

Millgates Surgery

Feedback

August 2024

In August we visited Millgates Surgery to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for Millgates Surgery. The reviews have an average star rating of 3.9 out of five.

Millgates Surgery is a GP surgery located in Hempnall. They offer a variety of services including a COPD clinic, minor surgery, and an asthma clinic.

Healthwatch Norfolk Officers who visited Millgates Surgery noted:

There was a small carpark at the surgery which provided adequate space for the number of patients of the day. As well as managing their usual communications and duties, receptionists were also handling enquiries regarding a local road closure- helping to ensure visitors still had a means of access to and from the surgery.

Overall, people found the attitude and treatment provided by staff to be very good, however some users commented on the appointment system and that it was difficult to book one.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Service Provider	Department	Title	Review	Rating
243794	Old Mill And Millgates Medical Practice	Millgates Surgery	The nurses and doctors are all brilliant	I'm here frequently. I find it really good. They're really great. Reception staff are responsive. The doctors always have a follow up plan for you. Same day appointments are good but other appointments are a longer wait. The nurses and doctors are all brilliant.	5
243614	Old Mill And Millgates Medical Practice	Millgates Surgery	Can't fault it	It's all fine here but obviously difficult with the roads closed today! I feel lucky to have it all, and free medication. I can't fault it.	5
243613	Old Mill And Millgates Medical Practice	Millgates Surgery	I was really listened to	It's been quite good here the last few times I've needed appointments or prescriptions. I didn't have to wait long and I was really listened to. You do see different doctors but that's fine. Overall, I couldn't expect anything more.	5

243795	Old Mill And Millgates Medical Practice	Millgates Surgery	Very friendly	It's a good surgery. It's a shame it's not open every day of the week. It's okay for me as I can drive. They're very nice. Very friendly. It's hard to get appointments.	4
243793	Old Mill And Millgates Medical Practice	Millgates Surgery	I've never had a problem	It's fine. Normally when I ring up I can get in with appointments. I do get texts to remind me about things I find it alright. I've never had a problem. I see them when I need to.	4
243786	Old Mill And Millgates Medical Practice	Millgates Surgery	I haven't got a bad thing to say	In all honesty I haven't got a bad thing to say, really. The surgery could be open more. It would be a very bad thing to close it. Otherwise, I've never really had an issue. I phone for an appointment and take "the 8am gamble". We get texts, emails, phone calls.	4
243617	Old Mill And Millgates Medical Practice	Millgates Surgery	They're professional	My child had a follow-up today, we're trying to find answers to why she's still unwell. They booked us in when they gave me the last test results. They're professional and they're doing what they can. It takes a long time on the phone when you call at 8am and it's at a time when I'm trying to the children ready so it's difficult.	4

243616	Old Mill And Millgates Medical Practice	Millgates Surgery	Everyone seems accommodating	<p>It's a good surgery, everyone seems to be very accommodating. The problem is ringing up at 8am, you're usually 26th in the queue. Apart from that I can't criticize them - every surgery does the ringing up system. If you want to speak to a certain doctor it could be 5-6 weeks wait, or you work out what day they work and try to book on the day. Even with the nurse it's a long wait. The receptionists are usually really good, some will bend over backwards to help. They must be rushed off their feet!</p>	4
243615	Old Mill And Millgates Medical Practice	Millgates Surgery	Usually good	<p>It's usually pretty good, it seems to work well enough. It's a bit difficult to get a doctor but if it is urgent they will usually fit you in. Advanced appointments are so far ahead that I haven't tried to book one in for a long time.</p>	4
243612	Old Mill And Millgates Medical Practice	Millgates Surgery	You feel they're listening	<p>This surgery is brilliant, it really is. I've always managed to get an appointment or speak to a doctor. And of course having the dispensary here is brilliant. I have an ongoing issue and I don't mind a phone appointment if it's somebody I've seen before about it. You always feel they're listening not just staring at screens. The locum I saw here clearly read my notes which makes a big difference. I've never had any problems. The Poringland surgery is also good.</p>	4

243797	Old Mill And Millgates Medical Practice	Millgates Surgery	The care here is very good	You can't get an appointment here. They've been absolutely fantastic over the years but it's changed so much. The care here is very good. A lot of people miss the doctors here.	3
243796	Old Mill And Millgates Medical Practice	Millgates Surgery	Why isn't it always open?	When it's open, it's excellent. Why isn't it always open? They don't always answer the phone. My wife was desperate for medication and I had to drive to Poringland. The care is beautiful; it's excellent once you're in.	3
243791	Old Mill And Millgates Medical Practice	Millgates Surgery	Sometimes there is a delay	<p>Sometimes there is a delay in being able to get an appointment. There is a lack of continuity in seeing the same doctor. It's not satisfactory. Four days for a prescription is difficult, especially when the surgery is closed on a Thursday.</p> <p>I get texts but it's horrendous trying to get through on the phone. Often the appointments have been given out already. I often get appointments online. Things are improving slowly since C19. It's not the fault of the surgery, it's the liaison with the hospital.</p>	3
243787	Old Mill And Millgates Medical Practice	Millgates Surgery	The opening times could be better	My biggest comment is the difficulty in getting appointments, either getting through or getting an appointment before they've all gone. The opening times could be better.	3