

Cringleford Surgery Feedback



July 2026

In July 2026 we visited Cringleford Surgery to speak with patients about their experience with this health service. From this visit we received 11 reviews and they have an average star rating of 3.8 out of 5.

Cringleford Surgery is in Cringleford, a village in South Norfolk. The surgery is part of The Humbleyard Practice together with Mulbarton Surgery and Hethersett Surgery. Upon their last inspection in 2025, the practice received a rating of 'Good' from the CQC. There are around 23,000 patients registered with the practice, and it offers a variety of services including physiotherapy, mental health support and minor surgery.

Healthwatch Norfolk Officers who visited Cringleford Surgery noted:

Clear patient information was on display, including notices advising of private areas, and community support.

The entrance doors were propped open for ease of access. Several large spider webs were observed on the framework of the front door.

All patients who visited on the day were able to find a space in the car park.

Overall, feedback from patients we spoke to on the day was mixed. Several patients described staff as helpful and efficient, particularly receptionists and nursing staff, and some told us they had received good clinical advice and follow-up. Other patients reported difficulties using online platforms for arranging appointments, ordering prescriptions and understanding clinical notes. While some said they could book appointments in a timely manner, others told us they had experienced long waits to be seen.

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

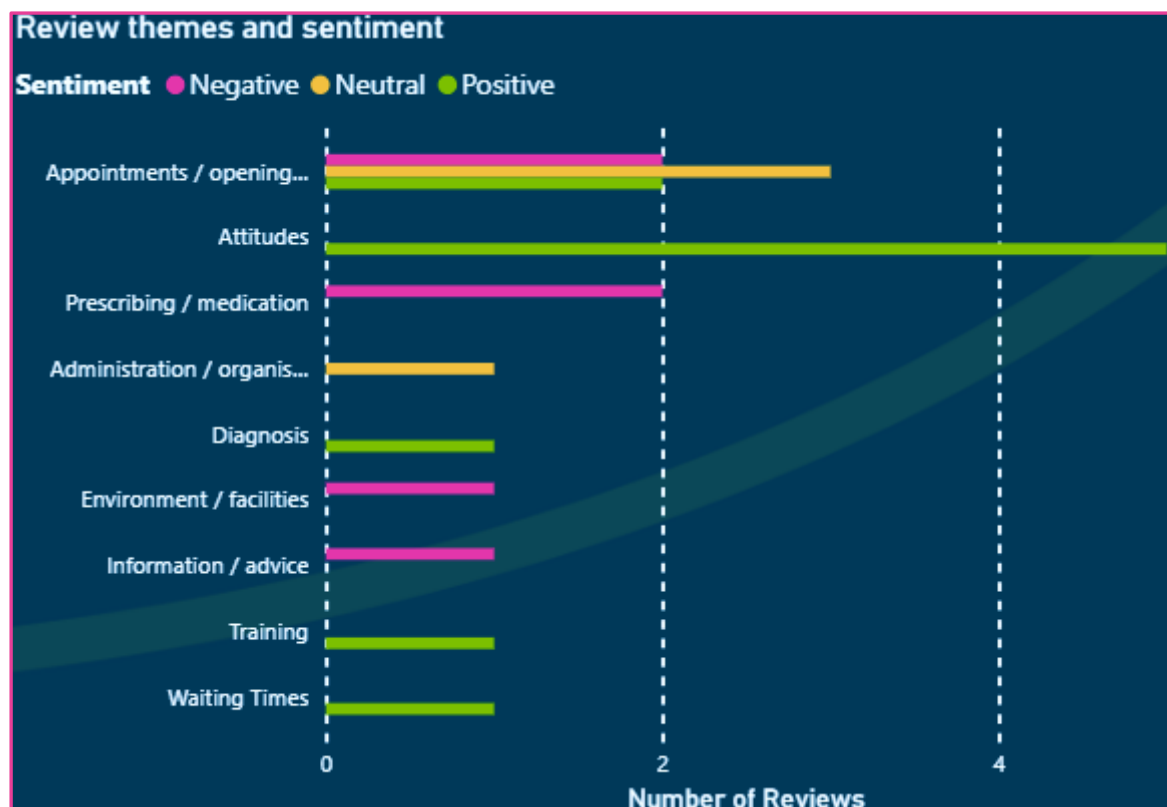


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Cringleford Surgery by the Healthwatch Norfolk Engagement Team

Comment from the provider:

The Practice would like to thank Healthwatch Norfolk and all patients who took the time to provide feedback during their visits to Cringleford, Hethersett and Mulbarton surgeries.

We are pleased that many patients recognised the professionalism, kindness and dedication of our teams. It is particularly encouraging to see positive feedback regarding our Patient Care Advisors, Nursing and clinical staff, who continue to work extremely hard to deliver high-quality care in increasingly challenging circumstances.

