

# East Harling and Kenninghall Medical Practice Feedback



## June 2025

In June 2025 we visited both East Harling and Kenninghall Medical Practice sites to speak with patients about their experience with health and social care services. From these visits we received 16 reviews for the surgeries, 7 from East Harling and 9 from Kenninghall. The reviews have an average star rating of 3.3 out of 5. The average star rating for East Harling was 3.1 and the average rating for Kenninghall was 3.4.

East Harling and Kenninghall Medical Practice operates across two-sites. With GP surgeries located in the villages of East Harling and Kenninghall respectively. Upon their last inspection in June 2016, they received a rating of "Good", from the CQC. There were approximately 8,000 patients registered with the surgeries at the time of the CQC

report. The surgeries offer a variety of services including asthma clinics, minor surgeries and learning disability health checks.

Healthwatch Norfolk Officers who visited both East Harling and Kenninghall Medical Practice sites noted:

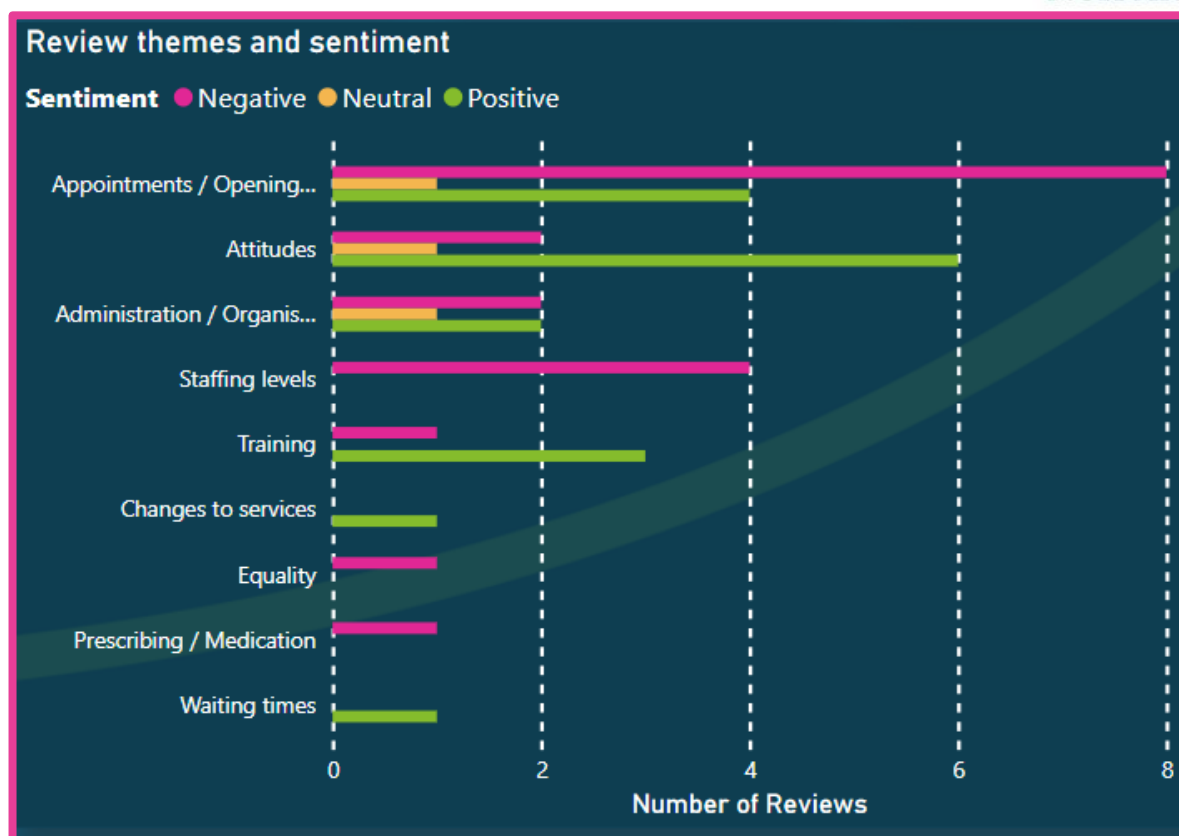
The Kenninghall branch has a large gravel car park. A pathway has been installed to increase accessibility for a variety of mobility needs.

There is a dispensary on-site however there was conflicting information displayed regarding processing time for repeat prescriptions. One poster stated patients should allow two days, the other stated five.

There are automatic doors at the East Harling surgery for ease of access.

Overall, people were somewhat satisfied with the care they received at East Harling and Kenninghall Medical Practice. Multiple people praised how polite and helpful staff were. However, concerns were raised about difficulties in securing appointments, particularly with a doctor, and a lack of continuity of care.

Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.



