

Mulbarton Surgery

Feedback

September 2025

In September 2025 we visited Mulbarton Surgery to speak with patients about their experience with health and social care services. From this visit we received 21 reviews for the surgery. The reviews have an average star rating of 3.8 out of 5.

Mulbarton Surgery is a GP surgery in the village of Mulbarton. Upon their last inspection in September 2024, the surgery received a rating of "Good", from the CQC. There were approximately 22,000 patients registered between Mulbarton surgery and the two other surgeries that together make up the Humbleyard Practice (Cringelford and Hethersett). Mulbarton surgery offers a variety of services including asthma reviews, diabetic checks and first contact physiotherapy.

Healthwatch Norfolk Officers who visited Mulbarton Surgery noted:

- The surgery has an on-site dispensary.
- There is no allocated parking for the premises, but a public car park is close by.
- There are two sets of double doors patients are required to go through. These are not automatic, and we observed



some patients struggling to operate these due to their heaviness

Overall, people were satisfied with the care they received at Mulbarton surgery. People reported that staff were kind, helpful and responsive. However, many reported difficulties accessing both routine and urgent on the day appointments, and that when offered an appointment this is often a few weeks away and usually not with a doctor.

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

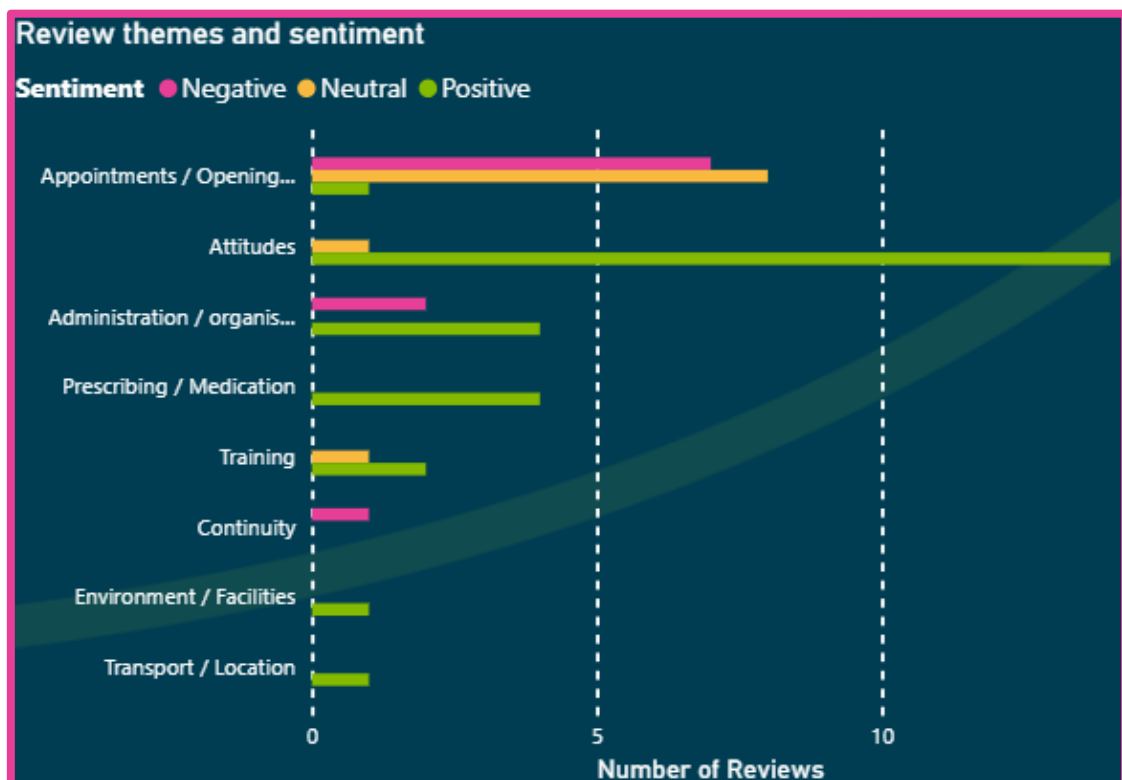


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Mubarton Surgery by the Healthwatch Norfolk Engagement Team

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
102214	Mulbarton Surgery	I love it here	They know you, it's personal. I don't like that it's gone to Hethersett or Cringleford. I love it here, the staff are really lovely.	5
102213	Mulbarton Surgery	Never had any problems at all. Highly delighted	Very very efficient, reception is very helpful, they even know my name. Never had any problems at all. Highly delighted. I am most grateful for all of the NHS.	5
102210	Mulbarton Surgery	Never had any problems	Initially went in for one thing today but they also treated something else that happened. The reception is always nice, never had any problems.	5
102208	Mulbarton Surgery	I can't fault it	Always get an appointment and they're very efficient. Medication is always ready. I can't fault it.	5
102207	Mulbarton Surgery	When you need something, they action it quickly	Responsiveness – when you need something they action it quickly. The staff are always polite and kind and you always get a response from any level. They action repeat prescription requests quickly.	5
99304	Mulbarton Surgery	Friendly staff	Dr Cohen is amazing. She is caring and helps me when I need it. Getting an appointment is 50/50 I only want to see my doctor as I have multiple health conditions and she has spotted some serious conditions, referred me and helped me get them sorted quickly. Jane on reception is very friendly too, she makes you feel like she cares about you and doesn't make you feel like you are wasting her time.	5

