

Old Mill Surgery Feedback



October 2025

In October 2025 we visited Old Mill Surgery to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for the surgery. The reviews have an average star rating of 4.3 out of 5.

Old Mill Surgery is a GP surgery in the village of Poringland. The surgery offers a variety of services including asthma reviews, ear syringing and diabetic checks.

Healthwatch Norfolk Officers who visited Old Mill Surgery noted:

- Both sets of doors into the surgery are automated. The waiting area is bright with plenty of seating. The layout is accessible to patients who are wheelchair users due to its spacious design.
- There is an on-site dispensary.

- The car park is very large with multiple accessible spaces.

Overall, people were satisfied with the care they received at Old Mill Surgery. Many praised staff members, saying they were helpful and professional. However, there was mixed feedback regarding access to appointments. Some people reported being unable to book appointments in advance, not being able to book online and not being able to see a doctor.

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

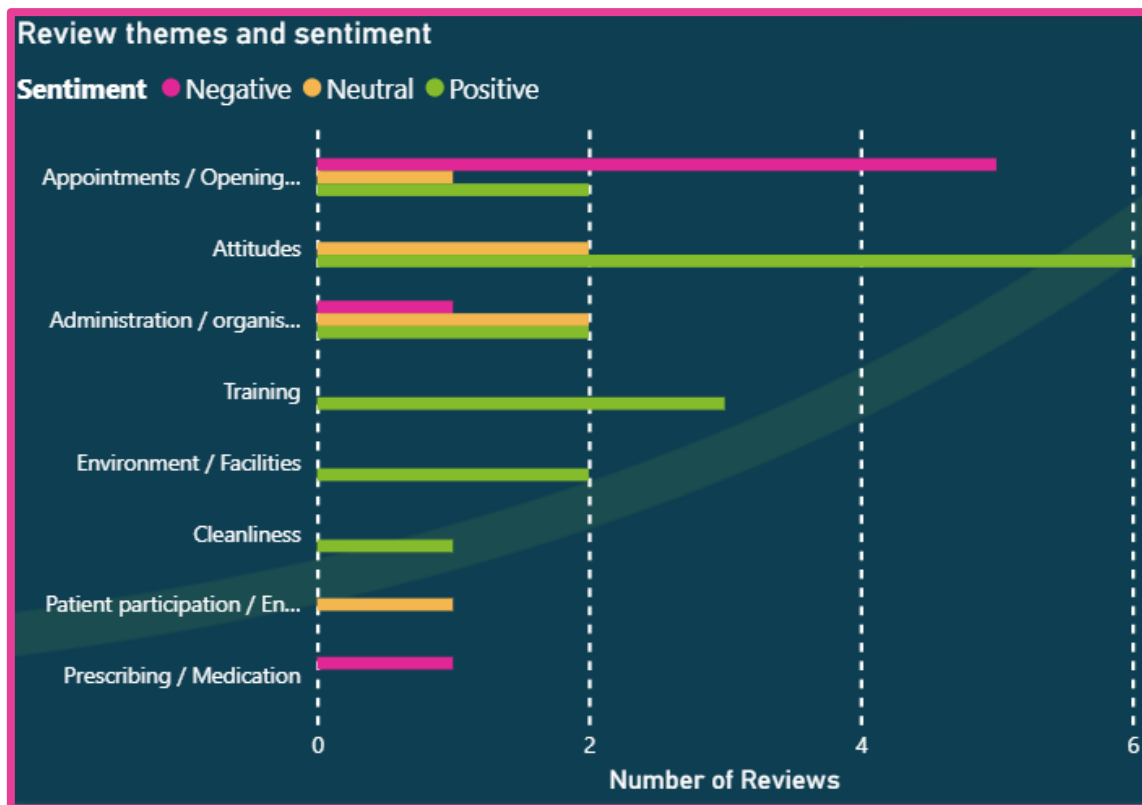


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Old Mill Surgery by the Healthwatch Norfolk Engagement Team

