

# East Harling and Kenninghall Surgery Feedback

## April 2024

In April 2024 we visited East Harling Surgery to speak with patients about their experiences with local health and social care services. We were also invited by Kenninghall Parish Council Luncheon Club to speak with their attendees about their experiences. In this report we have also included feedback for the surgery received in April online and through our helpdesk from those who were unable to attend our visits.

In total we received 40 reviews for the surgeries. The reviews have an average star rating of 1.9 out of five.

Most people we heard from were very frustrated with the care that they were receiving from their surgery. There were concerns raised about not being able to make appointments, misdiagnoses, and staff shortages.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).



ID	Branch	Title	Review	Rating	Source
236270	East Harling Surgery	Pharmacy is extraordinarily helpful	The dispensary are always extraordinarily helpful. I've gone in with various ailments and they've always sorted me out.	5	Engagement Team
236320	East Harling Surgery	It used to be wonderful	It used to be wonderful but has gone down hill, the wonderful people who looked after us have left. There is a lack of staff doctors, you always end up seeing a locums which is not good for follow up, one or the partners only does paperwork and doesn't see patients. The reception staff are very good and try and help out the best they can.	3	Engagement Team
236228	East Harling Surgery	Thinking about registering with my old surgery	I've been trying to get an appointment and I think I'm going to end up in A&E. I almost passed out driving on the motorway and I still can't get in to be seen. I can't be on the phone all morning because of work. I also tried to get help for a respiratory issue a few months ago. The pharmacy is great, they do their best, all the staff do. It's just difficult when you can't get more staff. I'm thinking about registering back with my old surgery as I'm also in their catchment area. I prefer that you can email them and be called back from there.	3	Engagement Team

236226	East Harling Surgery	A lack of sensitivity	I recently had an appointment which I booked face-to-face. I got a locum but he was quite good and listened. I've previously been told I was pre-diabetic but I wasn't. Reception can be quite blunt with not much empathy, they should be retrained in interpersonal skills. You shouldn't be asked to say out loud what the problem is, you should be able to write it down. There's a lack of sensitivity, if they tidy up the edges they would be more approachable. People often get told to use 111 or got to Kenninghall and they can't get there, or 111 put you back to your GP.	3	Engagement Team
236224	East Harling Surgery	I was told my stroke was vertigo	To tell you the truth they're awful. I came here and was told it was vertigo which I knew was wrong so we went to A&E and they told me it was a stroke! I'm fed up of here, it's run by idiots. It's slightly better than a year ago, you can get through quicker and I did get an appointment. But you can't get through to cancel then they moan people miss appointments.	3	Engagement Team
236222	East Harling Surgery	Muddled experience	It's a muddled experience. Good staff but it's a job to see a doctor, I don't use the phone as it's a big queue. It's always a while but when you see them they're good.	3	Engagement Team
236220	East Harling Surgery	The system is zero stars	The system is shot, it's zero stars. The staff do an excellent job, the staff service I can't fault but the system is awful. I had a blood test in January and 8 weeks later I was told there was an urgent issue that needed medication! When you call you can be number one in the queue but an hour later still on hold. And you can't get through on the phone to cancel appointments.	3	Engagement Team

236116	East Harling Surgery	Staff are lovely but there is not enough of them	<p>Staff are lovely when you get to talk to them and will do anything they can to help and are polite. But, there is just not enough of them and they can not cope with the demand. They have told us that they should only have 5000 on the books but have 9000. It's very frustrating if you are going through ongoing treatment and the hospital tell you, you need blood tests and injections on certain days, as you can not book in too far in advance and you have a job getting in when you need it. They had to get a nurse out of retirement to help out. I did have a doctor booked in to do an injection but he got someone else to do it as he didn't feel confident in doing it so managed to get someone else to do it. It's the partners making things difficult which is why people leave.</p>	3	Engagement Team
236019	East Harling Surgery	Been with this surgery since 1996	<p>In the past I have always liked this surgery, I have been coming since 1996. It's is now hard to see a doctor though. I like all the people but it has gone downhill and there is no continuity in care. I am a carer for my wife and it sometimes feel like they have forgotten about her. I personally felt that seeing a nurse is not the same as seeing a doctor as they only look at the one thing not the overall picture. I do understand that there is a limit to the amount of people they can see, but I just do not have the confidants in them I once had. I used to be able to phone if I was worried and a doctor would call me back that day but they just doesn't happen any more.</p>	3	Engagement Team

