

The Humbleyard Practice Feedback

June 2023

In June 2023 we visited the Cringleford branch of The Humbleyard Practice to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for this branch. The reviews have an average star rating of 4.0 out of five.

Healthwatch Norfolk Officers who visited the practice noted:

The surgery has a large, open waiting area with plenty of seating for patients. With a pharmacy next door, there was a steady flow of patients coming and going all morning with the car park well used, although some people had to park on the road this did not bother them. There are two disabled parking spaces close to the surgery although there was a van parked in one of them for the morning we were there. There is currently an interim Practice Manager covering the Humbleyard Surgeries who we met and spoke to about future plans.

Overall, patients we spoke to were mostly happy with the care and support they were receiving from the surgery and staff were praised. However, we did hear some mixed experiences from patients about booking appointments with some mentioning difficulties and long waits on the phone.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/the-humbleyard-practice-nr4-6ta>.

ID	Title	Review	Rating
212587	Very good service	It is my first time here and I have had a very good service. I saw a Dr and then I came back today to see a physio. It was easy to get to see the Dr and then the Physio within two weeks - I can't fault them.	5
212584	Clinician was fabulous	Arranging this appointment was quick and easy. I did self check in on arrival and the clinician was fabulous. I did have a third issue but as time was limited I couldn't discuss today but I have already booked a follow up to chat about it,	5
212583	Really good here today	They are now getting better again, the girl today on reception has been absolutely fantastic and cannot do enough to help. They are really helpful. the nurse was really good here today. I recently had a stroke and my Dr has been fantastic. She will sit and listen and she hears what you say. Parking could be better here for staff as well as patients.	5
212501	All the staff are brilliant	It's just so lovely. All the staff are brilliant, they look after us so well. Everything is great.	5
212500	I have never had any problems	I have been coming to this surgery for over 50 years and I have never had any problems. It's good now when you get to see a doctor. The phone can be difficult but I got in to see the doctor and all was okay. I call to make my appointments and I can usually get an appointment within 2-3 days.	5

212499	Today was good	Sometimes it can be a bit hit and miss. I was number 17 in the call queue but the queue went down quickly. Today was good, I saw a registrar who was really helpful. I do wish though that sometimes you could speak to a GP more and not have to explain to the receptionist why you need an appointment. I think it can be rather intrusive. I know I need to see the doctor and don't think I need to explain this to reception. Sometimes you have to go round the houses to get what you want.	5
212585	He went the extra mile	I think generally they are very good when they get into action. People are rather good here. I just had a chat with the Dr and something he needn't have done he did. He didn't have to but he did. He went the extra mile. I know they have had difficulties with staffing and making appointments but I have never had any problems with them	4
212503	Today has been a good experience	I usually go to the Hethersett Surgery but I came here today to see someone else. They were very pleasant and the experience was good. I did have to wait 15 minutes before I was called in but I do understand that if someone else needs more time then I might have to wait.	4
212497	The service has greatly improved	The experience at reception has greatly improved as has the service overall. Recently I was late for an appointment but they sorted it out. I did consider moving practice as the reception was so unhelpful but it is better now.	3

212588	It is a nice facility	<p>The Drs I've had have all been very good and I usually see one particular Dr and he is very good and phones when needed or I come in. It is a nice facility and is cheerful when you walk in. I think getting appointments and phoning up is a total nightmare. This appointment wasn't urgent so I didn't need a same-day appointment so they asked me to call back, so I do and wait 40 minutes on the phone the next day and get the same answer. I am prepared to wait for an appointment but can't there be a waiting list or something why do I have to start from scratch each time to call every day and make work for everyone? Eventually, you give up. I did and spent another week not knowing what is wrong with me.</p>	3
212586	quite harsh	<p>I came in for my appointment today at 9.30 as that is the time written in my diary when I phoned up for the appointment but they are telling me it was at 9.20 and I have missed it I can't have been that much past my appointment time and I didn't get it wrong I wrote down what they said. They have rebooked me in for 3 weeks so a bit of a wait. It is quite harsh to not see me in those 10 minutes.</p> <p>They have had their problems here and we must take that into account but I see a nice Dr now.</p>	3
212505	Not so good	<p>It takes ages to get an appointment and by the time you get one it's too late. The reception needs more sympathy. I was a bit late for my appointment so I missed it. They told me I would have to come back another day. I'm a carer and sometimes I find it difficult to get here in time.</p>	1