get an appointment on the day. I would only give the appointment system two out of five.</p> <p>But once you are in, I would give it four out of five, so overall I am going to give it three out of five. When you see the doctor it's okay but sometimes I feel like they have decided what you need before they speak to you, based on the triage system. I don't feel listened to, they are basing their decisions on the triage and not listening properly.</p>	3