*Figure 1 – A graph depicting review themes and sentiment for the feedback collected from East Harling and Kenninghall Medical practices by the Healthwatch Norfolk Engagement Team*

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	Service Provider	Title	Review	Rating
260918	East Harling Surgery	I'm happy	It's alright, they're very nice and I'm happy with the advice I get.	5
260914	Kenninghall Surgery	Successful today	Today has been the most successful visit to a doctor in 4 years. They listened to me, and I have some next steps and treatments to try. It's got the universal problems that every where's got with not enough resources, but the new manager is fantastic and has pulled it round to about as good as it gets. They're so efficient now that there's nobody waiting here! We've learned it's best to ask to see 'somebody' and not insist on seeing a doctor. They'll find you somebody appropriate and refer you to the duty doctor if needed. They're all over-worked but we know this is a problem in a lot of places, even different countries.	5
260890	Kenninghall Surgery	Lots of positive changes	It's all good, brilliant! It's made a lot of positive changes in the last year. I don't have issues getting an appointment and the waiting list is an appropriate way to do it for fairness. overall good.	5
260802	East Harling Surgery	Never had any trouble	I have never had any trouble with the surgery and can get an appointment when needed. They have been very supportive while my husband has been in hospital. I find the staff to be polite and helpful.	4
260801	East Harling Surgery	Doctor good but long wait	I would give the doctor I saw today 5 stars, the member of staff on reception and the pharmacy are also very good. It is such a long wait for an appointment though. It would be so much easier if me and my family could book online as English is not our first language and we find making an appointment over the phone difficult as we struggle to understand due to the language barrier.	4

260913	Kenninghall Surgery	Good today	Today was very good but in general it's very poor. I had a helpful nurse who talked to us about what she was doing and why. It was easy to book but in general, you struggle to get an appointment. However, I can be seen easier now I have a cancer diagnosis. We've lived here three years and only had one tablet review.	4
260892	Kenninghall Surgery	Decent appointments in good time	They've always been good, and you get a decent appointment in good time. The receptionists were good when I needed an emergency referral. I've been here over 15 years, and you used to be able to see a GP but that's a big problem now, so I've gone private for certain issues. I have seen nurses here recently though.	4
260917	East Harling Surgery	Where are the doctors?	I've had several appointments with different clinicians cancelled. Where have all the doctors gone? I've worked and paid taxes all my life and I feel like I've been left on the scrapheap. We've lived here three years and only had one tablet review. My wife had to have blood tests to start her cancer treatment, and the nurse didn't know what to do, or anything about it at all to give us any advice.	3
260798	East Harling Surgery	Staff are good but a struggle to get seen	I think they are doing their best, but they need more staff and more staff. Because of the amount of new houses being built they just can't cope. I have been waiting nearly 2 months for an appointment to see a doctor and it is at least a 2 week wait to see a nurse. They are doing some Saturday clinics to try and catch up, but it is still such a long wait. When you see someone the staff are very good but is just such a struggle to get in.	3
260910	Kenninghall Surgery	Reluctant to speak to doctors	I'm here to pick up a prescription and I very rarely go to the doctors. In the olden days I appreciated seeing the same GP to build a good rapport, now I feel reluctant to speak to them. I've had dismissive comments about my	3

			<p>diagnosed MS and been berated for not coming in for a review when I've not been invited to or contacted about it in any way. I go private for a lot of things now. There's not enough capacity of GPs, it feels fragile, and they burn out. You get a flow of new doctors so there's no continuity. My husband's prescription used to be posted to him so I could collect it more locally but that's not possible now. Thankfully the extremely rude pharmacist has gone from here though.</p>	
260901	Kenninghall Surgery	Awesome staff, difficult to access appointments	<p>Generally speaking, the staff are awesome, especially the dispensary staff. However, it's difficult to get an appointment at short notice so there's an over-reliance on emergency healthcare. We tend to use the Out of Hours Service in Thetford. My daughter has complex needs so has open access at the hospital, we end up going there for minor things as we can't get her in here. The receptionists are pretty brilliant and do their best.</p>	3
260888	Kenninghall Surgery	Some lovely doctors but can't get in	<p>I've had toe surgery, and my toe is weeping, I've come in to get it treated and dressed but they can't see me. I'm not waiting at A&amp;E or the Walk-In Centre as my husband's getting pneumonia. Reception are going to try East Harling and let us know if they can get us in. I'm not usually one to pester doctors. Some of the doctors here are lovely but you don't see the same one.</p>	3
260916	East Harling Surgery	Disillusioned	<p>I am completely and utterly disillusioned by the management of this surgery. We lose out on all sides, we've been struggling here for years now and nothing changes. I've lived in the village for a long time, and you assume you'll have a safety net and you don't, you're left on your own. I don't think the care is there, it's missing at the top. The receptionists are doing the very best they can.</p>	2

260902	Kenninghall Surgery	Good luck with appointments!	Good luck getting an appointment, even for young children. I've rang at 8.30 and been told to take a one-year-old to the Walk-In Centre. The staff are lovely - especially at the dispensary, they're always charming. But it's bad at times when you need the help and it's not there, and there's new houses being built. Sometimes you're booked in at one surgery and told over the phone that it's at the other one.	2
260900	Kenninghall Surgery	Jump through hoops for appointments	I don't have any issues when I get to see a doctor but to do that is an absolute nightmare, you have to jump through so many hoops and then it's a six week wait. Recently my blood pressure was sky-high, the receptionist knew this, and it was still six weeks to see someone. They've got rid of the rude dispensary lady so that's good. Once you see the doctors, they are good, but you never see the same ones. The nurses are amazing.	2
260920	East Harling Surgery	Couldn't be seen for heart issue	I caught a virus and couldn't breathe, I kept phoning and phoning, but I couldn't get anyone and it took many times for me to get in. Even though I could hardly talk and couldn't walk far because I couldn't breathe. The receptionist was lovely, she spoke to the duty doctor and finally they phoned me back. I saw a doctor who was a star - they realised it was a heart problem and sent me to the hospital for an ECG. I was kept in for a week! I've always ran my own business and never asked for help, but I've been so poorly. Three consultants have sent letters to say it was badly managed. Last week I saw a lady here who was useless and looked at me like I was something off the bottom of her shoe. I wanted to know if my throat issues were due to my heart medications, but she kept talking about my HRT.	1