

Wymondham Medical Centre Feedback



June 2025

In June 2025 we visited Wymondham Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 28 reviews for Wymondham Medical Centre. The reviews have an average star rating of 3.9 out of 5.

Wymondham Medical Centre is a GP surgery in the market town of Wymondham. Upon their last inspection in January 2018, the surgery received a rating of "Good", from the CQC. At the time of the last inspection, there were approximately 18,500 patients registered with the surgery. Wymondham Medical Centre offers a variety of services including ear micro-suction, diabetes reviews and minor surgery.

Healthwatch Norfolk Officers who visited Wymondham Medical Centre noted:

There is a spacious waiting area with clearly signed sections for different patient groups.

The Practice Manager advised us that patient participation is open to all registered patients, rather than relying on a fixed group. They are keen to increase the volume and diversity of feedback, particularly whilst running projects focused on specific conditions or age groups.

Overall, people felt satisfied with the care they received at Wymondham Medical Centre with people praising staff for their friendly and polite nature. However, concerns were raised over the availability of appointments, particularly struggles of continuity of care and seeing a doctor (as opposed to a nurse etc.).

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

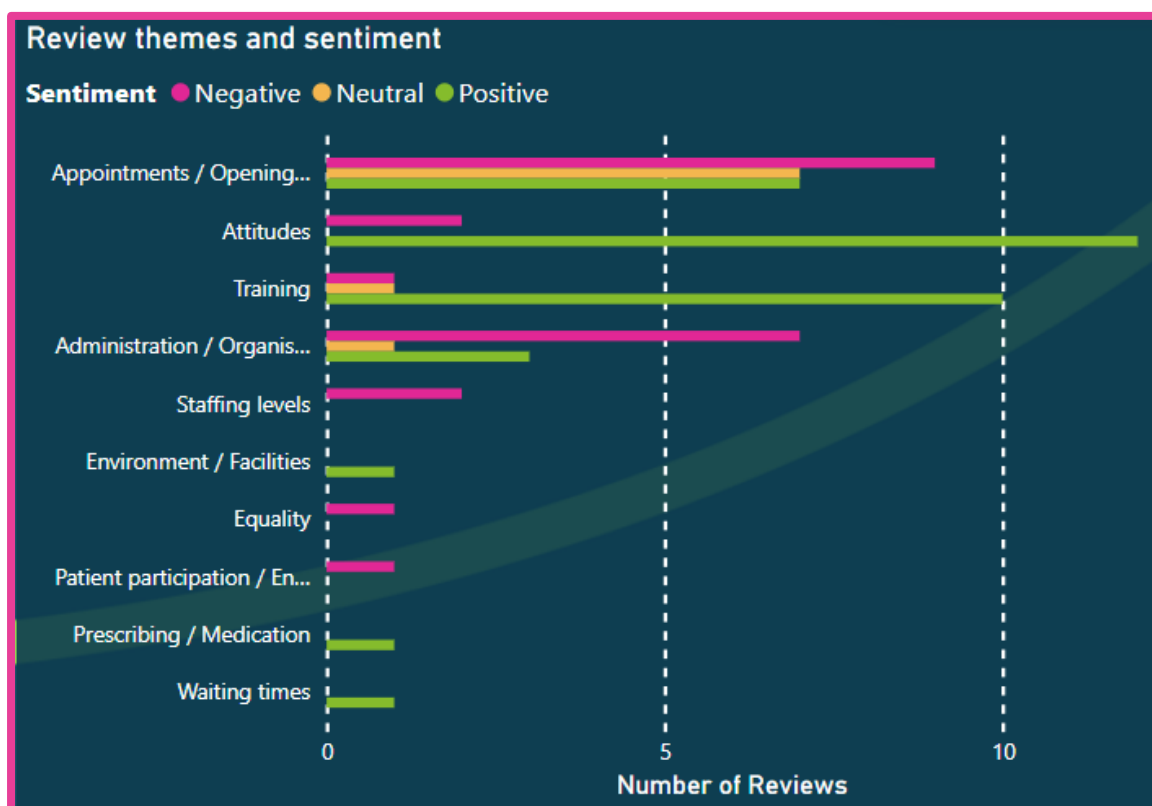


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Wymondham Medical Centre by the Healthwatch Norfolk Engagement Team.

Comment from the Practice manager at Wymondham Medical Centre:

"We thank Healthwatch for providing this insight to our patients thoughts around our service provision. We will continue to listen and act to improve our service and communication and hope that the NHS 10 year plan will allow us to continue to be an integral part of the community, in a way that better meets patient expectations and needs."

