

Hethersett Surgery

Feedback



September 2025

In September 2025 we visited Hethersett Surgery to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the surgery. The reviews have an average star rating of 3.4 out of 5.

Hethersett Surgery is a GP surgery in the village of Hethersett. Upon their last inspection in September 2024, the surgery received a rating of "Good", from the CQC. At the time of the inspection, there were approximately 22,000 patients registered between the three surgeries that make up the Humbleyard practice (Hethersett, Cringleford and Mulbarton). The surgery offers a variety of services including cervical screening, diabetes reviews and first contact physiotherapy.

Healthwatch Norfolk Officers who visited Hethersett surgery noted:

- We observed reception staff resolving a complex patient issue effectively.
- The external door is heavy, not automatic and doesn't have a doorbell. An additional door to enter the reception area also isn't automatic. We observed several patients with mobility challenges or operating prams, struggling to open these, most sought assistance from other patients or ourselves. Reception staff advised they monitor the door or help patients through when asked.
- There is an on-site dispensary.
- The waiting area is slightly removed from the reception desk allowing a level of privacy.
- The car park is large and was observed to accommodate all patients who attended on the day.

Overall, people felt that the care they received at Hethersett surgery was adequate. Most people found staff to be friendly and helpful. However, many reported issues with accessing appointments, saying that the online system was difficult to use, there were long queues if people called on the phones and that either they were not able to get an appointment at all or had to wait multiple weeks to be seen.

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

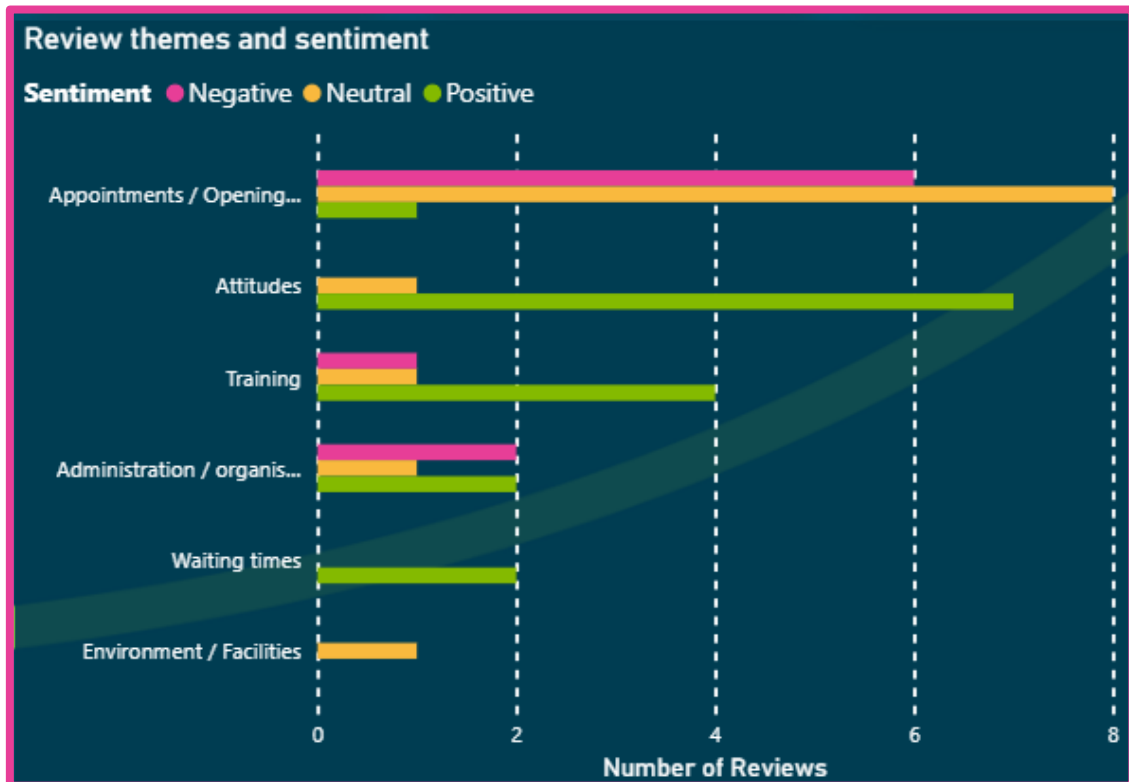


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Hethersett Surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"We completely understand the ongoing challenges patients face when trying to access appointments or reach us by phone. We're actively working on this and have made some positive changes recently, including successfully recruiting a new GP and moving from Patchs Health to SystmConnect.

"This change, supported by feedback from our Patient Participation Group, has given us an improved online consultation system with unlimited demand management, in line with the new GP contract. We actually chose to implement it early to make sure patients could submit forms during our core operating hours – as we know phone access has been a key issue.

"Our Patient Care Team continues to be fully hands-on during the busiest times, both face-to-face and on the phones, to make sure patients are seen by the right clinician or service at the right time. We do encourage patients with routine matters to use our online consultation system, as our dedicated team will review and respond with an appropriate appointment or advice."

