

Roundwell Medical Centre Feedback



April 2026

In April 2026 we visited Roundwell Medical Centre to speak with patients about their experience with this health service. We received 20 reviews during the visit. The reviews have an average star rating of 4 out of 5.

Roundwell Medical Centre is a GP Practice in Norwich. Upon their last inspection review in 2023, the surgery maintained a rating of 'Good' from the CQC. There are around 15,000 patients registered with the medical centre, and it offers a variety of services including specialist clinics for conditions such as diabetes, asthma/COPD as well as various vaccinations and immunisations.

Healthwatch Norfolk Officers noted:

The waiting area is large and bright with plenty of seating. The reception desk is situated away from this to allow a level of confidentiality.

We observed several people, who were not registered patients, erroneously entering the practice for COVID-19 vaccinations; the appointments were booked with the pharmacy next door. They told us the signage outside was confusing as it stated pre-booked appointments were taking place inside the medical centre, but it was not clear that it was for their patients only.

Overall, patients were positive about the staff team, describing them as helpful and friendly. Routine appointments were consistently highlighted as easy to book, and some people told us they can always secure urgent appointments. However, many others reported difficulty getting through on the phonelines in the mornings and found there were often no bookings left for that day. Some patients also appreciated the cleanliness of the facility.

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

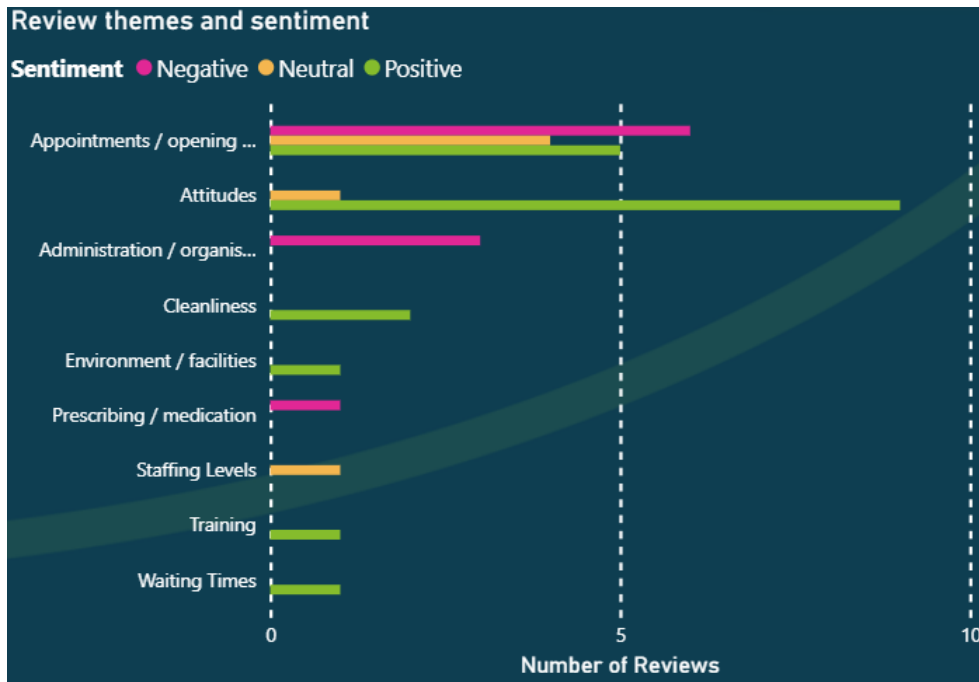


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Roundwell Medical Centre by the Healthwatch Norfolk Engagement Team

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
381861	Roundwell Medical Centre	A lovely surgery	I'm really pleased with them. I can always get an appointment when I need one and everyone's really friendly. It's a lovely surgery.	5
381859	Roundwell Medical Centre	We're happy	It's very nice here. Easy to book appointments and the wait today was only five minutes. We're very happy.	5
381857	Roundwell Medical Centre	Very good	It's very good here - quick and clean. I always find it better to come in and speak to the receptionists rather than over the phone. They always seem to find you space. It's a big building, there could be more doctors here. It is a bit of a waste of space.	5
381855	Roundwell Medical Centre	Never any problems	It was pretty good, everything went smoothly. I didn't have to wait too long to book in and the appointment was on time. I've never had any problems.	5
381483	Roundwell Medical Centre	Amazing staff	My experience has been fairly positive. The staff are amazing and always helpful. It has taken a while to sort things out to get help for my son and some referrals have taken too long. The surgery itself though has been good.	5