			I find myself leaving things I should really should get checked out but just can't be bothered to go through the hassle of trying.		
236240	East Harling Surgery	Made to feel like I am over reacting	<p>Had a blood test yesterday which was great, in and out no problems but I did have to wait 3 weeks for that appointment. I have been having on going issues for a year, I was on iron tables and I had a blood test, I rang for the results and the receptionist told me they were clear and that was it. I thought about it and rang back to say why am I still taking the table then, they then said they would ask the doctor and they came back and said to stop taken them, I really wanted to talk to a doctor about it but couldn't. One of the male doctors just told me as you get older and have children lady problems get worse and there is nothing to do. I am 35. I was just made to feel like I am over reacting and it makes me doubt myself, no one cares.</p> <p>I did speak to a female doctor who has referred me to the hospital. I had been having very bad headaches and booked an appointment to talk about them but I don't know if it is linked to my other problem but they will only let me talk about one thing.</p> <p>I even struggle to get appointments for my 6 year old son who has been having ongoing earache since the start of the year, he just keeps getting on after the other, I tried to get an appointment and was just told to go to the walk in centre, he is 6 and in pain and I have a younger child that would have to come with us, how is that supposed to work, the earaches are so bad we have ended up at</p>	2	Engagement Team

			Bury St Edmunds hospital in the middle of the night. I guess on the whole when you are there they are polite enough.		
236229	East Harling Surgery	Dismissive doctor, referral not sent	It took a long time to get an appointment, I had to try for four or five days before I got in. Then I got a locum who was quite dismissive. I was seeing them for significant pain. I asked for a referral to a back consultant which they agreed to but which wasn't done. I'm having to finance private treatment to make it gets done as I need to be able to work. The reception staff are lovely but not the medical staff.	2	Engagement Team
236227	East Harling Surgery	Very difficult to get an appointment	It's very, very difficult to get an appointment. I usually phone and it takes too long to get your illness treated in time. Last time I saw a doctor and they sent me for blood tests and ECGs. I had my blood tests five weeks ago and no results yet! I've spoken to reception and they don't know my results either. It's a bit of a problem because you don't see the same doctor. The pharmacy is brilliant though.	2	Engagement Team
236118	East Harling Surgery	Where are the doctors?	Where are the doctors because they are never here! I had a text to say I needed to see a doctor urgently. I managed to get an appointment within a week of the text which was surprising, the Dr I saw was very dismissive, I walked in and she abruptly said "why are you here?" when I said I am not sure you text me but it may be due to an ongoing condition she said "I suppose I better look at you then" she checked me out and rudely said "well it's not that bad and not urgent you will just have to live with it" and made	2	Engagement Team

			<p>me feel like I was wasting her time. I have been living with the condition for a long time and since September 22 I have been on a waiting list to see a consultant , I phoned the hospital and they could not tell me where on the list I was and that even after I have seen a consultant it would be an 18 month wait for treatment. I just have to live with being really uncomfortable.</p>		
236113	East Harling Surgery	It's not as good as it used to be	<p>In the past it was very good but now we find it nearly impossible to see a clinician. If you phone in the morning all the appointments have gone, I have tried to get an appointment today and there is nothing for 3 weeks and then you can't book beyond that.</p> <p>We have private health insurance but we can't claim on it without a referral from the surgery. We saw an advanced practitioner who said he was going to refer my daughter so I went ahead and booked her in privately only to get a text later to say that he had changed his mind.</p> <p>You also get conflicting information, I paid privately for my daughter to have her chicken pox immunisation, one person said they could not update her red book and someone else has just done it.</p> <p>We have resulted to ending up in A&amp;E and the walking centre. We are trying to take the pressure off the system by using our private insurance but without the referrals we can't .</p>	2	Engagement Team

