

Mulbarton Surgery

Feedback



October 2024

In October we visited Mulbarton Surgery to speak with patients about their experience with health and social care services. From this visit we received 16 reviews for the surgery. The reviews have an average star rating of 3.6 out of 5.

Mulbarton Surgery is a GP practice located to the north of the village and it is a branch of the Humbleyard Practice group. Upon their last inspection in September 2023, the surgery received a rating of 'Requires Improvement, from the CQC. At this time there were around 22,240 patients registered with the practice. Mulbarton offers a variety of services including an Asthma Clinic and Learning disability health checks.

Healthwatch Norfolk Officers who visited the surgery noted:

The receptionist was very welcoming despite being busy handling calls and in-person patient enquiries.

Overall, people had a mixed experience of Mulbarton Surgery, with patients finding difficulties with booking appointments and being able to speak to staff via the telephone system. That being said, people seemed happy with the care that staff provided, once they were able to attend the surgery.

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 |
|--------|-------------------------|-------------------|--------------------------------------|--|--------|
| 247296 | The Humbleyard Practice | Mulbarton Surgery | The perfect experience | The perfect experience, as it is always. I've never had any problem. There is no problem getting an appointment; my daughter comes to the surgery. She is my guardian. There is no problem with the care. I get attention when I want attention. | 5 |
| 247283 | The Humbleyard Practice | Mulbarton Surgery | They keep me alive! | I had a great appointment, they look after me well. They keep me alive! | 5 |
| 247280 | The Humbleyard Practice | Mulbarton Surgery | Straightforward, pleasant experience | Today was a completely straightforward, pleasant experience and it's mostly like that. Cringleford is my usual surgery but it's no problem coming here as I drive, it's about the same distance. The healthcare assistant who saw me today said they'll contact me to book my next blood test as their diaries don't go far enough ahead. That's phenomenal! It will be so much better as I give up trying to book myself on the phone and I struggle to use the online system. I can go in but some receptionists aren't happy about that. The phone and online booking systems are a barrier so them contacting me is a really good, helpful thing. I'll give 5 stars for today, but it's 3 stars in general to balance out today's visit and some 1 star experiences I've had regarding the attitude of a receptionist at Cringleford. She doesn't have the same communication skills as others and makes things difficult. Another receptionist could respond with the same information but communicate it better. | 5 |

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| 247279 | The Humbleyard Practice | Mulbarton Surgery | Very good with my husband | They've been very good with my husband. I've learnt navigate how to access appointments. | 5 |
| 247277 | The Humbleyard Practice | Mulbarton Surgery | Polite and friendly nurse | I had a lovely appointment, she was very polite, nice, friendly and efficient. It was a diabetes review and she put me at ease. The nursing side of things is lovely but getting hold of doctors is 'difficult' shall we say. Because they're in a group you sometimes get sent to the other villages. It's OK as I drive but there's no bus routes so I don't know what I'll do when I get older. | 5 |
| 247297 | The Humbleyard Practice | Mulbarton Surgery | The treatment has been very good | They're great. The treatment has been very good. I know they are under pressure but the care has been good. Excellent. Getting an appointment hasn't been such an issue for us as the surgery contacts me about my blood tests. Our experience has been fine. | 4 |
| 247295 | The Humbleyard Practice | Mulbarton Surgery | Once you're in, the care is good | They haven't increased the size of the surgery. I try on the phone but it keeps you waiting. I come down here personally. You can get an appointment in about two weeks if you are prepared to travel. Once you're in, the care is good. They are very friendly. They listen. | 4 |
| 247282 | The Humbleyard Practice | Mulbarton Surgery | High praise for their response | I left a phone message two days ago to see if they'd received the hospital notes from an emergency visit over last weekend and nobody called me back. However I called yesterday and spoke to a lady I think is called Nicola and she couldn't have been more helpful. She's booked me in for everything and things have happened exactly how she said it would. She told me a doctor would call after 3pm and Dr. Collins called just after and I've had a blood test this morning. Dr. Collins has already written to the N&N to ask for a CT scan. It's difficult to speak to a human through the phone system but, as far as I'm concerned, I can't speak highly enough about the attention I've received from the receptionist, nurse and doctor. | 4 |

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| 247281 | The Humbleyard Practice | Mulbarton Surgery | First class | They're first class! They do what they're there for, if I need to see a doctor I see one or they book me in with a different type of worker and I'm happy with that. I mostly book through PATCHS. It's a bit long-winded so I understand it could be daunting for people who struggle with computers or reading. It works fine for prescriptions, I'm getting used to it. If you bear in mind the pressures they're under and the staff levels they have, they're doing the best they can. I think we should be tolerant and understanding, they always try to help if they can. | 4 |
| 247278 | The Humbleyard Practice | Mulbarton Surgery | It's good | I think it's good here. It is hard to get appointments by phone but if you come in and deal with them personally they're good. An improvement would be better access to appointments by phone. | 4 |
| 247288 | The Humbleyard Practice | Mulbarton Surgery | They are slow | It's very difficult to get an appointment. It's difficult to get through on the phone. Patchs shuts down sometimes. The surgery is understaffed. They are slow. They do triage appointments but often you have to wait. It's very difficult to get through. It's getting through the door that's the problem. Once you're in, the care is very good. | 3 |
| 247284 | The Humbleyard Practice | Mulbarton Surgery | System structure means people slip through the net | It's not a criticism but the system of only accessing same-day appointments by phoning on the day or having one in three or four week's time means somebody in-between is slipping through the net. My daughter's had a cough for six weeks so it's not an urgent appointment but also she can't wait another four weeks. I was told to go to the Walk-In Centre but it doesn't seem right to burden them with it. 16-18 year olds are also slipping through the net of primary care. Parents can't book appointments for them but it's not practical for them to do it themselves, especially if they're busy attending college classes for example. | 3 |

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| 247293 | The Humbleyard Practice | Mulbarton Surgery | The care isn't satisfactory | It's very difficult to get to talk to someone. There are hardly any appointments available. I tried to use Patches but it said to come into the surgery. It's not clear where to go for prescriptions. All it needs is a little sign. The care isn't satisfactory. They're just so busy. Sometimes I've felt fobbed off. I felt the receptionist today was rude. Just an acknowledgement that I was waiting would have been nice. It's those little touches in an already difficult situation that can make all the difference and could just push someone over the edge. | 2 |
| 247289 | The Humbleyard Practice | Mulbarton Surgery | You can't get to see a doctor | They're awful. They used to be wonderful but you can't see anyone now. You have to be on the phone at 8am for an hour! Patches doesn't work. You can't get to see a doctor. I can't get an advance appointment. It doesn't work for me. Now I want to see a doctor there is just no-one to see, ever. There aren't enough doctors. It's very depressing to know that you have to call at 8am and be on the phone for an hour. | 2 |
| 247292 | The Humbleyard Practice | Mulbarton Surgery | It's just gone downhill | There's no appointments. No staff. My daughter is pregnant and the surgery told her to go to the walk in centre! It's just gone downhill here. Even the toilets aren't very clean. It needs more staffing. | 1 |
| 247291 | The Humbleyard Practice | Mulbarton Surgery | It's poor | It's poor. Just trying to get an appointment is difficult. I have come in person as I can't get through any other way. Getting an appointment is a nightmare. I had an appointment which I wanted to cancel online but it wasn't clear how to do it so again, I've had to come in person. | 1 |