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

ID	Service Provider	Title	Review	Rating
112497	Old Mill Surgery	Very professional	It's great, they're very professional. I got an appointment on the same day which I booked over the telephone.	5
112491	Old Mill Surgery	Brilliant	I'm a deputy manager at a nursing home which this surgery supports and they're brilliant, no issues at all. We're on the phone with them a lot. Amy the paramedic does a weekly round at the home as well as ad-hoc visits, the GPs come for end-of-life care, and I've just collected something that was only prescribed ten minutes ago. The guys here are great.	5
112489	Old Mill Surgery	Pleasant and helpful	I've collected my medication, some of it's not ready and I've got something I didn't know I was getting! I think the doctor had said about them a while ago and I forgot. I didn't realise you can get the blood test forms from here until a nurse told me. I'd previously been ringing up the N&N for them. Overall, the service is quite good. The people are pleasant and helpful.	5
112484	Old Mill Surgery	In-house pharmacy is a bonus	They're fine, all the staff are OK. You have the general GP nightmare with getting appointments - you can't book in advance and online is useless. As a male, I have to really be pushed to come. The in-house pharmacy is a bonus!	5
112483	Old Mill Surgery	Very efficient	Works perfectly well, it's clean, the staff are nice, and the times I've been it's very efficient. Now I come in and help the student nurses.	5
112496	Old Mill Surgery	It's really good	I think it's really good here. It's a nice building, a nice environment, and the doctors are really good. It can be varied on reception, it	4

			depends on who you get. A couple are really nice, but a couple can be a bit short. They can be officious at times but generally it's good.	
112495	Old Mill Surgery	Ring back is brilliant	I booked recently and got an appointment in about a fortnight which I was OK with. I rang and the ring back is brilliant, they come back to you within 10-15 minutes. I'm not happy about them going online for booking appointments but I think that's the whole NHS. They seem to be alright.	4
112492	Old Mill Surgery	Have to chase things up	I had some medication prescribed and only half of it came through. Also, it came through the post when I'd asked for it to be sent to Well. I rang yesterday about it and have had to come in to chase again today - they've told me they need to get the missing bits prescribed again. Stuff like this does happen fairly regularly where I need to chase things and I don't know what I'd do if I couldn't get here. Also, I can't book an appointment through the app which I thought you could. Another thing that concerns me is that the PPG members all seem to be over 65 which isn't very representative. Maybe the surgery could do more to encourage other people to join? I feel like they still get you to see other people instead of the GPs. For example, I saw a paramedic and ended up having to also see a doctor anyway. In the main I'd rate it as 'good', it's not bad.	4
112487	Old Mill Surgery	Pretty good but difficult to get an appointment	Pretty good, the doctors and nurses are excellent, they look after you well. The hardest thing is getting past the receptionist. Why can't you do advanced bookings? You call on the Wednesday morning and they're full, they tell you to call again tomorrow, you call again on Thursday and they're full. When do you get an appointment? It's absolutely ridiculous	4

112485	Old Mill Surgery	Difficult to see a doctor	I'm not greatly happy, it's very difficult to see a doctor. It was easier in the Second World War! I've got an appointment in three weeks' time to discuss my medications and a few other things. I've been in today to see where my new medication is, as they'd told me it would be in the pharmacy a week ago. It's for my blood pressure, which is high at the moment, but I do have my old medications for now. They've said they'll send it over now. The nurses are usually quite helpful.	4
107896	Old Mill Surgery	I had a good experience	I had a good experience at Poringland Surgery. I was feeling breathless and I got in with the doctor who got me a blood test the same day. They then rang me to tell me to go to hospital. It was a very quick transfer. A very good referral.	4
112486	Old Mill Surgery	It's okay	It's okay, the staff and facilities are fine. Getting an appointment on the telephone is difficult.	3