102215	Mulbarton Surgery	We appreciate what they do	I've been here for 4 years and maybe seen the doctor 5 times. The nurse is very good. I remember how surgeries were and I think that COVID killed that. We appreciate what they do.	4
102212	Mulbarton Surgery	This place is great	They're great. This place is great. They're lovely.	4
102209	Mulbarton Surgery	Nursing staff are very good.	They are very good here with medication and vaccinations. The nursing staff are very good. The location is nice and convenient. Telephone contact can be tricky with the amount of options on the answer message.	4
102206	Mulbarton Surgery	Good with children	I find that when I need one of my children to be seen they are very good and find time to see them. The pharmacy is very good. The waiting time for routine blood tests is long, and you can end up having to go to the hospital which is a pain.	4
102204	Mulbarton Surgery	Trying to get through online or on the phone is difficult	I've been here since 2010, so I've got nothing to compare it to. I live close so I can come here to negotiate at the reception but trying to get through online or on the phone is difficult. Communication isn't great but once you do get in the staff are great.	4
99306	Mulbarton Surgery	Prescription team is brilliant	The prescription team are brilliant. I can't get an appointment. waited 3 weeks for a nurse appointment only to have it cancelled the day before and have it booked for another 3 weeks' time. I had a private health check, and they told me I was borderline diabetic but here would not give me a blood test to confirm it. I had to really put my foot down to get checked out which should not be the case.	4
99295	Mulbarton Surgery	Some of the doctors are	Some of the doctors are brilliant and give you lots of time, but some are not and don't give you the time and can talk over you. I	4

		brilliant, others not.	don't feel like you can request a certain doctor which can be an issue. It can be a long wait for an appointment. The pharmacy and reception teams are friendly and helpful.	
99291	Mulbarton Surgery	They have timely response.	They have a timely response to the online form and send us to the right member of staff. It can be a wait for an appointment, but the staff are friendly and welcoming.	4
102217	Mulbarton Surgery	An inability to see a doctor	There is an inability to see a doctor and so many hurdles you have to get through. You come with trepidation as you don't know if you'll get turned away. It's no reflection on reception as maybe it's countryside but I just can't see a doctor. You have to tell them what days you can't do which is quite difficult.	3
102211	Mulbarton Surgery	Can't get to see a GP	I can't see a GP, I am always put with a physicians associate or a paramedic practitioner, it lacks any personal touch as in 3 years I have never seen my named doctor in fact I have no idea who they are. The change in medication is just causing more work and inconvenience for people. You used to be able to get 3 months' worth of medication and now it is only a month, I get it for some conditions, but it seems a blanket thing and not looked at on an individual case. I will say the pharmacy are brilliant though. Most of the reception team are lovely, although one of the younger ones can be a bit curt which can be hard and upsetting for some of the older people.	3
102043	Mulbarton Surgery	Feel like it's starting to get better again	If I was just rating the service, I received today it would be 10 out of 10. I had to wait over 3 weeks for my appointment, but I did only want to see one certain doctor, I have been with them for 45 minutes today and they have been very thorough. It is a struggle	3

			to get a same day appointment, and it took 5 phone calls to sort my medication out after an operation which was frustrating. Once you are seen by a doctor it is fine and I do think things are starting to get a bit better again. One of the reception team has been here years and is brilliant, she knows everyone by name.	
99293	Mulbarton Surgery	Staff are lovely, the system lets it down	Today I could only make 3 of my 4 routine appointments as the others on is 2 days before the month ahead which is annoying as it means I will have to come down here again. The staff are lovely, they are 5 stars and feel looked after when I am seen. It is just the system that lets it down.	3
99290	Mulbarton Surgery	Reception staff are wonderful	The reception staff are wonderful. Jane on reception is very good, she is efficient, helpful and friendly. If she can't sort it, she will find someone that can. The nursing team and the doctors are good when you get to see them, but it is very hard to get an appointment, this includes on the day appointments as well as non-urgent ones. The pharmacy is excellent, and my medication is always ready on time and right.	3
99300	Mulbarton Surgery	Gave up on getting an appointment	I just can't get an appointment. I emailed a month ago asking for a face-to-face appointment telling them that the only day I could not do it a Thursday due to work, got given a telephone appointment on a Thursday which I missed due to work so in the end I just gave up. I only ever get telephone calls and am not seen in person, I am on medication now and it is just not helping, I just need help in sorting my condition out.	2
102218	Mulbarton Surgery	I used to love this surgery	When you actually get to see someone it's fine. There never used to be a barrier at the reception, now you have to jump through so	1

			many hurdles. They tried to arrange a blood test for me, but they don't accept written communication from patients, so they didn't acknowledge the letter that I posted before I went away. I used to love this surgery. I never speak to or see my GP despite having a long-term condition. If I was disabled or didn't have a voice or wasn't confident or computer literate I wouldn't feel attached to this surgery. It's such a shame, it feels like how many barriers can you put up to stop people from getting through the door. The staff are all lovely you just can't get to see them.	
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