

Old Mill Surgery Feedback



August 2024

In August we visited Old Mill Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for Old Mill Surgery. The reviews have an average star rating of 3.8 out of five.

Old Mill Surgery is a GP Surgery in Poringland. Upon their latest inspection by the Care Quality Commission in August 2017 they received a rating of 'Good'. In addition to GP consultations, the practice offers a number of services ranging from minor surgery to an asthma clinic.

Healthwatch Norfolk Officers who visited Old Mill Surgery noted:

There was a large car park with accessible spaces by the front door. The waiting room is spacious and light.

Overall, people seem to be satisfied with the care they receive at Old Mill Surgery, with people specifically praising the attitude and attentiveness of staff members. It should be noted however that some service users did have issues with the amount of time that had to be spent in a telephone queue in order to book an appointment.

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
243890	Old Mill And Millgates Medical Practice	Old Mill Surgery	I'd give them top marks	I've been coming here over 30 years. It's changed. We knew our doctors. Recently, I've got what I needed. I think they're brilliant. I'd give them top marks.	5
243630	Old Mill And Millgates Medical Practice	Old Mill Surgery	Excellent	My appointment was excellent, I didn't have to wait too long. You can always get an appointments, they're brilliant here compared to horror stories you hear! The staff are always helpful, there's no medical staff I've seen that I'd rather avoid. My children and grandchildren also use here and we're always saying we're so lucky. I've never felt rushed during appointments. It's so efficient how they run things like the flu vaccine clinics too.	5
243624	Old Mill And Millgates Medical Practice	Old Mill Surgery	Pleasant and helpful	We moved from out of the area and this surgery is excellent - the ease of getting appointments if you call when they tell you to, or you can come in and book. The staff are always pleasant and helpful. The only downside is that you start seeing a doctor and they leave. This happened twice in a year, but it seems to have settled down now.	5

243621	Old Mill And Millgates Medical Practice	Old Mill Surgery	They've improved	It was alright to get in for my last appointment. I previously felt they weren't listening which I spoke to them about and this has improved. It's generally better, all credit to the staff now. I've noticed there's been staffing changes behind the front desk which has meant an improvement in attitude. They're more active in their listening now, more responsive to people's needs.	5
243620	Old Mill And Millgates Medical Practice	Old Mill Surgery	Always able to get appointments	It's great here, I've always been able to get appointments. It's never crowded in there. I find the people are very good, they're all very nice. They also handle the flu clinics well.	5
243885	Old Mill And Millgates Medical Practice	Old Mill Surgery	I don't have any problems getting appointments	Excellent. I don't have any problems getting appointments. We get letters, texts, telephone calls. Recently I needed to see someone fairly urgently. I had tests but then I saw a different doctor. There was no continuity.	4

243631	Old Mill And Millgates Medical Practice	Old Mill Surgery	They're fine	My appointment today was fine. My blood test was quick and easy, I booked it myself in-person. The telephones need to be better! I was number 30 in the queue and it took an hour and a half. I'm quite deaf and I already feel anxious about talking so the long wait makes it worse. They could do with more staff so it's quicker to get through. Other than that they're fine.	4
243626	Old Mill And Millgates Medical Practice	Old Mill Surgery	Fairly good	They're fairly good really. The receptionists are very helpful and the nurses are quite good. The dispensary used to be brilliant, they're getting better again now but they don't seem to be quite as efficient as before. I only collected half of my prescription as I hadn't heard the nurse saying about the second item, and the dispensary staff didn't tell me I should have also had the other medication when I collected it. But overall, they're quite good.	4

243623	Old Mill And Millgates Medical Practice	Old Mill Surgery	No complaints	They're very good, no complaints at all. I've been seeing a nurse regularly who's always been good and friendly. The dispensary seems a bit understaffed but I always order in good time. There was a queue out the door recently which was unusual but it isn't unusual to have to wait - although today was fine.	4
243886	Old Mill And Millgates Medical Practice	Old Mill Surgery	If you can get your call in early then you can probably get an appointment	Overall I would say they've been brilliant most of the time but getting an appointment is a nightmare. If you can get your call in early then you can probably get an appointment on the same day but if it isn't urgent you wait four or six weeks. I'm lucky it's not too far from my house. The care is very good.	3
243884	Old Mill And Millgates Medical Practice	Old Mill Surgery	Getting an appointment is difficult	It's gone down I suppose. I've been here 26 years. One of the worst things is communication. We don't get told when doctors are leaving. Getting an appointment is difficult. You are hanging on. Once I was on the phone waiting for 40 minutes. I've seen a paramedic and a phlebotomist recently. For what I saw them for, it seemed appropriate.	2

243619	Old Mill And Millgates Medical Practice	Old Mill Surgery	Works as well as can be expected	<p>It's awful here because the government over the last 20 years has ran it down. They've dipped into the National Insurance contributions and spent it on other things. The surgery works as well as can be expected, which under the circumstances is not a lot. I've had desperate pains in my shoulder so I rang to see a doctor but I couldn't get an appointment. They put me through for a physio in a few weeks time. I was in a lot of pain so I rang up the Spire and paid privately. They prescribed me some pills and the next day the pain had gone. While I was there they looked at the blood test I'd had done here and said the problem with my shoulder should have been picked up from that. It's not their fault here, nobody has got time.</p>	2
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243628	Old Mill And Millgates Medical Practice	Old Mill Surgery	Shocked I could get an appointment!	<p>The appointment today was the first one I've been able to make in a long time. It's taken 3 months to get one because the queues are too long and sometimes I get cut off with my bad signal. The thought of making the calls is awful, you have to build up to it. Also it's hard because you're working. You take the day off, call, and you can't get one. Or you come and see the nurse who tells you that you need the doctor so you have to take another day off to come back. I was actually shocked I managed to get one today! It's the first time I've seen a doctor in about 18 months. I have another health problem I need help with but you have to pick your battles and choose one thing to deal with at a time. If I could afford to go private I would. Pre-Covid was a different way of working but they seem to be sticking to the way of working that came about during then and it's not fit for purpose.</p>	1
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