236878	East Harling Surgery	Query urine infection	<p>Asked to supply urine sample and blood found in urine. I suffer from kidney stones and awaiting one passing. Told this to the receptionist. I had frequency and pain on urinating. Going on coach holiday so was concerned. No opportunity to speak face to face with a nurse or doctor even though the instruction from Norfolk and Norwich Hospital was to visit my GP with any problems while waiting for further scans. With a coach holiday imminent it would have been reassuring to speak with someone other than the receptionist. The receptionist was helpful but contacting them by phone very poor and in the end I made two personal visits to the reception to get information. I was in discomfort with frequency of urination and felt that an infection was imminent and was concerned about my forthcoming holiday. In the end we ran out of time and I had to accept that I could get no more help. It was Friday pm. Late that night I passed a kidney stone. I am reporting this on the following day, a Saturday morning. I am hoping that any inflammation caused by the stone will not result in a further infection and feel that the lack of a nurse practitioner to see me or indeed a GP was very unfortunate. I go on holiday on Monday with my fingers crossed.</p>	1	Website Feedback
236303	East Harling Surgery	It is now impossible to get an appointment to see a clinician	<p>Everyone has to ho on a waiting list for any kind of appointment. Also reviews of medication are not taking place. There are only locums at the surgery now. The partners are never there. I don't think the main partner has seen a patient in years but he still takes money out of the practice. Money which could be spent on patient</p>	1	Website Feedback



		or get a blood test.	care. I understand the CQC may be likely to carry out a full inspection but no date as to when that will be		
236232	East Harling Surgery	No doctors on site either here or Kenninghall	I was away and didn't know I had an appointment, I got home and had a message to say I'd been removed from the waiting list. I've spoken to reception today and they did apologise. What I was trying to sort out was the problem of some of my regular medications being removed from my prescription. I don't need it all the time but when I flare up I need it quickly so I want it kept on. They said they'd sort it but it got taken off multiple times and the problem is that many times there are no doctors on site either here or at Kenninghall. One of the regular GPs is on a sabbatical. You shouldn't have to complain to be seen but you're fobbed off all the time.	1	Engagement Team
236231	East Harling Surgery	It's worse than last year	I have ongoing health conditions which need monitoring and treating since being hospitalised for three weeks last year. I've had to really push for my healthcare to be looked after. I'm capable of chasing things up and speaking out but what about people who can't? There's no continuity of care as you don't see the same doctor. The last one I saw hadn't even noticed one of my health issues means I have to be careful what medication I take - he gave me one that's dangerous for me. I drove back down for a second opinion and was told it was ok as it's a low dose as long as they monitor me which I don't believe they will without me reminding them. You also	1	Engagement Team

			<p>get conflicting advice from different GPs.</p> <p>I'm having private tests for some of my conditions and the results are sent to the surgery but the doctors don't read them.</p> <p>They have a wait list system but you're not given a date, you're contacted on the day or the day before which is no good for people who work. I'm waiting for a blood test which I need to stop taking my medication for one week beforehand so it's no good telling me with 24 hours notice. I've flagged this but I don't feel confident they'll do it properly.</p> <p>The dispensing staff have changed and don't check before they give you the medication and I have had queries. I check it myself now before I leave.</p> <p>One positive is that appointments run on time when you can get in but you can no longer say the service is good once you're in. It's got worse than last year.</p>		
236221	East Harling Surgery	It's the worst	Used to be the best in the area, now it's the worst. I'm on the waiting list but I don't think my condition is something that should be waiting that long - I'm under the hospital for serious illnesses.	1	Engagement Team
236115	East Harling Surgery	They lose too many good staff	<p>The reception staff are polite and friendly when I popped in today but they lose too many good staff.</p> <p>Been trying for an appointment for 6 weeks. I missed a call back and told they would not phone me back.</p> <p>I have come down today but can't get an appointment for 17 days but I can't book that one as I am away but I can't book it for when I</p>	1	Engagement Team

