

East Harling and Kenninghall Surgery Feedback

May 2023

In April and May 2023 we visited both branches of East Harling and Kenninghall Surgery to speak with patients about their experiences with health and social care services.

From these visits we received 14 reviews for East Harling Surgery with an average rating of 3.1 out of five and 14 reviews for Kenninghall Surgery with an average rating of 4.4.

Healthwatch Norfolk Officers who visited the surgery noted:

East Harling Surgery

East Harling is a busy surgery, with a frequent flow of patients, but rarely a queue. Patients were helped at front desk by a very helpful reception team. The surgery had easy access from the car park area at the front, as well as a small car park around the back of the building. The toilets were clean and tidy.

Kenninghall Surgery

The surgery is tidy with friendly staff. There is a large car park and a small waiting room at the front of the surgery.

Overall, staff were praised at both practices with some in particular named by patients we spoke to express their appreciation for them. On the other hand concerns raised with us centred on issues with systems and communication at the surgery. This included difficulties with booking appointments and some patients mentioned recent issues with a new prescription system.

The reviews are displayed in the table below and can be found on our website here:

- East Harling Surgery:
www.healthwatchnorfolk.co.uk/services/east-harling-surgery-norwich-nr16-2ad
- Kenninghall Surgery:
www.healthwatchnorfolk.co.uk/services/kenninghall-surgery-norwich-nr16-2ad

In response to this report, East Harling and Kenninghall Surgery told us:

We would like to thank all patients who provided feedback to Healthwatch Norfolk. All feedback received is carefully reviewed by the Practice and is also discussed with our active Patient Participation Group. Following the successful implementation of the new computer system at the Practice in March this year, we are focussing our efforts on maximising patient access to the Practice, and the feedback from this survey will be used to support these efforts.

ID	Branch	Title	Review	Rating
210687	East Harling	They do the best they can do	I think they are all good here, they get in touch when they need to. The girls on the counter are absolutely marvellous. Everyone here slogs their guts out to get it right. There has been a lot of change over the years, a little place like here and a lot more people. It can't be like it used to be any more. They need to be better funded for this little place they do the best they can do	5
210686	East Harling	100% love them	I have never had a problem here. The dispensary staff are always friendly, they always recognise me and that makes me feel important. Pauline is lovely, I see her all the time for my bloods. The Drs always refer when needed and get in touch with me with the results or if I need a repeat. Last time they got in touch 2 days after I had the blood taken. 100% love them.	5
210552	East Harling	Responsive Practice Manager	There was mix up with my appointment today, I didn't have done what I thought I was having done so I am now off to Kenninghall tomorrow for another appointment. I had an asthma review today which was good as it was missed last year, I find it reassuring to be checked over. I didn't have to wait long for this appointment. I wish the receptionists would tell you their names when they speak to you on the phone as I don't recognise their voices and if you need to talk to them again or ask questions you don't know who you have spoken to. The wait for prescriptions is longer than it used to be. The practice manager is responsive though, he had responded to letters and is trying to get new doctors.	5

210683	East Harling	They do try and help	Most of the time they are very good here, they do try and help. Things are funny with the staffing issue but they're pretty good and they try. 9/10 really good. Some of the doctors manners could be better, the last Dr I saw I was not impressed with, I wanted to talk about my HRT but he was not interested.	4
210569	East Harling	Follow ups used to be better	I had a blood test recently, Pauline did it and she is absolutely lovely. But the follow ups used to be better, I used to have a blood test and then see a Dr afterwards and have a chat and now I don't know how things are like my cholesterol. I understand the situation but there isn't the care there any more. I am not criticising any individuals here at all it is the system, there is not the money any more and a lot of waste, for example there is no liaison between the hospital and the surgery and I sometimes get identical letters from both of them	4
210544	East Harling	Appointments on time	My appointment was on time and the staff are fine, no problems.	4
210685	East Harling	When you get in, everyone is really lovely	The Dr today took time to check everything over thoroughly, they could not have been better. When you get in, everyone is really lovely but it is difficult to get an appointment. The only way is to set an alarm for 08.28, call and get in the queue - you can be number 3 or number 15, and if you are number 15 there are no appointments left.	3

210567	East Harling	need more staff	I think they have gone downhill since Covid. Now we seem to have a locum Dr. And I think they are overworked and that is the case everywhere. The new computer system has been a nightmare for them. And the telephone system is terrible. You ring at 8.30 and are 15 in the queue and they only seem to have one person on the phone - they need more staff on the phones.	3
210566	East Harling	Can be difficult to get an appointment	Usually the staff are always friendly. It can be difficult to get an appointment. There is one member of staff who can be really negative, always saying about the other surgery being closed and how it affects things. I know it is hard and that makes things difficult but it has happened twice now when I have just come in to try and make an appointment. It is very frustrating and I think staff could have training to not pass on negativity. The reputation here is so negative, neighbouring towns even know about it. I have had an appointment with a physio before which was perfect and blood test appointments are easy to get	3
210536	East Harling	Hard to get through on the phone	It's hard to get through on the phone and a long wait to see a doctor if it's not urgent, but once you are in everything is good and the staff are helpful. They have been trying hard to sort out our covid passports.	3