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
260673	Wymondham Medical Centre	No issue getting appointments	I've always found them friendly and helpful. I've never had any issues getting appointments or anything. For my children I'll call up and for myself I'll use the online form. I usually get called back that day.	5
260672	Wymondham Medical Centre	Mostly brilliant	One thing I find hard is the continuation of my husband's chronic, terminal illness. We see different doctors but that's because it's usually an emergency and it's whoever is available. Everything else is absolutely brilliant. I think we're lucky.	5
260670	Wymondham Medical Centre	On the ball with daughter's condition	It's always been fine, my daughter's got CF and they're on the ball with her. It was better when you could do the online forms throughout the night but now it's only early mornings. I have to help my mum and dad to do the form as there's a lot of steps involved with it.	5
260669	Wymondham Medical Centre	Efficient and supportive	I think this is one of the best doctor's surgeries in the land! I used to live elsewhere where my doctor was awful. I think they're super-efficient, they respond quickly. This morning I was 19th in the queue, I used the call-back and they got back to me in 15 minutes. I saw a trainee physician who was flawless. I'm diabetic and saw the diabetic nurse when I enrolled and she'd already read all my notes, was incredibly supportive and arranged for me to have blood tests. She was very approachable.	5
260668	Wymondham Medical Centre	It's alright	It's alright, they do what they're supposed to. The staff do try and it's not their fault but there's problems between here and	5

			Bowthorpe hospital trying to coordinate appointments and medications. I have to have regular blood tests and these can be hard to book in time for my hospital appointments. This time the problem is the hospital's end.	
260667	Wymondham Medical Centre	Access to appointments is good	Access to appointments has been good. Ordering medication is also good. The staff are polite and really good. I have recently transferred from another surgery and they are better organised here.	5
260666	Wymondham Medical Centre	Quick and easy	I have regular appointments and it's quick and easy.	5
260665	Wymondham Medical Centre	Okay today	I give it a five out of five today because I was able to make an appointment. Today I phoned and I have been seen today. Sometimes it's harder to get an appointment. They can only do what they can do.	5
260664	Wymondham Medical Centre	All good	I've not had any problems with appointments and no issues. It's all good.	5
260663	Wymondham Medical Centre	No complaints, it's very good	I have never had any problems. Today I was in and out before our appointment time. The nurses are very good. I have no complaints, it's very good.	5
260662	Wymondham Medical Centre	I'm very satisfied	I'm very comfortable and very satisfied here. They usually try to be obliging and fit you in with no problems. They also put me in touch with the long COVID people which was good. The only thing that could be better is that I had to wait 28 days for the doctor to sign a form for insurance. It cost £40 which I paid and it took 28 days for it to be completed, I think this is too long and could have been better.	5

260661	Wymondham Medical Centre	The staff are so kind	The staff are so kind especially the nurses. They are compassionate and thorough. They didn't have an appointment available when I called but the person I spoke to did what they could and sorted something with limited resources. All credit to them	5
260658	Wymondham Medical Centre	Professional and supportive	You have to get online to engage with them but they're always prompt with their response – professional and supportive. All the staff are very professional and you never feel rushed. We've moved a lot and this is one of the better ones.	4
260657	Wymondham Medical Centre	Well looked after once seen	When you get in you're fairly well looked after, it's just a case of being able to get in. When you're not well it can be three weeks for an appointment. Today it was four stars. I'm very reluctant to give my blood away but she found it straight away!	4
260656	Wymondham Medical Centre	Time wasted on multiple appointments	It's OK. I'd like to see less pressure put on the nurses. The triage system seems to put everyone through to them first. It's not that the nurses aren't doing their job, they're great, but you have to do these extra steps to end up seeing a doctor anyway. Like today, I had to see the muscular team when what I need is a physio which my wife has told me now that I can self-refer to them. The person I saw today didn't tell me and reception didn't know you could do this. The nurses waiting area is packed and the rest of it is empty, why don't they swap areas? I don't think the surgery gets enough patient feedback – the PPG doesn't exist anymore which is a shame. Once you get in it's fine so I'll give them four stars but there seems to be a waste of time and money with multiple appointments for things.	4