			am back as that is too far in advance and their books are not open for then.		
236111	East Harling Surgery	Feel like I am not listen to	<p>2 years ago they were brilliant with my husband when he was dying of cancer, but now is totally different.</p> <p>I came in as I am not doing well since my husband has gone, I have lost weight and I am worried there is something wrong with me. I got an appointment and they just looked on the computer and said your blood in November were fine, just take the antidepressants, they were very dismissive and didn't want to know that I didn't want to take them.</p> <p>I feel like I am getting nowhere fast, you phone in the morning and all the appointments have gone, I feel like you are not listened to and you never see the same doctor twice, you just can't talk to anyone.</p> <p>I had an appointment to see a bereavement specialist here but after waiting over an hour and not being called in I checked with reception and they said, he's not here, we forgot to text you to let you know.</p> <p>I feel so let down.</p>	1	Engagement Team
235929	East Harling Surgery	Refused to be seen by the doctor	<p>On Monday, 25th of March I was very poorly with a chest infection and knew I needed antibiotics – I rang at 8.30 but by the time I got through all the face to face appointments had gone – I was advised the doctor would call me – I had a quick shower to try and feel better and during that time the doctor rang – approx. 9.15 – as</p>	1	Helpdesk

			<p>I live so close to the surgery I quickly went over but was told that the doctor would only try and ring once and I would have to try again the next day. I went home and called 111 – they were extremely helpful but said through surgery opening hours they could only direct me back to there – they advised to go back and say I needed to be seen within the hour – this I did but was told the 111 information had gone to the doctor and he would call me – by 3.30 I still had not heard anything – I called 111 again as I was feeling very unwell and they called the doctor while I was on the phone. I received an appointment for 5 minutes time – went straight back to the doctor but as I walked through the door a cancellation of the appointment came through on my phone and another one saying the doctor would call me. As I was in the surgery I spoke to the receptionist (a different one from the morning) and she was absolutely lovely – she said she didn't know why the doctor had cancelled the appointment and went in to see him to ask him to see me – there was no-one in the surgery waiting and there was no-one in with the doctor but she came out from his office apologising profusely and saying that he had refused to see me and would call. This is despite 111 saying it was urgent that I was seen and actually in the surgery????!!!!</p> <p>He eventually called at 5.20 and the call lasted about 2 minutes if that and he prescribed antibiotics – in the past I have always been prescribed a steroid puffa as well to help with the breathing but he did not give me a chance to ask or talk about anything. I am still</p>		
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			short of breath and coughing now but cannot cope with the thought of trying to go back.		
235257	East Harling Surgery	called at 8:31 and no appointments	I am autistic and have adhd. Making phone calls is difficult as it is. I popped into the surgery two weeks ago hoping to book a non-emergency appointment at some point in the future. The receptionist was hostile and patronising, telling me my only options were to call at 8:30 (when I am always driving my kids to school) or go to Norwich to the walk in centre (which I would find difficult to access for a number of reasons) and I walked out crying. Today I finally called at 8:30 as the kids aren't at school after waiting weeks for the chance to do so, and there were no appointments at 08:32. I kept trying and still at 9:30 the phone just says no appointments available and there is no option to speak to reception. My whole family needs to see a dr for one reason or another and it's just impossible to see anyone. At one point I was even advised to get the toddler to call in for me whilst driving!	1	Website Feedback
236269	Kenninghall Surgery	1 star for admin, 5 stars for medical and pharmaceutical	I needed GP confirmation of my health condition for my travel insurance, this took eight weeks to get which was three weeks after the deadline date. They called me while I was away which I didn't answer as I didn't have roaming calls. On my return I asked about the calls at reception and they denied the practice had rang me but I showed them the call log on my phone. The receptionist questioned why I wasn't taking elements of my medication (read from notes on my record), I'd received conflicting advice about this	3	Engagement Team

