

Cringleford Surgery

Feedback



September 2024

In September we visited Cringleford Surgery to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the surgery. The reviews have an average star rating of 3.6 out of 5.

Cringleford Surgery is a GP practice located in the southwest of Cringleford. Upon their last inspection, the surgery received a rating of 'Requires improvement', from the CQC. There were around 22,240 patients registered with the practice at the time of the last CQC inspection in September 2023. Cringleford Surgery offers a variety of services including an Asthma Clinic and learning disability health checks.

Healthwatch Norfolk Officers who visited the surgery noted:

There was a spacious waiting area and ample parking.

Upon arrival, the receptionist took a long time to acknowledge us and her communication felt dismissive when she did speak to us.

Overall, people seem satisfied with the care they receive at Cringleford however many patients did note that it was difficult to get through on the phone when trying to make an appointment, and that it was challenging to be seen by a doctor rather than other healthcare professionals.

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
245591	The Humbleyard Practice	Cringleford Surgery	Today was good	It was good today, they were really friendly and so nice.	5
245586	The Humbleyard Practice	Cringleford Surgery	Today was good, but it's not always	Today was good, the nurse and the treatment all very good. However, sometimes it is not so good. It's difficult to get appointments with a doctor and I am not able to see the doctor as I need to. If you could get an appointment easier it would be good. Last time I came I couldn't see the doctor and the person I did see was unable to help and they had to speak to a doctor anyway to get a prescription.	5
245581	The Humbleyard Practice	Cringleford Surgery	The service today was good	I was seen quickly today and the service was very good. The nurse was kind and informative. The car park can sometimes be tricky. I live in Hethersett but because I can drive I don't mind going to Cringleford or Mulbarton.	5
245579	The Humbleyard Practice	Cringleford Surgery	Explained everything so well	The lady was really lovely and explained everything so well. Booking the appointment was easy. I prefer coming to the Cringleford surgery even though I live in Hethersett.	5

245565	The Humbleyard Practice	Cringleford Surgery	It's been okay today, it's been good.	It's been okay today, it's been good and I will give it a 5, although it's usually more a 4 out of 5. It's good if you can get an appointment with the GP you want to see and I do find it difficult to get to see the doctor I prefer. They know me and the GP says I can contact her and see her but when you speak to reception it doesn't seem to work like that. When I see my preferred GP they are so through. Dr Birks is excellent, she bends over backwards to help you.	5
245426	The Humbleyard Practice	Cringleford Surgery	Always there and very understanding	The atmosphere in the surgery is good. They are helpful and kind. The doctors are good, they are always there for you and they are understanding. I can usually get an appointment when I need one. I try on the phone first but if they are busy, it can take a while on the phone, I just pop down to the surgery and make an appointment in person.	5
245567	The Humbleyard Practice	Cringleford Surgery	I saw the physio who was very good.	I checked in on time but I had to wait for 10 minutes before I was seen. No one told me there was a wait and it would have been better if they had told me. I am a big fan of good communication. I saw the physio today and it was a very good experience. She was very informative, very pleasant and it was all good.	4

245326	The Humbleyard Practice	Cringleford Surgery	Difficult to speak to anybody	There is difficulty getting through on the phone to speak to anybody. I'm fortunate in that I live locally so I can come in. I had a call from a doctor asking me to call them back but I just couldn't get through. I went through the options system and left a message with my details but nobody called me back. I came in yesterday instead and they were pleasant and helpful. There seems to be a persistent shortage of staff. Having said that, when I have spoken to doctors or nurse practitioners they've always been marvellous - efficient and good.	4
245590	The Humbleyard Practice	Cringleford Surgery	It's a hassle getting an appointment	Today was fine because I had a regular check up, but it can be a hassle getting an appointment with a doctor. I needed an appointment recently but just couldn't get one. They need more doctors.	3
245336	The Humbleyard Practice	Cringleford Surgery	Told I have to book online	To get an appointment to see a GP is difficult. I thought it would be easy to come in and book but they've told me I have to book online. I'm not comfortable using online things. They've said I can't ring either, it has to be done online. When I want to see a doctor it's just not possible. I often get told to go to the other surgeries but I don't have transport so I have to find somebody to take me.	3