260504	Wymondham Medical Centre	Friendly people	I like it, I only come here for birth control or to do my blood pressure for my prescription. It's really easy because I can do that myself. Most people here are really friendly and happy. You can get through quite easily most of the time.	4
260503	Wymondham Medical Centre	Friendly staff	It's fine, I've been using here for ages. They were very helpful on reception this morning. All very friendly in an environment that's always quite trying.	4
260500	Wymondham Medical Centre	Fit you in for serious issues	When I used to come down it was full up, now it's empty and you can't get an appointment. Why's that? The staff in there are brilliant, everybody's kind and nice. When it's something serious they do fit you in. Most times it's pretty good.	4
260498	Wymondham Medical Centre	It's easier to make appointments in person	It's infinitely better than my last surgery and I can't really fault them. I came today to make an appointment in person as it's much easier than calling. The staff are good.	4
260495	Wymondham Medical Centre	Sometimes I wish I could see the same doctor	They are pretty prompt but you can wait on the phone for quite a while. The receptionists are always very helpful. There have been times when I've needed to be fitted in quickly and they have found me a space. Sometimes I wish I could see my own doctor. I feel I can talk to her about personal things and it's easier than talking to a stranger.	4
260493	Wymondham Medical Centre	Good care but reduced rating because of appointments	I had a cracking doctor today, he was very thorough and I can ask to see that particular one. He helps out quite a lot, he's been brilliant. I've got an autistic son and they're brilliant with him too. It's hard to get appointments, you can't get anything for the same day and it's weeks on end for a blood test. I usually ring up and the	3

			online form is only open from 6-7am. It's frustrating and means I can only give them three stars.	
260487	Wymondham Medical Centre	You can't get an appointment	<p>The staff are good but you can't get an appointment. The nurse told me to make an appointment in four weeks but as I'm on holiday then I asked reception for one in five weeks. I was told I was not able to make one for five weeks ahead as the diary only goes four weeks ahead. As it's difficult over the phone I have come today to make an appointment.</p> <p>The nurses area is always full but the doctors area never seems as busy. The people are brilliant but the system doesn't seem to work.</p>	3
260485	Wymondham Medical Centre	Getting an appointment is difficult	<p>I've had problems getting an appointment for blood tests. I need a routine blood test every month and the appointments offered are either too soon or if I wait for the next ones to become available they are then too late. I'm not able to make an appointment for the next visit at time of the the first appointment. It seems such an unnecessary frustration.</p>	3
260483	Wymondham Medical Centre	Good clinicians, difficulties with reception	<p>The nurses are really, really good and the doctors are good when you get to see them. The main problem is the reception. I go online as much as I can but when you ring up, the receptionists don't know what to do with you and have to go and ask somebody else. This makes everyone's queuing time a lot longer. The asthma nurse here told me to see her after I was in hospital but reception told me I couldn't see her until I'd had a review. I asked if I could see anyone else or a doctor that day or the next - they agreed I needed to see somebody but none available so I</p>	2

			should go to the Walk In Centre. I've got loads of health problems and I get fed up of trying to get seen.	
260481	Wymondham Medical Centre	Good nurses, access issues	The surgery's OK. I don't like the receptionists asking what's wrong with you, I don't agree with that. As for seeing the doctor, that's not very good, you can't see one. The nurses are good - very busy! You get diverted from seeing the doctors.	2
260480	Wymondham Medical Centre	It's difficult to get an appointment	Since COVID it has been quite bad. It's difficult to get an appointment especially if you call so I come down because it's easier. I want to see a doctor but I just get to see a nurse and I would rather see a doctor. It seems there are not enough doctors. Also when I see people I don't know if they are trained well enough, what is their clinical experience, what are their duties? We don't get told. A little while ago I couldn't get an appointment so I went to the walk in centre in Norwich.	2
260476	Wymondham Medical Centre	Used to be better	It used to be great and now it's not. You can't get through for appointments then you have to argue with the receptionists and nothing's followed-through. You shouldn't have to tell the receptionists what's wrong with you. I was told I had cancer for three months but it was wrong and actually it was another patient. They say one thing and do completely the opposite. This used to be busy and now you never see anyone.	1
260475	Wymondham Medical Centre	The human touch has been lost	Getting an appointment is the worst bit. The nurses are good and I would give them five out of five but you have to get them first. There are other issues though for example I knew I wasn't well, I had foot pain and a temperature and they tried to get me to see a nurse and I knew I should see a doctor. Eventually I did see a	1

			<p>doctor and needed to go to hospital and had surgery a couple of days later. If I had been more laid back and not pushed to see someone things could have been much worse.</p> <p>They don't seem to address things properly or listen to what people want. The human touch has been lost.</p>	
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