			from a doctor. I then saw a brand new GP who was thorough and gave me the answer to what I should be taking. I'd give the surgery one star for the admin side but five stars for the medical and pharmaceutical team.		
236262	Kenninghall Surgery	An impossibility to see a doctor	<p>A few weeks ago I phoned and was third in the queue, 40 minutes later I was still third! It's an impossibility to see a doctor so you don't even ask. I asked to see a nurse, none was available so I was put on a waiting list to see a healthcare assistant. I was in agony. I was called that evening and given an appointment for the next day, a Saturday, in East Harling. I saw a nurse practitioner who wanted to give me antibiotics but couldn't prescribe, there was no GP there so the paramedic did.</p> <p>The nurses, paramedics and healthcare assistants are all fantastic and hold the place together. The weakest point is the doctors as they're not doing their part. There's no continuity of care, the locums are good but they're different every time. The GPs seem like they don't want to work. They are quick to do hospital referrals though.</p>	3	Engagement Team
236230	Kenninghall Surgery	They need to make more use of technology	The practice has problems with people not turning up for their appointments but they say that you can't get through on the phones to cancel them. I have seen that they can sign up to have a messaging system that lets people message in to cancel appointments which I am sure would make it easier for people and result in less missed appointments. You can message dispensary	3	Engagement Team

			<p>but not appointments, it just be faster and benefit everyone, it would also mean there was a written record.</p> <p>There is an endless queue on the phone and the hold music is grim.</p> <p>I could complain about the surgery but I would rather give solutions.</p>		
236237	Kenninghall Surgery	We don't have any primary healthcare here	<p>I don't feel like we have any primary healthcare here. A few weeks ago I tried to tell my GP the steroids weren't working but I couldn't get a call back as there were no doctors on site. I was directed to the walk-in. I've only seen a GP once in two years and I've got long-term, complex health conditions. You get calls. I'm worried the lack of face-to-face contact is meaning illnesses and abuse is missed. Sometimes people need to talk things through with their doctor which isn't just about the issue they booked in with, it's everything all together. A doctor or nurse could pick up on other illnesses or problems by seeing somebody in-person. It's not holistic and it's quite dangerous, calls don't give that care.</p> <p>Some of the staff - reception and haematology - try very hard.</p>	2	Engagement Team
236235	Kenninghall Surgery	Their equipment is rubbish	<p>Waiting times for prescriptions are not good, the girls work hard but the system doesn't work. The previous practice manager changed it from doing the prescriptions every two days to five. I'm fed up with it so I'm going to use an online pharmacy.</p> <p>I've had two ECGs at the surgery which indicated a heart condition but when the hospital checked they said there's no problem, the</p>	2	Engagement Team

			<p>surgery's equipment is rubbish and inaccurate.</p> <p>My monthly blood tests have been moved to three-monthly but you can't book that in ahead. I have to wait until three weeks before.</p> <p>The place isn't cared for. There's paint peeling, potholes, out of date notices.</p>		
236223	Kenninghall Surgery	Why are there no doctors here	<p>Since Covid all the doctors seemed to have disappeared, one of the partners only does one day a week here.</p> <p>I actually went private for an operation but it was delayed as there was a long wait for the paperwork to be sent by the doctor. My consultant changed my medication but the Dr gave me the wrong one.</p> <p>I was in the waiting room the other day and someone came in looking very distressed and unwell and he was just sent away as there were no medical staff on site, how is that right?</p> <p>I was told to do a sample and take it in, did so only to be told it's the wrong one and needed to be down along side a blood test.</p> <p>I picked up my prescription, checked it in my car before I left and it was wrong, took it back checked it again and it was still wrong. The dispensary is in chaos, there are bags all over the floor, no order and is a complete mess.</p> <p>They are hiding behind this waiting list system, over a month for a blood test.</p> <p>The car park is also dangerous, there is so many deep potholes, I have nearly fallen walking from my car to the surgery.</p>	2	Engagement Team



