

Old Catton Medical Practice Feedback



May 2026

In May 2026 we visited Old Catton Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 10 reviews for Old Catton Medical Practice. The reviews have an average star rating of 4.6 out of 5.

Old Catton Medical Practice is a GP Surgery in a village on the outskirts of Norwich. Upon their last inspection, the surgery received a rating of 'Good' from the CQC. There are approximately 8,800 patients registered with the practice. Old Catton Medical Practice offers a variety of services including asthma clinic, child immunisations, COPD

clinic with spirometry, diabetes clinic, long-acting reversible contraception, and vasectomy services.

Healthwatch Norfolk officers who visited Old Catton Medical Practice noted:

- The car park was very busy during the visit, but there was a fair number of spaces.
- There were no automatic doors, or ways to alert reception that you required assistance.
- The toilet and waiting room appeared clean.
- Information was kept clear and concise on notice boards and in the waiting room.

Overall, patients were happy with the care that they receive from the practice, with many commenting on staff attitudes: *'When I ring, they are always polite, I get a good reply and they are nice'*. Some patients did note that there are some gaps in continuity of care and communication: *'Sometimes it's like the message doesn't get passed on from reception to the doctors'*.

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.

Comments from the practice:

“The car park is very busy, which represents how busy the surgery has become and how many clinicians we have working in the Practice at any one time. We have increased clinical capacity in line with the capitation increase and will further be increasing clinical capacity later in the year. To try and combat the car park becoming busy we are asking patients who are able to and live within a short distance from the surgery to consider alternative means of transport, either walking, cycling or public transport. This is to ensure we have enough space for those less able. We are also

fortunate to be able to utilise the road for parking as there are no restrictions.

We always aim to offer consistency in a patient's journey by directing them back to the clinician they have been seeing for ongoing problems, however we have had some changes to our staff recently which may have resulted in patients seeing different clinicians. We also have a new GP registrar every six months and have been fortunate to have some fantastic clinicians coming through the Practice, who we hope will return to us one day, however this can make continuity challenging too.

We are looking at ways to improve patients' access to mental health care and bringing awareness to the different services available. We are going to collaborate with REST Norwich to offer a pop-up session in the surgery which we hope will highlight the important work they are able to offer and how easily accessible they are.

We genuinely hope that patients feel able to ask questions about the service they receive and would encourage anyone to speak to us or another service who may be able to facilitate for them".

ID	Service Provider	Title	Review	Rating
400377	Old Catton Medical Practice	No complaints at all	No complaints at all, every time I've been here I've been looked after a treat. The 8 o'clock call can be a pain as you can't book at reception, but that's the only frustration. Apart from that they're brilliant.	5
400376	Old Catton Medical Practice	Never had a problem	Never had a problem	5
400362	Old Catton Medical Practice	So far, all good	The nurse I saw was as good as gold. Text messages and the app are good and have all been up to date. So far, all good.	5
400361	Old Catton Medical Practice	Good doctors and seen quickly	Good doctors, when I ask they help. Good at referrals and blood tests, and when you call they get you in pretty quickly.	5
398288	Old Catton Medical Practice	Always had a good experience here	When I ring, they are always polite, I get a good reply and they are nice. If I need to see a doctor they book me in with one, but if not then I get to see a nurse. I have always had a good experience here and can't think of anything they could do to make it better.	5
398280	Old Catton Medical Practice	They are nice to me	All the staff are very nice to me. I can get an appointment when I need one. I have already been three times over the last month and they have already made the next one for me. Sarah is very good and always friendly and nice.	5
398279	Old Catton Medical Practice	They do what is required	They do whatever is required of them and anticipate what I may need. I feel very well treated by the staff. I can't think of anything that they could improve on.	5

40036 3	Old Catton Medical Practice	They are always helpful, accommodating and informative.	They are always helpful, accommodating and informative. They give you an appointment when you ask for one, don't have many problems.	4
398283	Old Catton Medical Practice	Staff are all good	The staff are all good, sometimes it's like the message doesn't get passed on from reception to the doctors though. I saw a doctor last week and he sorted two problems out for me that I have been trying to get sorted with the hospital and it has been dragging on for months, but now in under a week it is sorted. I do feel there are too many patients for the size of the surgery though, could not get on the car park again today, but that is due to the amount of new houses that have been built.	4
40036 4	Old Catton Medical Practice	Prompt, but rarely enquire about your mental health	They are prompt, and you're not left waiting. Haven't seen the same doctor twice. They very rarely ask you about your mental health.	3