

Millgates Surgery Feedback



September 2025

In September 2025 we visited Millgates Surgery to speak with patients about their experience with health and social care services. From this visit we received 15 reviews for the surgery. The reviews have an average star rating of 4.3 out of 5.

Millgates surgery is a GP surgery in the village of Hempnall. The surgery offers a variety of services including diabetes checks, ear syringing and asthma reviews.

Healthwatch Norfolk Officers who visited Millgates surgery noted:

- There is an on-site dispensary situated next to the reception desk.
- The waiting area is bright with plenty of seating.

- The entrance door is not automatic but there is a doorbell for patients who require assistance.
- The car park is small and narrow, and we observed some patients having difficulty negotiating the space. However, there was ample parking available for those who attended on the day.

Overall, people were pleased with the care they received at Millgates Surgery. Many people reported that staff were friendly, polite and helpful. A few raised their concerns over rumours of a potential closure of the surgery and felt it was hard to get appointments with a doctor.

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

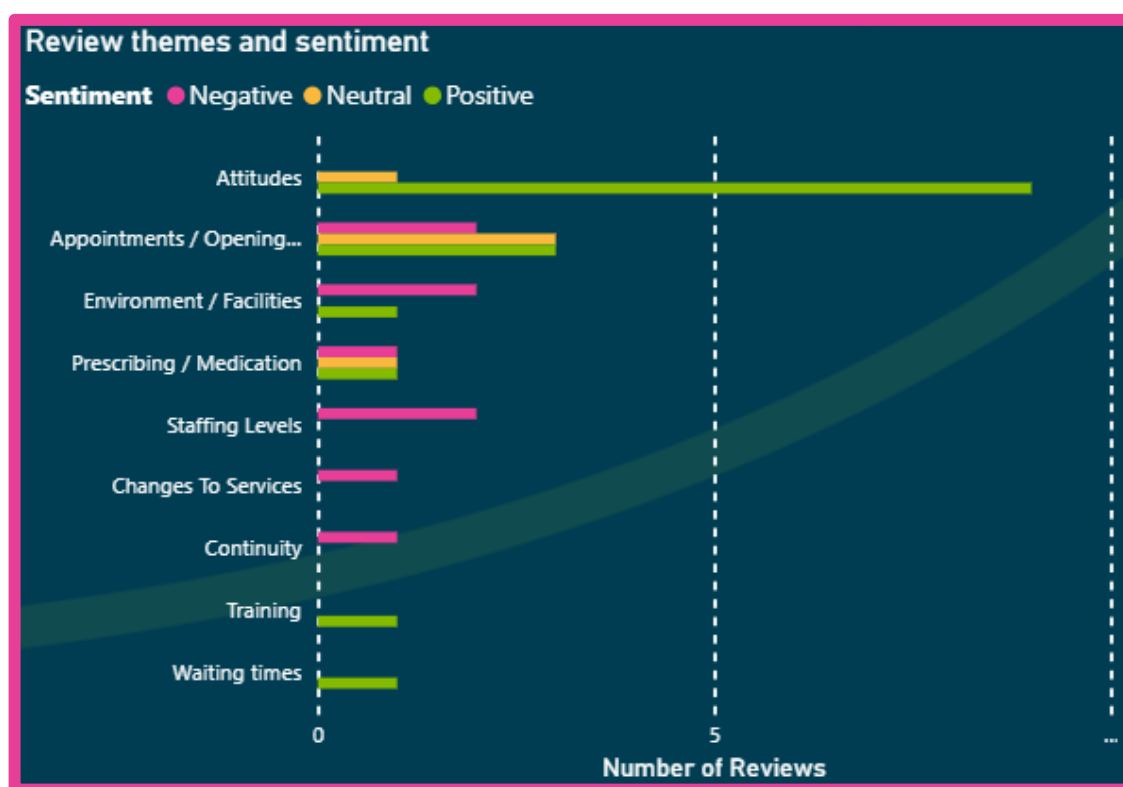


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Millgates Surgery by the Healthwatch Norfolk Engagement Team

Comment from the practice:

"There are no plans to close Millgates Surgery and we continue to invest in its future, recent updates to both internal and external lighting have already taken place and there are further upgrades planned."