210548	East Harling	The staff are working as hard as they can	<p>It's is hard to give this surgery an overall rating. If it was just for the practitioner that I choose to see (Dave the wonder nurse as we call him in our house)it would be 5 stars all the way as he is off the chart fantastic. You do have an assigned GP but you never get to see them, even though I am willing to travel between the two sites. Getting an appointment is such hard work. The receptionist are lovely and they are working as hard as they can and it's not there fault but you can see it's a bigger problem. I sent in a letter for a referral on the 10th March and they just sat in the in tray and I had to keep chasing for them to be dealt with. I was desperate to get my child an appointment to be seen but couldn't so we had to go to the walk in centre and then were sent to the CAU at the N&N, I can drive but a lot of people in the village don't. I find the whole thing very worrying.</p>	2
210565	East Harling	Access is the problem	<p>I have had appointments cancelled 24 hours before I was due to have the appointment, they don't make an alternative, and then when I call to rebook it is a 6 week wait. I am diabetic and I need my appointments. I work with a lot of older people and they struggle to get to the surgery and they can't get home visits. It is the access that is the problem, it is like beating my head against the wall. It takes such a long time to get anywhere and there is a lack of communication here - they don't tell you test results. There are two people who work here who are brilliant - Nurse Practitioner David is BRILLIANT, sorted me out in one visit and Pauline is brilliant too I see her regularly she is very skilled.</p>	1

210563	East Harling	It's gone from be great to poor	<p>Dave the nurse practitioner is great and the reception team are good even though they are under a lot of stress. Pauline is great and she is under a lot of pressure.</p> <p>They do not do electronic prescriptions and the wait time is now 5 days from 3 and it is causing the staff at the pharmacy to get a lot of abuse.</p> <p>The surgery has deteriorated since Covid with staff leaving and them struggling to recruit. It's gone from being great to poor. Getting through on the phone is torturous, you have to ring on the day at 8.30, I was on hold for 25 minutes to be told there was no appointments left, when I asked how many they had to start with they only had 5 over the two sites. I feel like if the phone line could be split into urgent must be seen today or urgent need to be in the next day or two it would work better. I am willing to go to either site and find Kenninghall a lot calmer, not sure if it's the building or just that this site is a lot busier.</p>	1
209462	Kenninghall	Friendly And Very Supportive	<p>This surgery has provided me with great support during my husband's stroke and recovery. They really go over and above for their patients. I think the staff have a good understanding and are happy to spend time listening to patients. Everyone is always friendly. The senior nurses are excellent, I often find I don't need to see a doctor, because the nurse are so great. I am concerned about all the new houses being built and how that will affect the surgery.</p>	5

209461	Kenninghall	Fantastic	I came today to see the nurse for a blood test. This surgery provides an excellent service. Everyone so far has been great. It's really fantastic. The only thing I can think to improve is the big dips in the car park, they create massive puddles when it rains.	5
209460	Kenninghall	Wonderful Surgery	It is wonderful at this surgery and that's a fact! I left another surgery in the area and signed up here a few months ago and it's been brilliant. All the doctors and nurses listen well, you can really tell they care. Everything is working very well so far.	5
209455	Kenninghall	Brilliant Surgery	I think this surgery is great, brilliant in fact! I managed to get an appointment straight away, I was well pleased with that. Everyone is very friendly. I usually go to the other surgery in East Harling, but I had a really great experience here in Kenninghall today.	5
209448	Kenninghall	Staff are patient and kind	Staff are up against it and overloaded with work but they still stay patient and kind. I understand the pressure they are under. The only thing I would improve is more staff, as there are not enough people to give care.	5
209447	Kenninghall	It is lovely and they are doing a good job	It is lovely and they are doing a good job. They are managing but don't have enough staff, but all staff are pleasant. You do wait on the phone, but the staff are all willing to help. They are doing the best they can with the resources they've got.	5

209446	Kenninghall	I am happy with the surgery	I am happy with the surgery, it is here when you want it. The only thing to improve the surgery is the requesting of medication. The old system was brilliant, but since they changed it two months ago, there has been a problem requesting medication. But everything else is good.	5
209444	Kenninghall	The staff make you feel at ease	I would give the practice 5/5 when you can get an appointment, but 3/5 when you can't. The staff are really friendly and I don't think anything could be improved except for more staff as they are struggling. But every surgery is the same. There are difficulties getting an appointment but it's not their fault. The staff make you feel at ease.	5
209442	Kenninghall	Today there was no problem	Today there was no problem as I only went in for a blood test.	5
209441	Kenninghall	Staff go beyond their job to help you	This is an efficient surgery, it is pleasant to talk to people and staff go beyond their job to help you. The pharmacy are trying to help me. It's really good. Their computer system could be improved as it's gone wrong and you can't order things online- it hasn't been running for weeks.	5

209469	Kenninghall	Struggle To Get An Appointment	When you can get in to see a doctor they are brilliant. The nurses are brilliant, too. I have no complaints about the care provided once you get in. My problem is I struggle to get an appointment. I have had an ongoing issue since November and each time I've had an appointment scheduled it's been cancelled due to the GP being ill. Then I have to call to rebook and I can't get through on the phone.	4
209463	Kenninghall	No Problems Here	I came here today for an appointment with the nurse. I never usually have any problems here. Recently I have had lots of follow up visits scheduled for me, which makes things easy. I do wish it was easier to book an appointment with the GP.	4
209472	Kenninghall	Feels Like We Have To Fight To Be Seen	I came in today to get some help with my prescriptions. I didn't phone because it can be really hard to get through, so I just walked down here. Recently I was in a bad accident and had a long stay in hospital. When I got home I needed a GP to come out and check on me. At first they wanted to do it via phone, but my son insisted a GP came to the house and they did in the end. The GP who came out was very nice and I was reassured by her visit, but it feels like we have to fight to be seen. I think that like everywhere they need more doctors. I used to always see the same GP, but that's not the case anymore. Everyone in the dispensary is absolutely lovely, they're all so helpful. Sometimes when I ask for an appointment they try to get me to go to East Harling, but I have to rely on someone else to get me there.	3

209443	Kenninghall	Not treated well	Not treated well. I am told to come before 8:30 to book an appointment but I feel too ill to go. I have no transport so can only go to Kenninghall not the East Harling site. Although they did do my cataract quickly though.	1
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