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

ID	Service Provider	Title	Review	Rating
99301	Hethersett Surgery	Excellent	They're excellent! Friendly and helpful staff, they answer queries quite quickly and find out the right information. My appointment today was brilliant - on time and perfect.	5
99296	Hethersett Surgery	They look after me	I rarely come but when I do, they're very good and helpful. They look after me.	5
97521	Hethersett Surgery	When you are here it is five out five	When you are here it is five out five stars. The staff are great, and the service is great, and they are pretty efficient. However, getting hold of them is a different kettle of fish. I wanted to check my appointment time and online I couldn't work out how to do this and calling I didn't know which number to call. In the end I left a message on different answer services and eventually someone called me back, it seemed unnecessarily difficult. Every time I try to get in touch, I end up getting wound up. I would only give getting in touch one star out of five but overall, it's probably five once you are here.	5
99302	Hethersett Surgery	Nice staff, can't get appointments	It's lovely here. The doctors and receptionists are nice, it's clean and tidy. It's just the appointments that get my goat up if I'm not feeling well. You can't get them when you want one but that's normal everywhere. I try ringing up as I'm not good on computers.	4
99297	Hethersett Surgery	Better than before	It's better than it was. The receptionists are better, they're quicker to respond and more organised with their online systems. They're nice people. Local people seem happier and personally I am too.	4
97520	Hethersett Surgery	Usually fairly good.	It's usually fairly good and it has been today. I had an emergency appointment today with a PA as I was not able to see a doctor, but it	4

			has been fine. Getting an appointment is difficult and sometimes I think is it worth bothering them. Having to hang on the phone all morning or waiting for a call back. The call back is good, but it would be better if you could get through in the first place. An automatic door to get in the building would be quite nice, lots of people struggle with the big heavy door. Online is not great as you need to know how to do it.	
97518	Hethersett Surgery	Exactly what I expected	This visit was exactly what I expected. I waited a while to be seen, but I brought a book. It would have been helpful if it was clearer that I needed to check in on the electronic screen. No one told me to do this. The staff are very pleasant, although you don't feel that welcome.	4
99305	Hethersett Surgery	OK appointments	I saw a diabetic nurse, and it was OK. It was automatically booked for me, and I rearranged it for this afternoon. Once you get in to see somebody it's OK. They have quite a bit of trouble with communication.	3
99303	Hethersett Surgery	Complicated online form	It's not very good, it's hard to get an appointment or you have to wait a long while to be seen. I found online quite complicated to start with, it's easier to come in. It's not obvious where you need to click to get to the right thing, I'd done it all wrong and had to come in. They told me what I should have done, and it was totally different to what I'd thought! It feels like they want you to go online or go away. I called up and got an on-the-day appointment, I was in a queue but it did tell me what number I was so I could get on with other things. When you get to see a doctor, they're very good but usually you see a physician's associate instead. The two I've seen have been very good and they can liaise with the doctors if needed. The other good thing is	3

			that they ring you a few days later to see how you're doing and if you need another appointment. If you do see a doctor, it depends which one it is as to how well you get on.	
99294	Hethersett Surgery	Queues calling but good prescriptions	I don't use the doctor's a lot, but I saw one the other week and it went OK. He'd made the appointment for me. It's no use ringing in the morning as there's a huge queue of people, I don't bother with that, I come down and queue in person. The prescriptions are pretty good, it works well, no problems at all.	3
97517	Hethersett Surgery	I'm paying for the long waits on the phone	Today's appointment for a blood test was okay. I couldn't get to see a doctor, but they did ask me to get a blood test during a phone call. When you call the surgery there is a very long message and then you find you are about 25 in a queue, which you have to pay for. I did use the call back which is better. Why do they tell everyone to call at 8am it's obvious there will be queues. I'm paying for that call.	3
99299	Hethersett Surgery	Appointment delay	I've got an ongoing serious liver condition which I had concerns about, but I had to wait four weeks for an appointment. During the appointment it was found I needed an urgent referral to hospital. They won't pay for a CT scan, they're sending me for an ultrasound instead which I know won't show the problems, it's not what I need. They're hoping the consultant at the hospital will pay for the CT scan. None of this is the staff's fault, it's just the system. If they haven't got the time for their patients, they shouldn't be taking on more. If I could register elsewhere I would and that's sad as I've been here for 30 years.	2
99298	Hethersett Surgery	Room for improvement	There's room for a lot of improvement. It's not the staff, but the system they have for ringing up in the morning borders somewhere between	2

			absolutely appalling and diabolical. Four out of five times I've got cut off, sometimes when being transferred but also sometimes when I'm just waiting in the queue. Don't get me started on the online system, it's terrible! It's not user-friendly and I'm quite computer literate. It must have been designed by a geek and beta tested by a geek. Also, I need a mandatory medical note for my firearms license renewal, and it's cost me £150 for something that will probably take them five minutes. The receptionists were quite sympathetic.	
97445	Hethersett Surgery	You can't access care you need	You can't access a doctor or the care you need. The computer says "no" and on the phone you are told to call back. To the staff it seems you are an inconvenience, and they don't seem to have any empathy or compassion. You can ring Monday through to Friday and there is no guarantee you will get an appointment. Eventually you might get an appointment with a doctor, but it will be on the phone and when they call it can be inconvenient, you don't get a definite time. Another thing which I found very frustrating, the surgery phoned me and asked me to come for a COPD check. I explained on the phone that I didn't think it was necessary as I am under the care of the hospital and didn't see the point of coming to the surgery as well. On the day it was pouring with rain, I was soaked through and the nurse I saw told me I should not have come. It was a poor experience. They called me for an unnecessary appointment and yet I am unable to get an appointment when I need one. You have to fight to get what you need.	1