245335	The Humbleyard Practice	Cringleford Surgery	Incredibly hard to get appointments	<p>I would give 5 stars for my mental health appointments but 1 star for everything else. There's a huge issue with making appointments for general health. When you ring up they don't have the appointments, you have to go on the computer. It's quite a complicated system. It's incredibly hard to get one and you don't know if it will be in person or a telephone call. I've had to send in photos of things which I don't like doing. I don't want to tell the receptionist the details of my issue. I try to keep it broad as I want my privacy but they get quite stroppy with you asking lots of questions which I think a doctor should be the one to ask. I can't remember the last time I had a continuous doctor for a physical health issue. Covid completely changed everything. It used to be quite a smooth system. Now you don't feel part of the surgery any more, you feel like you're being a nuisance. My appointment today was good as I see the same doctor regularly for my mental health. When I've been swapped over in the past everything has been passed on. The doctor books these appointments for me and I feel I'm being well looked-after by her.</p>	3
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245334	The Humbleyard Practice	Cringleford Surgery	Difficult to see the right person	<p>My recent appointment was excellent because I insisted on seeing a fully qualified doctor. They wanted me to see a clinician again but I'd seen one in May about the same issue who didn't diagnose me or resolve my problem. It has been resolved now. I've been here 46 years and I see a difference for myself and my family. It's difficult to get past the reception area and I feel unsure whether I'm being referred to the right person. My experience recently was that you're not, you're being deflected to a non-qualified doctor. If you stick to your guns and see a qualified doctor they can diagnose you, so I am happy about that. I do understand the pressures. The biggest problem is that this used to be a village and now there's potentially 25,000 patients.</p>	3
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245330	The Humbleyard Practice	Cringleford Surgery	An absolute shambles	<p>Over the last few years it's been an absolute shambles and if it wasn't for the chemist I'd register elsewhere. I'm in my 80s with long-term conditions and I haven't seen a doctor for two years. I've seen nurses instead and I don't think they've been the right people to see. I don't feel looked after properly. The nurses are good and I'm sure they try but you have to wait a long time to see them when it's a doctor you're trying to see anyway! We get palmed-off to the other two surgeries as well where I haven't seen a doctor there either. It's impossible. There's a lack of communication. I'd taken my blood pressure readings for a week and handed them in but I didn't hear anything for three weeks. I came in and a very nice girl said if it's ok then you don't hear anything but I didn't know that so I'd been worried.</p>	3
245325	The Humbleyard Practice	Cringleford Surgery	Personally fine with here	<p>I had a positive experience today. I came in for some information which I've got and they're dealing with. Personally I'm fine with here, I'm lucky with my health. You do hear lots of people saying they can't get through to get appointments. Maybe slightly more reception staff are needed as not being able to get in may affect me in the future.</p>	3
245324	The Humbleyard Practice	Cringleford Surgery	Staff are always very nice	<p>My daughter's jabs today were better than last time as they didn't wait between injections, they just went for it instead of upsetting her twice. They contacted us for this appointment. For my own appointments it's hard to get one. You can't get through on the phone and the website cuts off after a certain time. The doctors and receptionists are always very nice.</p>	3

246290	The Humbleyard Practice	Cringleford Surgery	The GPs aren't providing the service you'd expect	<p>We've been sent here from Cringleford, we're fortunate that we have a car. It was a case of come here or not have an appointment. For about three months I tried going in-person to Cringleford to get my brother an appropriate appointment. About a month ago I was told we'd been booked with a pharmacist at Hethersett which is not the correct person but here we are so it's on record. I don't think my brother should have been diagnosed with Alzheimer's so I don't think he should be on the medication and the pharmacist won't be able to make that decision, only GPs can. My brother was only diagnosed from a brief memory test which didn't seem very reliable given that lots of older people struggle with memory. You can't get a blood test here for it like you can in Australia. In my opinion the GPs aren't providing the service you'd expect, they don't listen to the patient and I don't know where they are! The doctors at Cringleford also didn't listen to my symptoms. I was misdiagnosed and given antibiotics then antihistamines when actually I had full-blown Covid. They're not providing the service I would like to have and it can only get worse because of the houses going up, there are no more doctors.</p>	2
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245568	The Humbleyard Practice	Cringleford Surgery	Today was a waste of time	I saw the physio today and it wasn't their fault but today has been a waste of time. I saw a different physio in July and had x-rays and I received a letter to tell me the problem. However, when I saw the physio today as I was asked to do there was nothing on file for the physio to see. I was told the only thing she could do was to refer me back to triage. I've been left in the lurch and I don't know when I will be contacted again.	2
245589	The Humbleyard Practice	Cringleford Surgery	The receptionists seem very rude	The receptionists don't make eye contact, they don't even bother to look up and seem very rude. Someone I know has been reduced to tears because of how they were treated by the reception staff. I have found them very dismissive and not good at communicating with patients. You see signs which say Be kind to our staff or something like that but because of how they are I want to go in wearing a sign that says "Please be kind to patients".	1