

# Mile End Surgery Feedback



## October 2025

In October 2025 we visited Mile End 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 4.7 out of 5.

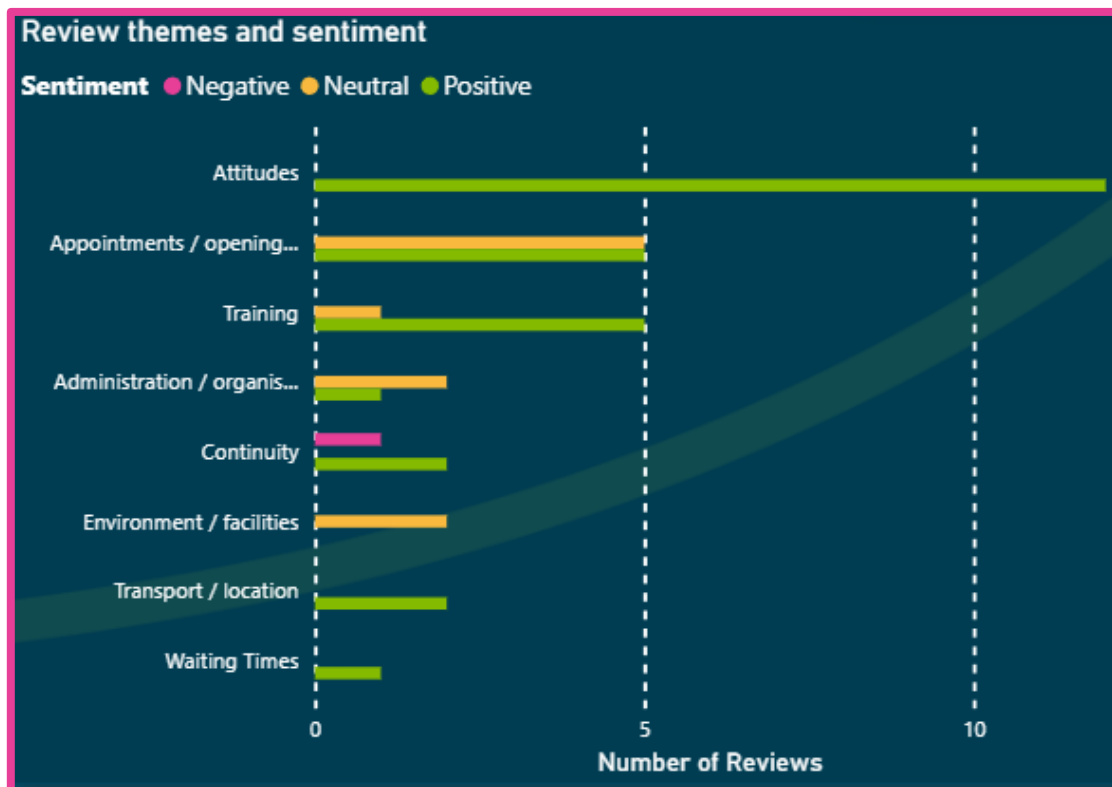
Mile End surgery is a GP surgery in the city of Norwich. The surgery offers a variety of services including childhood immunisations, phlebotomy (blood tests) and cervical screening.

Healthwatch Norfolk Officers who visited Mile End surgery noted:

- There were no automatic doors, but the doors were able to be latched open, and there was an assistance request button outside the front entrance which was at an accessible height for a wheelchair user.

Overall, people were happy with the care they received at Mile End surgery. Many felt that staff were polite, friendly and helpful. There was mixed feedback regarding accessing appointments. Most said that they could get an appointment when they needed but that they often had a long wait on the phone when trying to book appointments.

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 Mile End 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](http://www.healthwatchnorfolk.co.uk).

