

Bates Green Medical Centre Feedback



May 2026

In May 2026 we visited Bates Green Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 10 reviews for Bates Green Medical Centre. The reviews have an average star rating of 3.8 out of 5.

Bates Green Medical Centre is a GP surgery located on the outskirts of 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 Bates Green Medical Centre noted:

- The car park had a limited number of spaces, but there was plenty of nearby on-street parking available.
- There were no automatic doors upon entry to the surgery but there was a doorbell to alert reception if assistance was required.

Overall, people were happy with the care they received and were very complimentary of staff attitudes: *'The people are so great, the attention they give you and the atmosphere is so good'*. However, some patients did note issues surrounding appointment wait times, lateness and length of 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
396551	Bates Green Assessment And Treatment Centre	Doctor was very thorough	Today's visit was definitely a five out of five. The doctor was very patient and very thorough. They explained everything and he took his time. He was really nice.	5
396549	Bates Green Assessment And Treatment Centre	The people are great	The people are so great, the attention they give you and the atmosphere is so good. I have been coming to this surgery for a long time and it's – boom! – on my doorstep. The only thing I think would make it better is if they had a bench outside. I don't always want to go in and wait for my appointment, I'm an outside person, I like to live and be outside.	5
396536	Bates Green Assessment And Treatment Centre	They're polite, you get what you ask for, and are very understanding	They're polite, you get what you ask for, and they are very understanding. The heating could be turned down a bit, it was boiling in the corner of the waiting room I was sat in.	5
396535	Bates Green Assessment And Treatment Centre	Every time I've needed them, they've been brilliant	They have been pretty good to me, I have had no problems, I get in okay and the clinicians are lovely, no issues. Every time I've needed them, they've been brilliant.	5

396550	Bates Green Assessment And Treatment Centre	The doctor was very helpful	The doctor I saw today was very helpful. They explained everything so clearly and had time to listen. They were willing to make time. I did have to wait a bit before my appointment, but it is not an issue for me and I do appreciate that the doctor took time with me. Sometimes people just need more time and that's okay with me.	4
396547	Bates Green Assessment And Treatment Centre	Staff are absolutely fantastic	It's good that it's free and the staff are absolutely fantastic. The main issue I have is that the appointment times are too short and if someone takes longer, which they do, it eats into the time and everything runs late.	4
396534	Bates Green Assessment And Treatment Centre	The care has been fine, it's just difficult to contact them	They've been very good, I had some pain over the weekend and went to the walk-in centre, I got a call from the surgery this morning asking me to come in to follow up about it. You can't book online unless you're given access and the queues on the phone are long.	4
396533	Bates Green Assessment And Treatment Centre	Doctors are nice but booking appointments is difficult	The 8 o'clock call is a pain and you can't book appointments in advance. The doctors are very nice, but you never see the same doctor twice, so you have to explain everything, and they're normally running late.	4
401426	Bates Green Assessment And	Pleasant despite pressures	The doctors and receptionists are always good. Despite the pressures I think the reception staff are pleasant with all the patients and their professionalism is good. The booking online form is never available and the online form doesn't really work as they call you	4

	Treatment Centre		and tell you to go to the walk-in centre and then the walk-in centre have a hissy fit and tell you the GP should have seen you. I think the people in charge of all these systems should spend a day at the coal face then they would realise the pressure. Overall, the surgery is very good.	
396529	Bates Green Assessment And Treatment Centre	It's difficult to get appointments	It's difficult to get appointments, I've had to wait over a month for an appointment. Once you're in it's okay and the staff are nice.	2