

Magdalen Medical Practice Feedback



July 2026

In July 2026 we visited Magdalen Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 14 reviews, which have an average star rating of 4.2 out of 5.

Magdalen Medical Practice is a GP surgery located in Norwich. Upon their last inspection, the practice received a rating of good, from the CQC. There are approximately 14,000 patients registered with the practice, which offers a variety of services including child health and

development, long-acting reversible contraception, asthma clinic, minor surgery (e.g. removal of moles and skin lesions) – provided in-house – learning disability health checks, and vasectomy services.

Healthwatch Norfolk Officers who visited noted:

- The car park had sufficient parking spaces for patients, the accessible spaces closer to the entry were unusable at the time of our visit due to building works.
- There were automatic doors at the entrance of the building.
- There were building works being done to use existing space on site to build three new clinical rooms and a sluice.
- The practice has recently introduced a new AI-assisted receptionist called Andi to help support access and demand.

Overall, patients were happy with the care they received, speaking positively about staff and their attitudes (“The staff were friendly and helpful”).

However, patients were frustrated with the new AI receptionist, Andi, reporting that it doesn’t understand what patients are saying, and that they would prefer to speak to a human, (“I would rather speak to a human and it couldn't do what I needed it to”).

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

ID	Title	Review	Rating
488963	The staff are friendly	It's fine apart from the robot reception which took ages. The staff are friendly.	5
488957	Everything is good	Everything is good, I can get an appointment when I need one. I don't think much of the AI reception, I would rather speak to a human and it couldn't do what I needed it to, so did anyway. It has nice and friendly staff.	5
488953	Don't like the AI	I don't like the AI system because it will not let you book two appointments at the same time. I have to have a blood test in one appointment and an injection in another. But Andi will not let me book them both so the times line up. I booked the blood test and had options of appointment times and dates to choose from so I thought I would go on and book the injection and chose a time that lined up but when I got that appointment it just gave me a date and time rather than letting me chose and it did not line up with the blood test appointment. But other than that, they are absolutely fine.	5
488839	It has been everything you could ask for	They're always available, they help me and make me feel comfortable. I'm not coping too well with the robot. I had a blood test with Laura and she was amazing, sorted it all out for me. It's one of the best surgeries I've been to; I moved here 11 years ago from King's Lynn and it's amazing, it has been everything you could ask for.	5
488836	Helpful	They are helping us to be fit, I get my medication on time, they give good advice and you are seen on time for appointments.	5
488834	It's very good	They're always available, and they listen. We've been here so many years it just suits us; we've had the same doctor for almost 30 years. They're always alright, always okay on the phone, sometimes have an issue when we get Andi the little robot. They have been very good at following up, it's very good.	5

488969	If it wasn't for the AI it would have been 5 stars	I have been here a year, and it has always been brilliant, I find it better than my old surgery for calling you in for check-ups and I am very satisfied and happy I moved here. My only complaint is that I saw a doctor a few weeks ago about my ankle and they said if it's not better in two weeks to call and make an appointment with the physio, I called and got the AI and tried to get it to make a physio appointment but it just kept asking lots of questions that were not relevant like did I have a cough, I ended up just coming in to speak to someone and got an appointment for the next day which was brilliant.	4
488955	First time here	Don't have a lot to say about them as it is my first time here, but the registration was fine and straight forward. I got an appointment with no problems, and the staff were friendly and helpful.	4
488954	Would rather speak to a human	They can improve by getting rid of the AI receptionist, I just don't like it and would rather speak to a human. The wait back for a text for an appointment seems very long winded, but he did do what I needed and I got an appointment. It took two weeks for an appointment to see a doctor about my blood test results. The staff here are very friendly and very nice.	4
488952	The nurses are brilliant	The nurses are brilliant, always on time and helpful. The doctors are good. I used the Andi AI system for the first time last week and it worked well, I use the NHS app for other things such as prescriptions, and it works well.	4
488837	Apart from the AI it's alright	I don't like the AI thing, it doesn't do anything for you, it asks so many questions and you have to keep repeating yourself because it doesn't understand what you are asking for. I get appointments quite quickly, they are quite good with me and when I have queries, they see me. Apart from the AI it's alright. There are good doctors here, I don't mind who I see but they normally try to get me in with the same doctor, but they are all good.	4
488833	Normally very good	Normally very good, sometimes you get the occasional hiccups, but it's all very good normally.	4

488841	Andi is a waste of time	Andi (the AI receptionist) is a waste of time, it gets your details wrong and you end up going round and round, the surgery asks you to contact them and then you get through to Andi who asks what the call is for and I don't know. So, I've had to come down to sort it all out. I had some issues a few years ago and some of the effects are still ongoing, so I've not really come back because it's a waste of time.	3
488835	You have to fight to get through to reception	Previously I would have given a 5 but because the AI system I would only give a 2 or 3. You have to fight now, it's ridiculous, when you want to see a doctor, you want to see a doctor. Once you get through, they're fine, it's just getting through. I'm not online and my generation aren't used to this, but I understand that you have to move with the times.	2