			<p>It's impossible to get through on the phone so I have given up trying and just walk down there.</p> <p>The reception team go over and above to try and help, but they are at their wits end and it is not their fault.</p> <p>It feels like the practice is missing someone with their finger on the pulse in on a daily basis who can make changes and see what is going on.</p>		
236318	Kenninghall Surgery	I would of not have ended up in hospital if I was given the right meds	<p>I had a procedure done in January this year and in the February I saw a young nurse who worked out there was something wrong with me.</p> <p>She told me to take in a sample the next day, I then spoke to the doctor who just told me to carry on taking the medication the hospital had prescribed, I told him I really didn't feel right, I was dizzy and could tell I was having sensory problems. Was still bad a week later and spoke to the Doctor who just said I thought you would be better, he did not offer any other medication. The next day I was found by friends in a very confused out of it state. They phoned the surgery and there was nobody there medically trained that could speak to them so they were told to phone 111. They managed to get through to my GP who told them to send a paramedic and I ended up at the N&amp;N. When I was discharged the Dr phoned and asked for a sample, I took it in but they sent it off without any information and it got lost.</p> <p>I feel like if the doctor had got it right or if he had checked in on me I would not of ended up in hospital or needing the NEAT care when I</p>	1	Engagement Team

			was discharge and a whole lot of money could of been saved. I have almost given up trying to get an appointment for anything any more, which is dangerous as I have an ongoing long term condition.		
236255	Kenninghall Surgery	No confidence in the surgery	I was having symptoms for months which would have flare-ups but the condition was unknown. I took an article in to the GP which talked about an illness that matched all of my symptoms but he dismissed it, he wouldn't even look at it! I have no confidence in the surgery so I went private and they realised it was my medication causing problems so they changed it and things are improving now. The paramedics, nurses and healthcare assistants are really good. The previous practice manager used to publish in the village magazine and it would be good to see this continue.	1	Engagement Team
236998	Kenninghall Surgery	No continuity of care	It doesn't seem that there's permanent GPs at the practice. There's no continuity of care anymore. I had a persistent cough and then a rash which was later diagnosed as shingles. I called and couldn't see a doctor so I called 111 who arranged for a doctor's phone appointment. By 5.30pm I hadn't had a call so my wife went in to the surgery where the receptionist was extremely helpful. It transpired that the duty doctor had changed the 111 message from 'must call today' to 'must call within three days' which is why I wasn't contacted.	1	Engagement Team

236268	Kenninghall Surgery	Urgent cardiology referral not sent	<p>My husband can't be here today as he's too ill but we wanted to let you know what's happened. In 2021 he was suffering with severe breathlessness and over three months he was given four lots of antibiotics which didn't help at all. I eventually took him to hospital where they diagnosed a heart condition and fitted him with a pacemaker. In January this year his breathlessness was very bad again, and again he was given antibiotics and steroids which weren't the right thing for him. He ended up having a CT scan at the NNUH where they found that his breathlessness wasn't anything to do with his lungs, it was because his heart is enlarged to one and a half times the size it should be. The hospital asked the GP to make an urgent referral to cardiology. This was not done. I asked last week for a copy of the referral letter which was then produced on that day, not accurate and not marked 'urgent'. I have made a complaint to the practice, the CQC and the Parliamentary Ombudsman. I can't understand the CQC haven't visited the practice since 2016 even though myself and many others have made complaints to them. It feels like it's going to take a death before anything is done.</p> <p>I've been number one in the phone queue and still number one almost two hours later. Nobody is going to hold on that long to cancel an appointment if they need to.</p>	1	Engagement Team
236266	Kenninghall Surgery	I dread relying on them for	I had a phone appointment where the call tone went off twice and then they hung up! Is this what they count in their figures as people missing their appointments? I dread the thought of relying on this	1	Engagement Team

