

THE BRIDGE PLUS+ Walk-In Centre and GP services survey – March 2023

Responses to Question 10 “Do you have any other comments about the Walk-In Centre or GP services in Norwich?”

ID	Name	Responses
1	anonymous	I call my GP , they say they will ring me back but often they don't and I have to ring again
2	anonymous	the GP practice can ask you to send pics to show them your problem (eg swollen arm) but even that can be difficult for some people. face to face interactions are much better
3	anonymous	Walking Centre is vital to people because in emergency or when people need to see doctors/nurses or other health care specialist, they are always available to provide the care that is needed.
4	anonymous	It would be really hard to see the walking centre being shut down because it helps people with their health problems by getting most of the care they need without the need to go to A&E which in turn helps not putting more pressure at the hospital services.
5	anonymous	my GP is very kind. the only problem with my GP practice is to get an appt when you need one
6	anonymous	Please keep walking centre open because it is very useful for the community.
7	anonymous	Allocate each patient a doctor to avoid seeing different doctor everytime I need to see my GP.

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ID	Name	Responses
8	anonymous	Walk-In Centre just the long wait. GP to dig into the problem rather than give painkillers all the time .
9	anonymous	everything is fine
10	anonymous	It is a taxi journey from the hotel to the GP so this makes it difficult to plan a visit
11	anonymous	Gp to have app. immediately. Also to be face to face .
12	anonymous	interpreter is very important to understand the paints
13	anonymous	Give opportunity to people anytime they need access to the service.
14	anonymous	Encourage the GP to have face to face appointments.
15	anonymous	The Norwich walk-in centre is really important to people because many go there when GP is closed on weekends and also when the GP has no appointments. More health providers (doctors, nurses etc.) need to be employed because the wait is too long.
16	anonymous	My GP should improve especially matters concerning children. They should prioritise. Try to give appointments.
17	anonymous	The GP practice is ok but just a few improvements needed

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ID	Name	Responses
18	anonymous	My GP practice should be able to help patients anytime they need help. They need to provide more doctors and nurses. The GP should be able to take time and analyse someone's problem.
19	anonymous	I have huge problems getting appointments at my GP practice - there is a 2 month wait.
20	anonymous	I can't find a dentist taking new patients in Norwich
21	anonymous	I find making an appointment with my GP difficult because of the language barrier
22	anonymous	There is always a long wait at the Walk-In Centre. The interpreters I get at my GP practice aren't always good.
23	anonymous	I am happy because when I need a interpreter, my GP provides me with one
24	anonymous	I did not get the results from a blood test I did, I don't know why. I need to take a taxi to go to my GP, I also need an interpreter to understand
25	anonymous	I am always happy with my doctor
26	anonymous	To me walk-centre is very important because is easy reach.
27	anonymous	the walk in centre is very helpful for my children. the GP surgery needs to reduce the waiting time on the phone when calling to make an appt - sometimes it is up to 30 min in the queue/waiting time on the phone

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ID Name Responses

Responses to Question14 – What is your nationality?

ID	Name	Responses
1	anonymous	French
2	anonymous	Kurdish Iraqi
3	anonymous	Portuguese
4	anonymous	DRC
5	anonymous	Portuguese
6	anonymous	Chinese and British
7	anonymous	Portuguese

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ID	Name	Responses
8		anonymous British
9		anonymous Brazilian
10		anonymous Portuguese
11		anonymous DRC
12		anonymous burmese
13		anonymous Portuguese
14		anonymous Portuguese
15		anonymous Iran
16		anonymous Sudanese
17		anonymous Italian
18		anonymous DRC
19		anonymous Iraq
20		anonymous Iraq
21		anonymous Sudanese

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ID	Name	Responses
22		anonymous Sudanese
23		anonymous Iran
24		anonymous Iran
25		anonymous Moroccan
26		anonymous Sudanese
27		anonymous SUDANESE
28		anonymous Sudaneses
29		anonymous Nigerian
30		anonymous SUDANESE
31		anonymous Sudanese
32		anonymous Iran
33		anonymous British
34		anonymous Ghanaian
35		anonymous Congo DRC

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ID	Name	Responses
36		anonymous Iraq
37		anonymous Sudanese
38		anonymous Bangladeshi
39		anonymous Chinese
40		anonymous Cameroonian
41		anonymous Iranian
42		anonymous Nigerian
43		anonymous British and Kenyan
44		anonymous Bangladeshi
45		anonymous Iraq
46		anonymous Sudan
47		anonymous Egyptian
48		anonymous Sri Lankan
49		anonymous Iranian

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ID	Name	Responses
50		anonymous Iranian
51		anonymous Hong Kong
52		anonymous portuguese
53		anonymous DRC
54		anonymous Iraq
55		anonymous Rwanda
56		anonymous Romanian
57		anonymous Afghanistan
58		anonymous Afghanistan
59		anonymous British
60		anonymous Senegambia