381470	Roundwell Medical Centre	They have never let me down	They are brilliant with me, they have never let me down. I saw the doctor two weeks ago and he listened to me. At the end, without me saying anything, he also asked "Is there anything else going on?". He had noticed that there might be and he offered me a call for counselling. I thought he was excellent, he picked up without me saying.	5
381465	Roundwell Medical Centre	Absolutely fantastic	They are very willing to help and are absolutely fantastic. If they could do away with the phone system they would be even better. The phone system is a problem, but when I have been ill, they have been fantastic.	5
382133	Roundwell Medical Centre	Helpful doctors	I like them here, but I haven't been anywhere else so I can't compare! It's a nice atmosphere, the doctors are helpful. It was difficult to book calling at 8am, but now I'm seen regularly and I book for next time when I'm here.	4
382132	Roundwell Medical Centre	It's fine	It's fine here, they always seem to do what I need.	4

382130	Roundwell Medical Centre	Regular appointments OK, unable to book others	I have a regular monthly appointment which happens on time but appointments outside of that are impossible to get. We try ringing up and can never get through, so we come in but they won't take bookings at the counter, they tell you to ring. The staff we meet are OK and the nurse I see is brilliant, we have a laugh and it's a pity they're not all like her. It's five stars for the regular nurse appointments and one star for the other appointments - four stars overall.	4
381860	Roundwell Medical Centre	They're alright	They're alright here, however I have problems trying to get through on the prescription line. I call during the time they say it's open and it tells me I'm number one in the queue but nobody ever answers. I end up calling through to the reception and they sort it out for me. Apart from that, everything is good. You can get appointments if you ring up at 8am, in general.	4
381856	Roundwell Medical Centre	Five stars for the staff	They should get another phonenumber as when you call up there's always 30 in front of you. I have used the call back and it does work, although it's about two hours later. Other than that, we're happy here. It's lovely, clean and fresh. The nurses and staff would be five stars, but I'll give it four because of the phone.	4
381481	Roundwell Medical Centre	Very happy with the service	They have been very good with me and my wife. We have both been referred quickly and I am very happy with the service.	4

381468	Roundwell Medical Centre	Once you have an appointment it's fine	I had to come down to the surgery today to make an appointment because they cancelled an appointment for my husband, but he still needs to be seen. I was unable to do this over the phone as I was unable to get through to someone to speak to, it didn't seem to work. I thought it would be easier to come down and sort it out and I now have another appointment. It can be difficult to get appointments, but once you are in it is fine.	4
381858	Roundwell Medical Centre	Unable to see a GP	It was fine this morning, I got everything done in record time. I normally come in with prescription queries which takes a while as the person dealing with them often isn't available. I have regular blood tests which is usually without hassle. I haven't been able to see a GP for four years, I'm booked with nurses instead who have resolved issues like minor injuries. However, other times I have had to see a GP at the Walk-In Centre or the hospital instead.	3

381473	Roundwell Medical Centre	All fine except getting an appointment	I can't always get an appointment when I need one. You can only make doctors' appointments on the day. I would prefer to make routine appointments ahead. It feels uncomfortable having an on the day emergency appointment for something routine. It's also difficult to plan a visit around work commitments. When you work a distance from the surgery and you have to call to make an appointment which you might not get, it is tricky. You don't know what time you need off work or when to travel. Everything else is fine, it's just the appointments I have a real gripe with.	3
381471	Roundwell Medical Centre	I wish you could pre-book	It's all okay but I wish you could book an appointment ahead. They ask you to call in on the day for an emergency, it happens a lot and then you don't always get in. The staff are alright, but I just wish making an appointment was easier.	3

381460	Roundwell Medical Centre	Can't get an appointment	<p>It's disgusting, I can't get an appointment. I came today because I thought I had an appointment at 12pm and when I got here they told me it was at 10am, so now they won't see me today. I have to call back at 8am in the morning and then I still might not get one.</p> <p>I have spoken to reception again and now they have given me an appointment in a week's time with someone else, so I just hope they can help me. Jane on reception is 10 out of 10 she is lovely and always tries to help me.</p>	3
382131	Roundwell Medical Centre	Gaps in medication	<p>They don't seem to communicate with the pharmacy, I've been in four times to get this lot sorted out. They blame each other but I'm pretty sure it's the surgery not putting it through. It averages at three trips to get a prescription collected. I can't pre-order and then there's delays so this means there's gaps in medication that I shouldn't have.</p>	2

381862	Roundwell Medical Centre	Normally five stars but it's two today	<p>They've always been really good and normally it would be five stars. I've been here about five years and always managed to get an appointment. The GPs and nurses have been brilliant for me and my husband. Today it's two stars though, as I've had problems. An urgent referral to the hospital was sent to the wrong team, which I only discovered when I chased the hospital up. I've been in twice now to try to get this resolved and it hasn't been yet. The medical secretary was supposed to contact me and hasn't. I haven't had the reassurance and pro-activity I would have expected from them given that the issue is urgent, and I'm obviously worried about it. The lady on reception has been lovely though and apologised to me.</p>	2
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