

Hoveton and Wroxham Medical Centre Feedback

June 2026

In June 2026 we visited Hoveton and Wroxham Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 12 reviews. The reviews have an average star rating of 4 out of 5.

Hoveton and Wroxham Medical Centre is in the northeast of the county of Norfolk. Upon their last inspection, a rating of **Good** was received from the CQC. There are 10,300 patients registered with the practice, and they offer a variety of services including:

- Maternity care
- Minor surgery
- Chronic disease management (diabetes, asthma)
- Immunisations
- Mental health support



Healthwatch Norfolk Officers who visited [name of service] noted:

A large carpark (including a bike rack) serves the practice.

Accessible doors lead through to a clean and bright reception, with lots of waiting room space set into zones.

There were three wheelchairs in the foyer for patient use.

There was lots of information available on boards, including clinical research notes, Patient Participation Group information, and general health information. This information seemed to be up to date.

The staff were friendly and helpful.

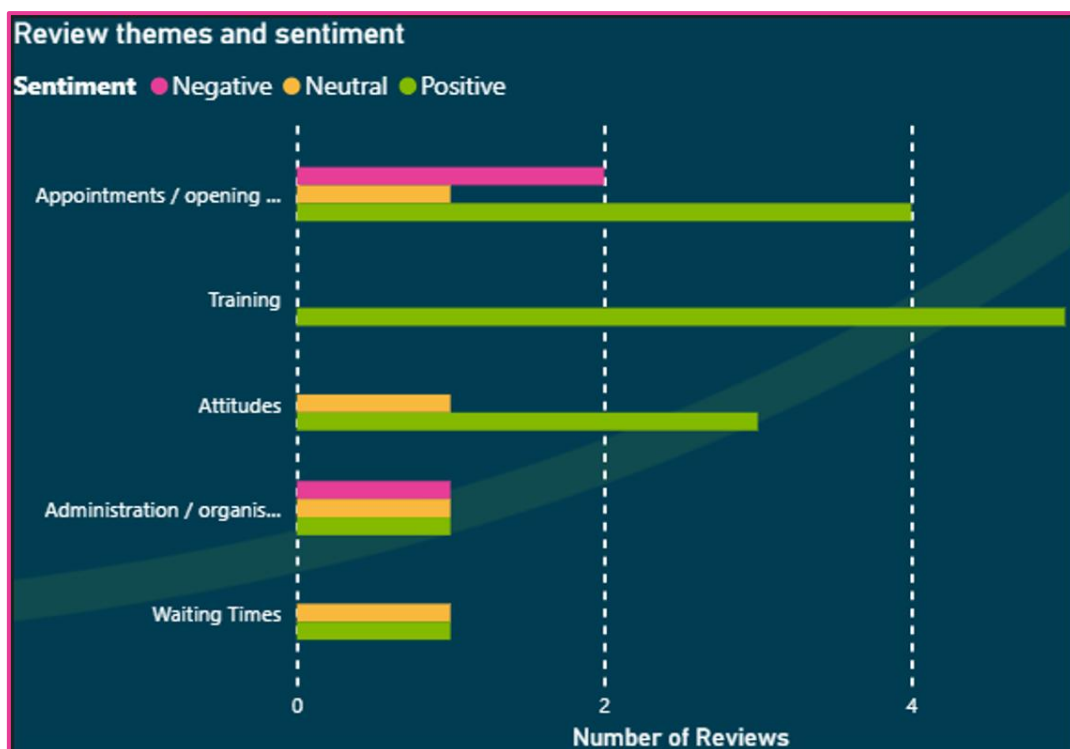


The feedback from patients was generally good with several mentions of kind and friendly staff, and doctors were described as excellent.

There were mentions of difficulties in booking appointments and long waiting times.

Several patients mentioned being able to get appointments whenever they required one, especially when seeing a nurse or assistant practitioner.

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
432675	Stalham Road	They are excellent	I've been coming here for years. They are excellent. I can get an appointment whenever I need to. They are very helpful.	5
432674	Stalham Road	I can't fault it at all	They are excellent. I can't fault it at all. They looked after my husband very well. I can get seen on time.	5
432669	Stalham Road	It's a really good surgery	It's good. I've been a few times in the last month. I usually see the nurse practitioner and she's good. I can get an appointment when I want. I haven't had any trouble here at all. It's a really good surgery.	5
432645	Stalham Road	The staff are friendly, very accommodating and efficient	My feedback is very positive! The staff are friendly, very accommodating and efficient. I've got no petty quibbles!	5
432671	Stalham Road	My husband is receiving excellent care	My husband is receiving excellent care. The doctor has explained to us everything that is going on. I've had my appointment changed so that it's sooner. I'm satisfied with that as I know how busy they are. I understand the pressure that they are under. Everyone is trying to do their best.	4
432662	Stalham Road	At least they've changed the hold music!	It's okay. The only issue I did have was a few months ago when I had to wait 30 days for an appointment. Other than that, I am quite happy with what goes on here. At least they've changed the hold music!	4
432659	Stalham Road	The doctors here are brilliant	It's very good, it is easy for me to pick up my medication. They know us quite well. The doctors here are brilliant. They have been on the ball with an issue I had and they took very swift action. Not so much for my wife however, where the procedures were very slow. There seems to be lots of red tape. If they could just skip all that and get straight to the procedures needed, that would be better.	4

432655	Stalham Road	I get seen very promptly	It's excellent. I get seen very promptly. I very rarely have to wait. But if there is an emergency, I know I can be seen. The care is very good.	4
432649	Stalham Road	They are always very thorough	It's been good. They are always very thorough and have time to answer any questions. They're not rushed. Obviously there are waiting times but it's never terrible; that's more on the phone than anything else, but that's to be expected.	4
432672	Stalham Road	They don't know what's going on!	Most of the time it's quite good, but they don't come back to you with test results. They don't know what's going on! No one seems to know; it's ridiculous.	3
432648	Stalham Road	They've been brilliant for me	They've been brilliant for me. They are very good, but busy. And it's quite hard to get an appointment with the GP. not so much with the nurses.	3
432673	Stalham Road	They don't listen	The best thing about this surgery are the nurses and the receptionists. The trouble is that you cannot see the GP! They don't seem to be available. And when you do see someone, they don't listen.	2