

Lionwood Medical Practice Feedback



October 2026

In October 2026 we visited Lionwood Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 12 reviews which have an average star rating of 4.5 out of 5.

Lionwood Medical Practice is a GP Surgery located in Norwich. Upon their last inspection, they received a rating of 'Good', from the CQC. There are approximately 15,000 patients registered with the practice, which offers a variety of services including spirometry, minor surgery and contraceptive services.

Healthwatch Norfolk Officers who visited Lionwood Medical Practice noted:

- The car park was full for the duration of the visit, with some patients having to wait for others to leave before they could park and enter for their appointment.
- The waiting room is bright and open, with plenty of seating available, even when busy.
- There is a bell that rings and a screen to show when and where a patient should go for their appointment.
- The surgery has recently removed its AI telephone triage system in response to patient feedback. They have now returned to a manned telephone line accompanied by online booking forms.

Overall, the feedback received was positive. Patients praised staff for being friendly, kind and helpful, and highlighted good communication, timely appointments, reminders, callbacks and the ease of using the online form. Several people also welcomed the removal of the AI telephone system.

However, some patients did note that there can be limited parking, occasional difficulty obtaining appointments, and delays in referrals or follow-up.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.

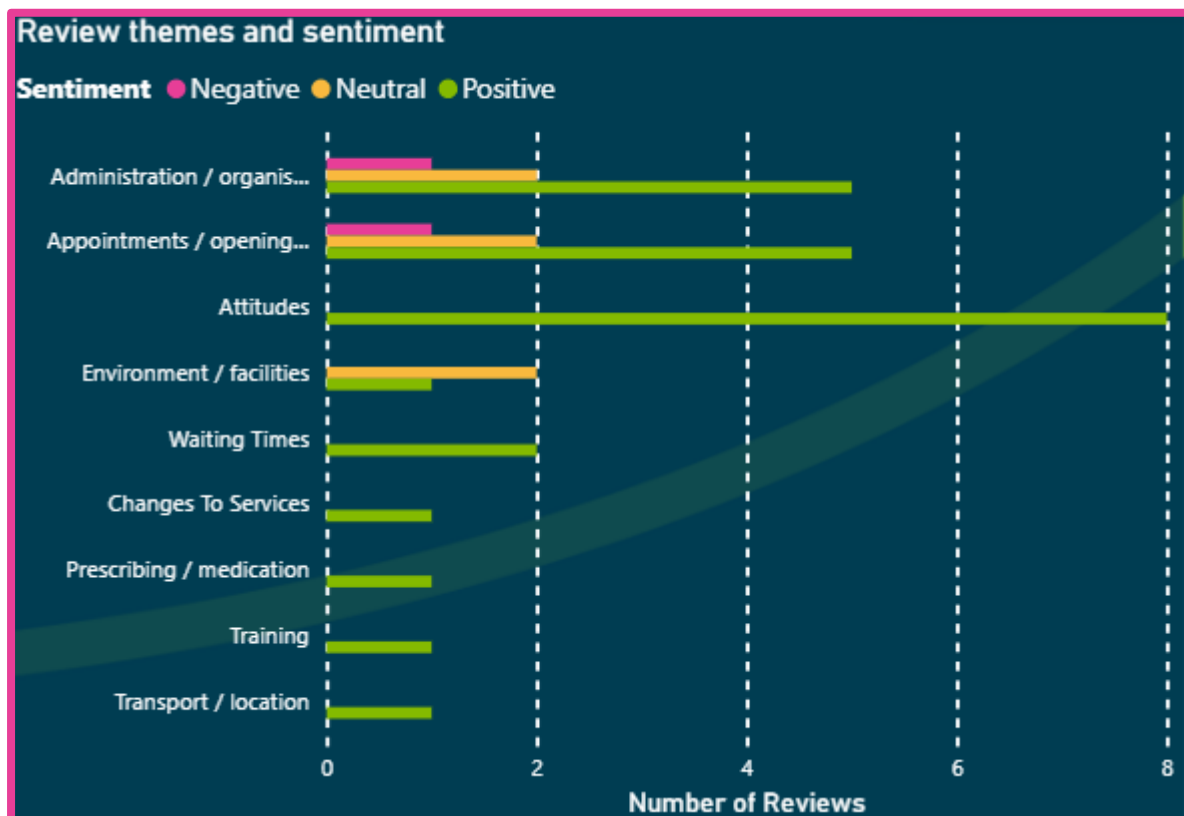


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Lionwood Medical Practice by the Healthwatch Norfolk Engagement Team.

