

Hellesdon Medical Practice Feedback



May 2026

In May 2026 we visited Hellesdon Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for Hellesdon Medical Practice. The reviews have an average star rating of 4.1 out of 5.

Hellesdon Medical Practice is a GP surgery located on the outskirts of Norwich. Upon their last inspection, the surgery received a rating of 'Good', from the CQC. There are approximately 11,000 patients registered with the surgery. Hellesdon Medical Practice offers a variety

of services including maternity and midwifery services, diagnostic and screening procedures, and surgical procedures.

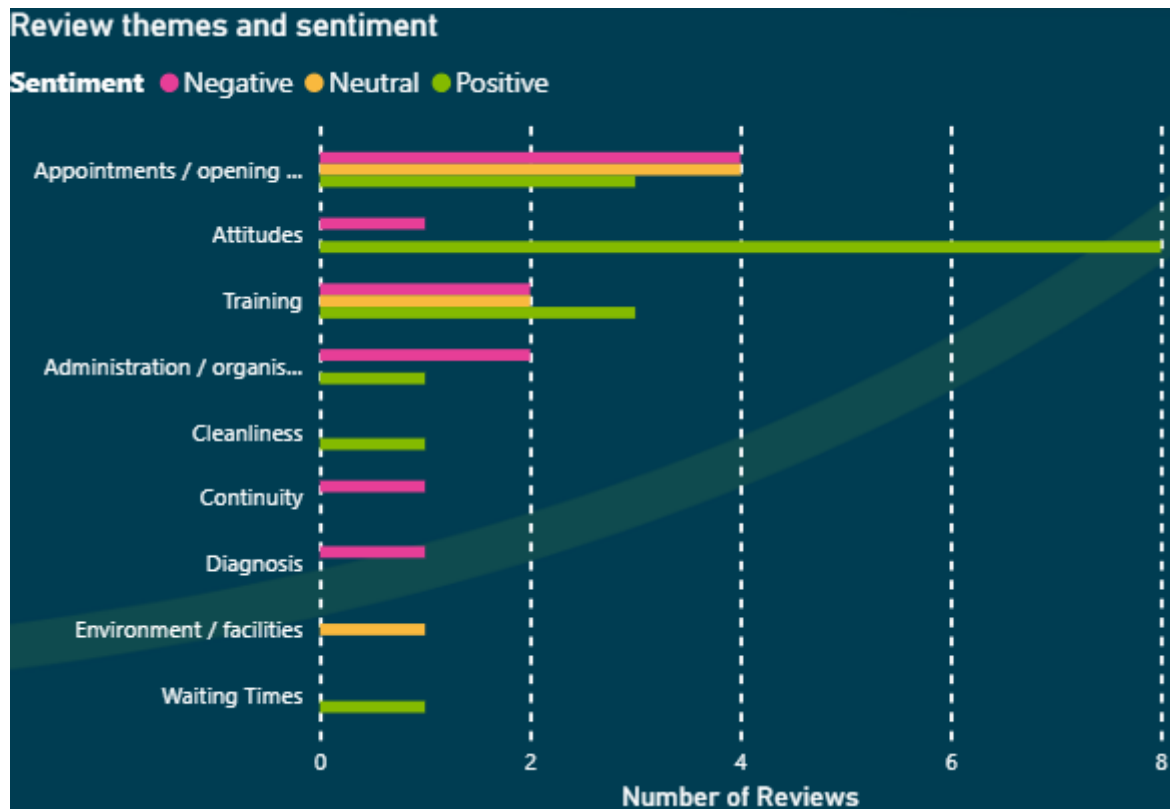
Healthwatch Norfolk Officers who visited Hellesdon Medical Practice noted:

- The surgery was well signposted from the road and there was plenty of parking spaces, including accessible parking close to the entrance.
- There were no automatic doors but there was a doorbell to alert reception if assistance was required, and the doors were able to be held open on latches.
- The waiting area appeared clean and there was lots of useful information about the surgery, such as Family and Friends Test findings on the walls.

Overall, patients were happy with the care they received, with many commenting on positive staff attitudes ("They're so friendly and all of them are so good, we are lucky"), and positive outcomes ("They are very efficient at getting you referred to the correct places").

However, there was a mix of opinions about ease of accessing appointments with some patients being able to get appointments easily ("I can get an appointment fine"), and other reporting longer waits of around three weeks ("Routine appointments can be a 2-3 week wait").