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
107885	Millgates Surgery	The care is perfect	It's fine. I get a good service from them. I think there are a few hiccups with dispensing, but that should be fine. The doctors are absolutely fine; very responsive and very helpful. The care is perfect that we've received. They can only do what they can do. I give it a five without a doubt.	5
102234	Millgates Surgery	They listen	I think they're very, very good. They listen and that's the most important thing. They're always polite.	5
102231	Millgates Surgery	All very helpful	We have a choice of both surgeries which is positive and I always elect to come here, when possible, even though I live closer to Poringland as it's calmer. I called at 8am today and got through so the system is working. I just saw Dr. Anwar who was very pleasant and made me feel comfortable talking about personal issues. He's referred me to hospital too which is positive. I spoke to Catherine on the dispensary who didn't have what the doctor recommended but she said she'd sort it out for me and by the time I get to Poringland it should be there. The only person I didn't speak to today was the receptionist but she's always lovely. They're all very helpful.	5
102230	Millgates Surgery	They keep an eye on me	I think it's very good, I feel as though they're pro-active. I have to have a blood test twice a year and they contact me about that. I feel like they keep an eye on me. I like the pharmacy being here too, it's convenient. Because it's a bit smaller it feels like	5

			everything's more accessible – you can usually get through on the phones. I'm pleased with it, and I'd hate to see it close.	
102228	Millgates Surgery	Pretty good	It's been fine. I think they're pretty good on their appointments, they run on time. They're very friendly and efficient. I feel happy and basically, they fulfil your needs and treat you. All in all, they're pretty good. The only thing is it's a very tight car park!	5
102225	Millgates Surgery	Never had any problems	I normally go to Poringland as I'm closer to there, but I've never had any problems here and I've been with them for years and years. I didn't mind getting sent here today. The staff are very nice, and my problem has been sorted out. I also don't mind a telephone consultation.	5
107895	Millgates Surgery	The care from them is fine	It's okay, I've been able to get an appointment if I ring up early. Not a problem. The care from them is fine.	4
107893	Millgates Surgery	It's been okay today	It's been okay today. I wasn't really sure how to check in this morning when I arrived. The appointment was okay, but it didn't exceed my expectations.	4
107892	Millgates Surgery	The care is very good	I've got no problems; I'm very satisfied. Appointments are on time, medication is always here. The care is very good. No complaints!	4
107891	Millgates Surgery	Friendly	It's pretty good. They've always got the medication when you need it. They're better than they used to be. More friendly. I usually come here for blood tests.	4
107886	Millgates Surgery	You have to wait far too long to see a doctor	It's brilliant! I've no complaints. I've just been to the pharmacy. They are very friendly and have good people skills. The only thing I would say is it would be nice to see a doctor. You have to wait far too long to see a doctor. I don't think that's okay. That's the gripe. The levels of care are good. I've no complaints with the doctors	4

			themselves, it's just trying to pin them down with appointments. The receptionist is also good.	
102233	Millgates Surgery	Longer waits for prescriptions	The recent changes to prescriptions aren't working as well as before. They've transferred things centrally to Poringland and I have to wait seven working days now. So, this hasn't improved things. Generally, appointments and everything work quite well.	4
102227	Millgates Surgery	Wonderful but will we lose it?	It's wonderful but we're concerned we're going to lose it. There's rumours going around about that and they do seem to be running it down. They don't have as many doctors or clinicians here as they used to and it's shut on Thursdays. Since lockdown things haven't really picked up. The care is very good, and you can generally get appointments when you want to. Also, there's a lack of hand sanitisers, they're not replaced when they run down. It seems a good idea to stop the spreading of germs and not to make extra work for the surgery!	4
107888	Millgates Surgery	It's been okay	It's been okay but there is a lack of doctors. It's pretty okay. It's just trying to get an appointment here. The care is really good; the staff are brilliant!	3
102232	Millgates Surgery	Invisible GPs	I get on very well here except it's almost impossible to see the doctors. It's a bit depressing really. Reception, the dispensary and routine things like blood tests work well but the GPs are invisible. The last time I tried to see one I was booked with a paramedic at Poringland. They did deal with my issue, and I was happy enough. It's just that years ago you could see the same doctor who knew you and now it feels so anonymous. I could be wrong, but it feels like they're running down the surgery in favour of Poringland. It	3

			seems that way. It would be nice to have clarity on whether there's a long-term future for here.	
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