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
517880	Lionwood Medical Practice	They treat you well	I like how they treat you, they are gentle, kind and informative. They are really good. You can get an appointment when needed. All is really good, it's outstanding. The car park could be better.	5
517878	Lionwood Medical Practice	Wonderful	They do a wonderful job. It's nearby and local which is handy as I have to come in for regular blood tests. Parking can be tricky, and the staff are always friendly.	5
517877	Lionwood Medical Practice	It's all good	I find it easy to make an appointment, the staff are nice and if you leave a message they get back to you. They send reminders and follow up on medications. The doctors are nice. It's all good, I don't think they can improve on anything.	5
517870	Lionwood Medical Practice	Better now the AI has gone	I am so pleased that they got rid of the AI system, it was dreadful. The 'press 8' for a callback works well. It's hard if you are stuck in traffic and running late that you cannot just call, as you end up in a long queue. Or if you are running late and the signing in board is not working, you can then be late for your appointment as you queue to check in. The flu jab last weekend was not as smooth as previous years.	5
517869	Lionwood Medical Practice	They get back to you	They get straight back to you, you fill in an online form and they phone you back to book an appointment, so that is easy. The reception team are always helpful.	5
517860	Lionwood Medical Practice	Lovely staff	All the staff are really lovely. 90% of the time I can get an appointment. The new online form works well, and they get back to you. The reception team are very good. I have moved here from another surgery and find this one a lot better. They refer you quickly if needed.	5
517820	Lionwood Medical Practice	They're brilliant	Glad they've stopped the AI phone system. Now you can get a call back, it's brilliant, you can get an appointment straight away. The people are polite, the phone system works now, the AI system was ridiculous. We had flu jabs on Saturday and it was really organised, we were straight in. My appointment was on time this morning, and the lady I saw was lovely. We're normally in and out before our appointment time. They're brilliant.	5
517819	Lionwood Medical Practice	Everything is on time and things get done	We moved here from another practice. The flow through is great, your appointment comes up on the board. Everything is on time and things get done. It's a big practice, and they specialise in lots of things.	5

517874	Lionwood Medical Practice	Staff are always friendly and helpful	The staff are always friendly and helpful. They are good as they send reminders and links which is helpful. It was frustrating that I could not get an appointment yesterday, so I had to spend three and a half hours at the Walk-In Centre.	4
517871	Lionwood Medical Practice	They are good at communication	They are very good at communicating with you, they send reminders and you can get through on the phone. The building is nice, airy, light and accessible. The signing in machine doesn't always work. The onus is on me to follow up with things like asking for test results, rather than them contacting me.	4
517806	Lionwood Medical Practice	Generally, they're okay	I have never seen a doctor. I have been here for four years, I have seen a few physicians' assistants, but I have never physically seen a doctor. Overall, I was quite pleased with it all. The telephone appointments annoy me because they can't see you, and I am a great believer in doctors looking at you. I like the electronic medication system. I didn't like the AI system, but that has gone now. Generally, they're okay.	4
517818	Lionwood Medical Practice	They're a nice lot in there, but not always terribly effective.	I have been requesting an appointment to get a referral since June. I have sent two letters and left messages, I then saw a doctor who said they would refer me. This was five weeks ago and I still haven't heard anything. I got a message last week saying I had an appointment today, I've just been in and I don't have one. They're a nice lot in there, but not always terribly effective. The AI receptionist was absolutely great, it was really effective and cut through everything. It was fabulous, I would highly recommend it.	2