

Adelaide Street Health Centre Feedback

May 2026

In May 2026 we visited Adelaide Street Health Centre to speak with patients about their experience with health and social care services. From this visit we received 17 reviews for Adelaide Street Health Centre. The reviews have an average star rating of 4.1 out of 5.

Adelaide Street Health Centre is a GP surgery located in Norwich and is part of the Wensum Valley Medical Practice Group serving primary care to approximately 13,000 patients. Wensum Valley Medical Practice offers a variety of services including maternity and midwifery services, asthma clinics, and learning disability health checks.

Healthwatch Norfolk Officers who visited Adelaide Street Health centre noted:

- The car park was very busy, with contractor vans taking up multiple spaces, meaning patients were having to locate alternative parking.
- The building had working automatic doors.
- The surgery was well signposted from the street, as well as inside, to distinguish between the surgery and the pain clinic.

Overall, patients were happy with the care they received and were very complimentary of staff attitudes: *'It was fantastic, they were really helpful'*. Whilst many patients noted that they were able to get appointments quite easily, others disagreed: *'It can be a pain to go to the other sites and there can be long waits for routine appointments.'*

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



We aim to produce an engagement report for every surgery we visit. To ensure we can draw meaningful and reliable conclusions that accurately represent patient feedback, we only analyse data when a minimum of 10 reviews have been received.

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
400716	Adelaide Street Health Centre	Very helpful	Doctors are very helpful and it's easy to get appointments as I don't mind travelling to the other sites.	5
400713	Adelaide Street Health Centre	Really good	Really good today, the doctor listened to me and I've come out with a solution and got a referral, pretty good.	5
400707	Adelaide Street Health Centre	Helpful and friendly	They're helpful and friendly, and they sort me out with what I need. The queues are shorter on the phones now, you call and you're number one or two, rather than seven or eight.	5
400706	Adelaide Street Health Centre	No problems at all	No problems at all, I always get an appointment in good time and never wait, but I'm happy to go to any of the sites. The bike store used to be open but now it's locked which is a shame. It might just be for staff, but it was handy when I come on bike.	5
400705	Adelaide Street Health Centre	Really good doctor	I haven't used them for a long time, but I've needed to recently. The doctor's been really good, I've had blood tests and the results. It was easy enough to book in over the phone.	5
400703	Adelaide Street Health Centre	Best of the three	I actually really like this one, it's the best of the three surgeries. I don't know if I've just been lucky with getting the right doctors here. They go deeper with trying to pinpoint ways to manage and treat my condition. With doctors at the other ones, you tell them everything and it just feels like a colossal waste of time.	5

400702	Adelaide Street Health Centre	Fantastic	It was fantastic, they were really helpful.	5
400714	Adelaide Street Health Centre	Can be difficult to get appointments but got some answers today	Gave me answers and some tests. Getting the appointment today was alright but other days can be harder. It can be a pain to go to the other sites and there can be long waits for routine appointments.	4
400701	Adelaide Street Health Centre	Appointments are limited	Trying to get an appointment is hard. If you do get one, you're only allowed to talk about one thing, so you have to make another appointment. I try not to book in really and just deal with things myself. They do look after my mum well though, so I'll give them four stars.	4
400700	Adelaide Street Health Centre	Happy with the service	It's fine to be honest, I'm happy with the service. The reception are good and the consultation and examination went well. It can be frustrating when you're desperate and trying to get an appointment. They are stretched, but I know that's everywhere. You don't want to overload the acute hospitals but sometimes you have no choice but to go there instead.	4
400699	Adelaide Street Health Centre	No problems with vaccinations	I really just come for vaccinations and they're booked no problem. My wife comes more often and gets appointments no problem, she goes between the three surgeries. Parking's a problem here though!	4
400698	Adelaide Street Health Centre	Perfect!	It's perfect! I see the same doctor every time and she's lovely, really good. I've never had an issue booking in specifically with her. It's handy getting in here when I can't at West Earlham and I don't mind coming over as it's not far.	4

400694	Adelaide Street Health Centre	Generally good	In general I do find it very good. If I have an emergency I can usually get in and the asthma nurse is lovely. 75% of the receptionists are polite, the other 25% aren't. I have a problem ordering prescriptions as I'm not on the internet, so I have to come down here and hand it in. They used to have an automated phone line where you used a serial number to put your order in, but they got rid of that over a year ago.	4
400692	Adelaide Street Health Centre	Great venue, tricky to book	I love the venue, it's close to my house. It's sometimes trickier than I'd like to get an appointment - you have to occasionally debate with the receptionists. It was a 45-minute wait today to get into my appointment, but that's a one-off.	4
400704	Adelaide Street Health Centre	Doctors are good, but getting appointments is difficult	When I see the doctor it's five stars but trying to get in and get an appointment is one star.	3
400693	Adelaide Street Health Centre	Alright people, not open some Mondays	It's pretty good when it's open but it sometimes isn't on a Monday. You don't know until you get down here and there's a sign up saying there's not enough staff to open which isn't good is it? It takes ages to get an appointment, usually about a month. I sometimes get sent to West Earlham and I have to drive there, whereas I can walk here. The people are alright, it's just the not opening enough.	3
400718	Adelaide Street Health Centre	They are not open enough	They are not open enough, we only live two minutes down the road but they are only open two or three days a week, so we have to get the bus or walk to the other sites. I have spoken to them about opening more and they've said they're trying but they haven't. It's not convenient. However, they are all so lovely, and I can't fault the team here they just need to be here more.	2

