

East Norwich Medical Partnership Feedback



July 2026

In July 2026 we visited Sprowston Primary Care Centre to speak with patients about their experience with health and social care services. From this visit we received 13 reviews and the reviews have an average star rating of 3.5 out of 5.

Sprowston Primary Care Centre is part of East Norwich Medical Partnership and is a GP surgery located in the outskirts of Norwich. Upon their last inspection, they received a rating of 'Good', from the CQC. There are approximately 14,000 patients registered with the practice, and they offer a variety of services, including family planning and diagnostic and screening procedures.

Healthwatch Norfolk Officers who visited noted:

- There were enough parking spaces available for patients, including two accessible spaces close to the entrance.
- There were automatic doors at the entrance.
- The toilets and waiting room were clean and tidy.

Overall, patients noted that it is very difficult to book and get appointments, with multiple patients mentioning difficulties with the 8am call and booking system: *"When you work, having to phone at 8am is not easy, and then having to wait for a call back with only a morning or afternoon call slot is hard. I can't just have my phone on me at work"*. Generally, patients reported positively about staff attitudes and onward care: *"The doctors and nurses are spot on"*.

Comments from the Provider:

"I do think there is a clear pattern with what they are saying about appointments, and to some extent I agree but I do feel there is a lack of understanding or patient education regarding why we do telephone triage. We do offer a complete mix of telephone pre-bookable and on the day, and face-to-face pre bookable and on the day. Some of our salaried GPs prefer face-to-face and their rotas reflect this. We found in the past that appointments were often unnecessary and the issue could have been dealt with over the phone, which then freed up more availability.

We are exploring the use of AI so this may help with getting through on the phones easier and this will be triaged appropriately. Obviously if we are full to capacity, then we do direct patients to the most appropriate services."

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Title	Review	Rating
447243	It's difficult to get appointments but the Drs and nurses are spot on	It's difficult to get appointments but the doctors and nurses are spot on. They're normally fully booked but then when you come into the surgery there's not a soul in there. I only live across the road, so it's really handy.	4
447242	Generally good	I hardly come, I only come for my diabetes review and that's quite quick and easy, no problems. They ask you to book the appointment and you get regular reminders a week, two days and a day before the appointment.	5
447241	It's very hard to get appointments.	It's very hard to get appointments. The doctors and nurses are fine but it's really hard to get an appointment. When you call in the morning for a same-day appointment there can be long queues. Sometimes you can get a phone call appointment, but it's always a phone call before you can get a face-to-face appointment.	3
447240	No problems with prescriptions	It's nearby, I don't come very often. No problems with prescriptions.	5
447239	I would change doctors if it wasn't for the nurses and physios	I think that the doctors get into a mindset and they won't change their mind, perhaps it's a bit of arrogance. The doctor that you see ends up changing all the time, there are a couple of good ones, but I don't get to see them often. I would change doctors if it wasn't for the nurses and physios, they are outstanding. Getting an appointment is a nightmare, you can't get past the receptionists, and you have to call at 8am which is ridiculous.	2
447238	Nurses are very good but can't get GP appointments	I can never get an appointment to see a GP. When you call you end up being number 28 or 30 in the queue and I can't wait that long. They always say they'll give you a phone call first and then it's 2-3 weeks before you can see a GP. The nurses are very good when I come for blood tests, they've got time to listen to you and talk to you, they are very good.	3

447237	The staff are great but getting an appointment is so difficult	I've got no problems with most of the doctors, but you do see a different one every time. To get an appointment you have to ring at 8am and by the time you get through they've run out. They never have any appointments in Thorpe and people who can't drive like me have to get two buses to get to this site in Sprowston. I get the impression that they're trying to shove everyone up here, which I object. For home visits they always send a locum doctor, and they don't know your history or the patients they're seeing. It's time consuming having to explain everything every time. I have no problems with the staff, they're great but getting an appointment is so difficult.	3
446219	Hard to score sometimes good, but not always	I had a good experience with my daughter with her referral, that happened quickly and was good. Today I have just tried to make an appointment but they will not let me, said all they could do is send a link to fill in a form and then they would need to work out who to book the appointment with. My daughter needs something on her pip form and they asked her why she was applying for it, her medical records have all the information so why do they need to ask her that? Are they not reading them, or not updating them?	3
446217	Pretty much as I expect it to be	They are alright. No idea who I have just seen and what their job is, though. It's nearly impossible to get an appointment just get told to go to the walk-in centre. The service is good once you have been seen, but it is a struggle. It's fine though, pretty much how I expect it to be.	5
446210	They are letting me suffer in pain	You can never get an appointment, you just get told to go to the walk-in centre. Ask to see a doctor and you get a nurse practitioner who doesn't agree with the doctor. They are just leaving me to suffer in chronic pain with no medication. I have asked for a scan on my knee, but they will only refer me for physio. The doctors never last here and it has just got worse and worse since Covid.	1
446208	They talk to you	I find them quite helpful here and they talk and listen to you. There is not too long a wait for an appointment. They ring you back when you ask for an appointment and most of the time it is sorted over the phone, you very rarely are seen face-to-face.	5

446207	Don't come often	Apart from when the summon me for my medication review, I don't need to come very often, so I have no complaints.	4
446204	It's hard to speak with them	It's hard to speak with them, when you work having to phone at 8am is not easy and then having to wait for a call back with only a morning or afternoon call slot is hard, I can't just have my phone on me at work. When you get the call back, that can be useful. Most of the staff are good and the physio is very good, but there is one doctor who is very dismissive, he makes his mind up very quickly and will not change it and look at other things. When it comes to woman's health issues I don't know if there is someone who specialises in it, but that would be good if not.	3