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
412761	Hellesdon Medical Practice	Excellent	They have been excellent today; I phoned yesterday and got an appointment this morning. The communication between the staff in the practice is good. I saw a doctor who sent me to a nurse for something who then said she would like to see me when they get the results so to make an appointment with her so I don't have to tell someone else all the problems again which will be good and she is lovely. I have never had any problems here and they referred me when needed to as well.	5
412760	Hellesdon Medical Practice	No complaints	When you phone you get helpful receptionists and respect. If there is anything to alter they do it and call you back to let you know. The appointments are on time, the staff are lovely, and the amenities, like the toilets, are nice and clean. Dr Lettin has been so helpful and went above and beyond for my late husband. No complaints.	5
412759	Hellesdon Medical Practice	Been here 60 years!	Had this as my doctors for 60 years and never had a problem, I can get an appointment fine and find the staff are all very, very helpful and friendly. I know people complain but they should just be a bit more understanding.	5
412756	Hellesdon Medical Practice	Couldn't live without them	It's lovely, they look after me. They're so friendly and all of them are so good, we are lucky. As far as I'm concerned, we couldn't live without them.	5
412750	Hellesdon Medical Practice	Helpful and efficient	You are seen as soon as possible, and they are very efficient at getting you referred to the correct places. The reception is always very helpful, and they give you lots of information that you actually need. The doctors are understanding of problems.	5
412769	Hellesdon Medical Practice	They are very precise and very helpful	They are very precise and very helpful. The only thing is trying to get an appointment, that's the downside. Routine appointments can be a 2-3 week wait and the problem may have gotten better or worse by then.	4
412768	Hellesdon Medical Practice	Lovely, always friendly, and thorough	Always get an appointment when I want one. I called this morning to book a blood test and I was here 30 minutes later for it. The receptionists are lovely, always friendly, and thorough. You can't book appointments online so the 8:30 phone call can be difficult, but I do get appointments.	4
412767	Hellesdon Medical Practice	Overall, I am happy with the surgery.	Some doctors are fantastic, some need improvement as they don't listen to you. The only thing I would change is the appointment system, it would be nice if it could be more	4

			flexible. I did get appointments, but I work Monday to Friday so I can't sit at home waiting for the phone to ring. But overall, I am happy with the surgery.	
412765	Hellesdon Medical Practice	They always do their best	They always do their best most of the time considering the pressure they're under. Booking my appointment for today was okay but if you want to see your own doctor it can be more difficult as you have to wait around 3-4 weeks. Once you're in it's fine and all the nurses are lovely, but there is no consistency in the doctors you see. 10 minutes isn't long enough to see your doctor, and you are only allowed to talk about one issue.	4
412749	Hellesdon Medical Practice	Staff are friendly, pleasant and helpful	All the staff are friendly, pleasant and helpful. The doctors are caring and they do listen, they take their time with you. But it can be a long wait for a doctor, normally three weeks unless it is urgent, and can be longer if you want to see a certain doctor. It's frustrating because the waiting room is always empty. A couple of months ago they ran out of paper cups and didn't get any more for three weeks, I had to ask reception for a mug. I would of thought someone could have picked up some up, even if they kept them at reception, my husband has to take a pill after his appointment so it was a bit annoying to have to queue to borrow a mug.	4
412745	Hellesdon Medical Practice	Care is good when seen.	Been in today to book an appointment with a certain doctor and they cannot fit me in till 2nd July, even to see someone else was 26th June, I just think that is much too long of a wait. All the staff are fine, and the care is good when seen. I did get a text and a phone call to book an appointment which I did and then I got another text, so went in to see them and they said that the second text was a mistake which is a waste of time.	4
412770	Hellesdon Medical Practice	On the whole it's a lovely surgery	Depends on what doctor you see, some have time and some don't. Dr Badawi was brilliant. You can only go with one thing in an appointment which is annoying, but on the whole it's a lovely surgery.	3
412753	Hellesdon Medical Practice	Internal communication could be better	I don't often need an urgent appointment but when I have done, I have got one and they always call you back. The reception staff are lovely, really understanding, kind and helpful. Communication between staff could be better, as you can be told one thing by one member staff and another will tell you that that's not right and tell you to do something else.	3
412746	Hellesdon Medical Practice	The nurses do well	The nurses do well but to get an appointment with a doctor can be a long wait. I have only seen a couple of the doctors and they are really good so if the others are as good then that would be brilliant. I use the NHS app to find out what's going on as I have lots of conditions and have to go to the hospital a lot. They were good and referred me to the N&N quickly when I needed them too.	3