We also acknowledge the concerns raised regarding appointment availability, waiting times for routine appointments, telephone access, communication and the use of online services. These are areas we continually review and seek to improve.

The Humbleyard Practice has experienced significant population growth over recent years. In 2010, our registered patient population was approximately 14,000. Today, the practice cares for more than 22,500 patients across our three surgery sites, making us one of the largest GP practices in Norfolk. We continue to see substantial housing growth within our catchment area and anticipate further increases in demand over the coming years. While we continue to expand and adapt our services wherever possible, this growth has inevitably increased pressure on appointment availability, particularly for routine care.

We recognise that some patients find online systems difficult to navigate and would like to reassure patients that support remains available. Patients who are unable to access online services, including those with disabilities, neurodivergent patients, older patients and those without internet access, can contact the practice directly and our team can complete requests on their behalf. Clinical requests remain available throughout core opening hours, while non-clinical requests can be submitted at any time.

We have also invested in improving telephone access through the introduction of a new telephony system, including a callback function and simplified menu options. We are pleased that some patients have reported positive experiences with these improvements. We note the feedback regarding disconnected calls and will continue to work with our telecommunications provider to investigate any reported issues and ensure patients can access us as easily as possible.

Patient feedback is invaluable in helping us understand where services are working well and where further improvements may be needed. We remain committed to providing accessible, safe and high-quality care for our growing population and thank patients for both their positive comments and constructive feedback.

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
487031	The Humbleyard Practice	Very helpful	I do struggle with the online stuff so I use the phone to contact them. They are very helpful on the phone and help you out better than trying to book an appointment online. Booking online doesn't work. When you get here it's alright, there are no issues. I am fairly new to the area and overall, they have been very helpful. I have been seen in good time and got the prescription I needed and I was looked after. If I can't get an appointment here I just use the GP back door at the hospital.	5
478667	The Humbleyard Practice	Lovely receptionists	I have to say the ladies on reception are 100% lovely, especially Bryony who has helped me a lot. It's difficult to get an appointment, you don't feel like they're there and waiting. Really I have no complaint though.	5

478663	The Humbleyard Practice	Absolutely brilliant	I've found them absolutely brilliant, they're really efficient and friendly. They picked up on a serious health issue which the hospital dismissed and I'm thankful they acted quickly as I was told without treatment I wouldn't be here. I've just managed to walk in there and book an appointment for later on today. A lot of them go above and beyond. The communication is really good. If they can't do something they'll try to sort something else out. I'm generally really happy, they're much better than my last place.	5
478662	The Humbleyard Practice	Easy registration, prescription difficulties	I'm new so I've not had an appointment yet but the registration process was easy, I did it online. I've come here today to chase a repeat prescription for my son which the chemist told me wasn't ready. I found out it hadn't been signed-off by the doctors. It wasn't clear on their website how to do repeats for children so I called and was told to come in. I'm wondering if I'll have to do this every month?	5
487070	The Humbleyard Practice	Mostly alright	Most of them are alright, but sometimes it can be a bit difficult. I suppose it's mostly alright.	4

487052	The Humbleyard Practice	No privacy at reception	I do seem to get an appointment when I want one, usually within two weeks. They seem pleasant enough but if you want a private word at reception it is very awkward with people around. I am also very confused by the fact that I am using an external app to see doctors notes and I don't understand all the coding on the app. I think it's the NHS app.	4
478665	The Humbleyard Practice	Amazing nurse	The nurse was absolutely amazing today. She really looked after me, put me at ease and took the time to explain everything. I don't have any issues with here at all.	4
487074	The Humbleyard Practice	Not a good service for me here	I have recently moved from this surgery to another because of the poor service. I was slightly late for an appointment because of roadworks and they told me I had missed it and would have to re-book. They were also making assumptions about my health and not looking at everything. They are too keen to give you meds.	3
478666	The Humbleyard Practice	OK today but long wait for GP	The blood test today for my wife was OK and was a follow-up from a GP appointment. We booked online which was easy and waited about a week. I'm not very happy about how long it took for my wife to see the GP though as she was struggling with abdominal pains. We requested it online and it took about a month.	3

487134	The Humbleyard Practice	It doesn't work for me	Getting an appointment this week has worked well, but usually it takes at least three weeks. I asked for an appointment in May to get some results and I got the appointment in July. However, they did not take notice of the fact that I was going away and the reason I needed my results. They then made me an appointment for when I would be away, so I cancelled it. The doctor then rang me while I was at the airport. It was not good. However, when I did speak to the doctor the following week he was very helpful. The problems I've had with the surgery make me feel like I can't be bothered and I give up.	2
478664	The Humbleyard Practice	Work lost waiting for medical	They're terrible! I've got to wait five weeks to have a medical for work which I've just paid £180 for. This means there will be a time where I won't be allowed to work so I'm losing money until it's done. She told me there's nothing they can do about it, there's a waiting list. Trying to get an appointment for anything is terrible.	2