| ID     | Service Provider | Title                                                                 | Review                                                                                                                                                                                                                                                                                                                                                                   | Rating |
|--------|------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 261710 | Mile End Surgery | The way that they coordinate reception and treatment is outstanding   | I moved elsewhere after COVID and came back recently; I see the same doctor every time. The way that they coordinate reception and treatment is outstanding.                                                                                                                                                                                                             | 5      |
| 261709 | Mile End Surgery | You get referred quickly and I get appointments when I need too       | You get referred quickly and I get appointments when I need too. The GPs are great. Could improve the 8 o'clock rush but I don't know how they get around that really.                                                                                                                                                                                                   | 5      |
| 261708 | Mile End Surgery | Very well run, nothing is too much bother for them                    | The staff are so pleasant, very well run, nothing is too much bother for them. Except I don't think reception should be taking calls as it can then back up at the desk, the calls should be answered in the back office. But they are very good. The keep clear paint on the road at the entrance of the car park has worn away so sometimes it is difficult to get in. | 5      |
| 261706 | Mile End Surgery | It was my first appointment today, I'm very impressed and very happy. | Nothing wrong with the reception and the admin, very professional, polite, and friendly. The diabetes nurse was helpful and friendly. Been very very very good today. It was my first appointment today, I'm very impressed and very happy.                                                                                                                              | 5      |
| 261705 | Mile End Surgery | It's just lovely here                                                 | It's just lovely here, the doctors are gorgeous, everyone is good. The car park can be a bit tight if you're in a larger vehicle but that's not                                                                                                                                                                                                                          | 5      |

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|--------|------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
|        |                  |                                                                        | their fault. It's very peaceful here, I moved from Tuckswood and it doesn't even come close to here.                                                                                                                                                                                                                                                     |   |
| 261704 | Mile End Surgery | I have no complaints.                                                  | I don't need them much but when I do, they're there. I can walk here or drive and park. If you need a same day appointment you have to ring at 8 and queue, they have a queue system now which they didn't used to have, and it works quite well. I have no complaints.                                                                                  | 5 |
| 261703 | Mile End Surgery | You can't get a better surgery than this.                              | Honestly, I can't find any fault with my surgery. I need to see the doctor urgently and they've got me in for tomorrow. The reception is really good, I explained my problem, and she got me in. Dr Hewitt listens to me, she's really nice and takes you seriously. You can't get a better surgery than this. I can walk here or get the bus.           | 5 |
| 261701 | Mile End Surgery | They're very good and I'm happy with them                              | When I phone, they get me in, they're very good and I'm happy with them. You do have to sit on the phone for a while, but they've always been a very good practice. The staff are polite, and the doctors are brilliant.                                                                                                                                 | 5 |
| 261700 | Mile End Surgery | All very good and friendly, they don't make you feel like you're being | Whenever I need something they're there, and I can get the treatment that I need. The doctors are all very good and friendly, they don't make you feel like you're being a nuisance. I had a blood test, and I've been asked to bring in a sample, if they had said before my appointment, I could've bought it with me so I wouldn't have to come back. | 5 |
| 261699 | Mile End Surgery | I'm very happy                                                         | They're fast, they keep up with my appointments. Dr Prabhu is one of the most outstanding GPs in the surgery, effective, caring. I'm very happy with the people I've dealt with and my experiences of the services they provide.                                                                                                                         | 5 |

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|--------|------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 261697 | Mile End Surgery | We are lucky at this surgery                           | This is the better one of the three in the group; you can get appointments usually within 2 or 3 weeks. They're quite responsive, you get in within a reasonable amount of time. The doctors are knowledgeable and helpful, never had any problems with them. I always see the same doctor, which is good, we are lucky at this surgery. An onsite pharmacy would be handy but that's not in their control and we live quite close to a pharmacy. They're really responsive here and follow up care is good.              | 5 |
| 261707 | Mile End Surgery | They're all delightful and I think they are doing well | They do listen to you, it's frustrating having to ring at 8am but I called this morning, and I've been seen and they've helped me. They're all delightful and I think they are doing well under the current pressures.                                                                                                                                                                                                                                                                                                    | 4 |
| 261702 | Mile End Surgery | Good communication but poor continuity of care         | The nurse appointments are very efficient. I think what I don't like is not having the same GP which I think has led to some issues with continuity of care for me which has had some serious outcomes. They dropped the ball a bit. Slightly variable standards of care depending on which GP you are seeing. They communications are good overall; the text reminders system is good. I think they could be a bit more proactive about regular appointments, either booking them for you or reminding you to book them. | 4 |
| 261696 | Mile End Surgery | A very pleasant experience                             | A very pleasant experience, I didn't have to wait long. The nurse was pleasant and helpful, and actually very clear on what to do and what not to do. When I've needed an appointment it's quite difficult to get one, routine appointments are okay though.                                                                                                                                                                                                                                                              | 3 |