		anything serious	lot to refer me for anything serious. I feel that the partners don't give a toss. When I registered in 2020 I asked for a new patient check and was told they don't do them. They're mandatory and should be done. It's important to me as I've previously had serious unknown conditions picked up through these checks. Other new patients could be missing out on having things picked up by not having these. They also don't do electronic prescriptions which means you can't get anything sent to you if you fall ill in a different part of the country.		
236193	Kenninghall Surgery	No appointments No Follow ups. No Doctors not enough staff. Terrible service that's hit rock bottom.	Blood pressure high 2 years later and no better. Struggle to get appointment and they don't follow anything up have to keep chasing to get things done and still takes forever.	1	Website Feedback
236241	Kenninghall Surgery	8 week wait only to have appointment cancelled	I booked an appointment with a specific doctor 8 weeks in advance only to have it cancelled 2 days before as he had to catch up on paperwork. I am a carer for my husband who has lots on ongoing health problems and is disabled. I had booked to see this doctor as he knows him and I don't have to start at the beginning, was offered to see a locum but that really would not work for him so my only option was to go on a waiting list of over	1	Engagement Team

			<p>200 people. I now have an appointment for him on Friday (fingers crossed) 10 weeks from the first attempted of booking an appointment.</p> <p>There just seems to be so many rules now, everyone has to phone at 8.30 there is no sit and wait. It used to be so much better. The doctors are just not here, we have been told one of the partners is working in Wymondham and for Ill, how is this right when he is needed here.</p> <p>There is an overall lack of staff, and they just don't seem to stay. The diabetic nurse has left.</p> <p>I will say the front of house staff are nice and helpful, both the pharmacy and reception team are friendly but they are restricted in what they can do.</p> <p>There is no support for me as a carer.</p>		
236238	Kenninghall Surgery	Chance of getting an appointment is nil	<p>Chance of getting an appointment is nil, phoned yesterday and they said it would be months! Was just referred to the walk in centre.</p> <p>Asked if there was anyone at all I could see and was told I could see a physio as it was the only person I can see, I don't think it is the right person but it gets me through the door.</p> <p>It is very hard to get through on the phone.</p> <p>I was on the PPG but none of the medical staff ever attended meetings and I wasn't even told about the last meeting, think that it has now collapsed.</p>	1	Engagement Team

			<p>The partners are never anywhere to be seen and they keep recruiting people but they just don't stay.</p> <p>Over the last 4 years it has got worse and we are worried about our health as what are minor things which could be symptoms of bigger things are just not being looked at, there is not chance of catching something early. It's scary.</p>		
236236	Kenninghall Surgery	Need regular blood tests and injections and struggle to get them booked	<p>I need to have a blood test every 28 days and an injection every 3 months, this is due to treatment I am having at the hospital. I rang to make the appointment only to be told I couldn't but could be put on a waiting list, after a week on the list and still no contact I have to go in and sort it out as I need them done for my hospital appointments.</p> <p>You are lucky to see a doctor as one of the partners only does a day in each surgery and my named doctor doesn't see patients and hasn't since Covid! They are taking public money for us being on their books but not seeing us, how is that right.</p> <p>One my first appointment to have the injections last year there was a nurse but they did not have the injection.</p> <p>They had a phlebotomist who was very good, she did leave but came back to help out.</p> <p>One of the receptionist is very good.</p> <p>I have been first in the phone queue before but it has still taken 25 minutes to get through.</p>	1	Engagement Team

236234	Kenninghall Surgery	I'm living a half-life	<p>I've been waiting three months for an appointment to discuss HRT. I paid privately to see a specialist who recommended the treatment but can't prescribe it. I had to go on a waiting list and meanwhile I'm living a half-life as I don't sleep and I've got other symptoms. It's so frustrating as it only needs two minutes for somebody to agree to it yet I've got to wait all this time. They told me there's only one person who deals with HRT. Well maybe they should train more of them!</p> <p>The surgery runs on temporary staff, nobody lasts. It's impossible to get an 'on the day' appointment for urgent things as I'm already travelling for work before the phonenumber even opens.</p>	1	Engagement Team
236184	Kenninghall Surgery	Absolutely disgraceful.	<p>Can not get through on phone. Never get to see a doctor always palmed off with a non GP. No continuity of care It seems like one partner is always away earning Meg a pounds doing private work. The other seen driving around in his Porsche. Pharmacy absolutely fantastic, do not know how they cope. Being interrogated by a receptionist in a corridor in full hearing of other patients, totally totally unacceptable!!</p>	1	Website Feedback