

Bowthorpe Health Centre Feedback



August 2026

In August 2026 we visited Bowthorpe Health Centre to speak with patients about their experience with health and social care services. From this visit we received 13 reviews which have an average star rating of 4.3 out of 5.

Bowthorpe Health Centre 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 11,000 patients registered with the

practice, which offers a variety of services including asthma clinics and learning disability health checks.

Healthwatch Norfolk officers who visited noted:

- There was a large car park with accessible spaces closer to the entrance.
- There were automatic doors at the entrance to the surgery.
- The waiting room had notice boards with relevant and up-to-date information about the surgery and services available to patients.

Overall, feedback for Bowthorpe Health Centre was positive. Many patients praised the friendly, helpful staff, thorough clinicians, good communication, and responsive care, including examples of quick action around serious health concerns.

However, access to appointments was a recurring theme, with comments about long waits, difficulty getting face-to-face appointments, delays for blood tests, and reduced continuity with a named or regular doctor.

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

ID	Title	Review	Rating
490306	They have been absolutely superb	I've been here since it opened, I think, so over 30 years maybe. I've never had a problem, they're always good. I came in June with concerns over a lump and two weeks later I was having an operation as it was cancerous. It was caught as stage 1 because of them. The aftercare has been brilliant. They have been absolutely superb since they opened.	5
490304	They keep an eye on my health	I haven't got an issue with them, the doctors and nurses are thorough and good at their jobs. I'm able to get appointments and they just keep an eye on my health.	5
490302	Absolutely perfect in every way	Absolutely perfect in every way. I think we're very lucky to have such a good surgery and good doctors. I have no problems, no qualms, about anything. I can park here, it's not far to go, the chemist is very good.	5
490300	Good communication but long waits for appointments	They keep you up to date with appointments for things like routine blood tests, but timescales to actually get appointments is too long and it didn't used to be like this, but has happened in the last year or so. You want to stay with one doctor, but it keeps changing, and when you do get one doctor you have to wait months to see them.	5
490229	Friendly	The staff are friendly and outgoing. Always helpful and professional. They are always nice to the customers even though they are not always nice to them. Getting an appointment is good.	5
490225	I am very happy with them	They are very pretty good, I am very happy with them. They listen to you if you come in and ask for an appointment. I do miss seeing one doctor, you used to know your own doctor and they would know you, so you don't have to start from the beginning at every appointment. I had a lump on my face and while I was in there, she phoned the hospital and got me seen straight away. It turned out to be cancer but they go it sorted so quickly. The reception team are lovely, I struggle to hear on the phone, so I call in and they sort my repeat medications for me.	5

490221	They are good	They are good, I have no complaints. The staff are friendly and helpful and talk to you. Phoned this morning and the reception team got us in today, pretty much every time my son rings for an appointment they give him one for me. I was only five minutes past my appointment time today which is fine. I think the lady I saw today was Angela and she was very kind and helped with a few issues, not just what I went in for. She was very good.	5
490220	They always look after me	I have nothing against them. They look after me. It has got harder to get an appointment, it was five weeks for a blood test, but they are under so much pressure.	5
490305	I've got no complaints	They have been very good this morning. I think they changed hands recently and I've got no complaints. 4/5 because there is always room for improvement.	4
490226	They are a friendly lot	They are a friendly lot here. Today this is my third blood test appointment as the first two got cancelled by them due to staff illness, so it's been over a two-month wait, which is unusual. It's not easy to get a face-to-face appointment and it's not been the same since Covid. I think it is hard on a telephone appointment to explain things, and you cannot show them things.	4
490222	They are good at listening	They are good at listening and understand you. Getting an appointment is good. You do have to sometimes have to wait a while past your appointment time when you are here.	4
490303	Can't get appointments	Can't get an appointment, and the doctors are so rude.	3
490227	Sometimes you have to really push	The appointments are all done by filling in an online form and then you have to wait for someone to get back to you. Last time I did this it was quick and they got back to me in a couple of hours. One time I needed an emergency appointment and could not get one so ended up having to go to the walk-in centre. On the whole, the staff are lovely, but there are a couple of doctors that I clash with and will not see, but they are good and let me choose. I did have one of them as my named doctor and they changed me to a different doctor. Sometimes you really have to push for the treatment, I understand they have guidelines, protocols and such like, but I know my own body and know when I need antibiotics. My last appointment was very good so maybe things are improving. I have thought about changing more than once.	1