

Hethersett Surgery

Feedback



July 2026

In July 2026 we visited Hethersett Surgery to speak with patients about their experience with this health service. From this visit we received 15 reviews and they have an average star rating of 3.7 out of 5.

Hethersett Surgery is in Hethersett, a village in South Norfolk. The surgery is part of The Humbleyard Practice together with Cringleford Surgery and Mulbarton 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 immunisations.

Healthwatch Norfolk Officers who visited Hethersett Surgery noted:

The waiting area is in a different section to the reception desk which allows for a level of privacy.

All patients who visited on the day were able to secure a parking space.

There is an on-site dispensary.

Overall, patients we spoke to on the day told us they are usually able to secure urgent appointments but there can be long waits for routine matters. A few expressed concerns that the surgery cannot accommodate a growing local population and that this is the cause of difficulties with accessing care. Many patients praised staff's kind and helpful attitudes throughout the team and particularly from nurses and receptionists.

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 Hethersett 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
490209	The Humbleyard Practice	Excellent	It's excellent, not a thing I can complain about. Had an appointment this afternoon and they said I needed a blood test which they got me in for straight away – I didn't have to come back another day for it, excellent!	5
490206	The Humbleyard Practice	First visit, been great	It's the first time I have been to see anyone here today and it has been great. I phoned this morning and got seen this afternoon. When I called I was 34th in the queue but used the callback function, they phoned at 1pm and I was seen at 2pm. Registration was quick and easy. So far I am happy.	5
490205	The Humbleyard Practice	Wonderful	I think it is all wonderful. The nurses are wonderful, the reception team great and pharmacy good. I have no problems getting an appointment. I don't find the doctor too good, he wouldn't refer me for further treatment on two things that were wrong and causing me pain so I don't bother even trying to see a doctor now. I just keep seeing the nurse when requested who is looking after me with my diabetes.	5

490050	The Humbleyard Practice	Kind, compassionate staff	All the staff – nurses, doctors and receptionists – have all been polite every time. They're all kind and compassionate. It makes all the difference. We feel really lucky that this is our doctors. They're a really fantastic support for my partner too.	5
490042	The Humbleyard Practice	A big thank you to staff	It was fine today, I booked over the phone and it was fairly easy. I just want to say a big thank you to everyone here. Being trans, you don't know how people will be with you but every single person I've dealt with has been so accepting, very polite and used the correct pronouns. I've never once had that fear of using this service like I have elsewhere.	5
490208	The Humbleyard Practice	Staff very good	All the doctors and nurses are very good, all the staff are. I don't have too many problems getting an appointment and I use the NHS app for test results and medication. We could do with a bigger surgery with a bigger car park due to all the new houses that have been built. The waiting room here could do with a freshen up with a brighter colour.	4

490055	The Humbleyard Practice	Great today, normally difficult	Today I had great success and got an appointment that I'd been asking for for a while. The lady I saw was lovely and she did a great job. Normally I find it very difficult to get an appointment. I find it so unfriendly, it almost feels as if we're a nuisance. They defend themselves like they're always expecting abuse. I don't get on well online as I'm elderly and didn't grow up with it.	4
490038	The Humbleyard Practice	Nice nurse today	I had a very .pleasant, nice, young nurse today. They booked the appointment for me. I'm worried about what will happen if I need a doctor's appointment as I've heard it's hard, although I haven't tried myself recently.	4
490028	The Humbleyard Practice	No complaints	I've got no complaints, you can normally get an appointment between all the surgeries, and I'm happy to go anywhere. I usually book by ringing but it would be easier if you could fully do it online. It feels like if it's not an urgent issue then it's not as possible to see somebody. I did have to take my daughter to the Walk-In Centre the other day as she couldn't get in but that was OK.	4
490051	The Humbleyard Practice	Work in progress	There's great potential, a possibility for a surgery with a decent car park. A work in progress is all I can say. They're short of doctors, that's the reality. I'm retired so I'm happy to go to all three sites.	3

490032	The Humbleyard Practice	Variable experiences	My appointment today was good, it was an urgent on the day one. I phoned this morning, had a call back from the GP and then got given this face-to-face appointment. I was very happy, I couldn't fault it. Recently I tried to book a routine appointment. The website says if you can wait a few days you can book ahead, but it's not actually a few days, it's 3-4 weeks. That's a bit too long a wait so people end up asking for on the day appointments which doesn't seem the best use of resources. They're massively oversubscribed. The online form can't be submitted once they've hit their triage quota so you have to wait to try again the next day. My experiences have been variable!	3
490031	The Humbleyard Practice	More staff needed	I tried Pharmacy First but they told me I need to see a GP urgently. I've come here and been told I can get in at Cringleford late this evening. I've got to find somebody to take me, you'd think they'd have somebody who could just take a look. We just don't have enough staff at the surgery and that's how it's been for a while. With the size of Hethersett now, how can they possibly cope? I've no complaints about the individuals but you just can't get in. Overall, they do their best but there isn't enough of them.	3

490210	The Humbleyard Practice	Long wait for appointment	They need to make more appointments available, it's taken me over four weeks to see a doctor. Even if it's an emergency appointment you can be at the door at 8.30am and they can all be gone. You sometimes come down here in the middle of the week and they are closed. I think they should open on Saturdays to keep up with the demand. They need to improve on their communication. I would move if I could but there is nowhere else for me to go.	2
490207	The Humbleyard Practice	A few months ago it would of been 5 stars	The nurses and reception team are amazing and getting an appointment is good. Up to a few months ago I would have said it was great but I have had two problems with a doctor where I have been gaslit and ended up in tears, and another doctor saw me in that state and completely ignored me. I put a complaint in and was just told I could see a different doctor but that wasn't what I needed. I just need the communication to work and to get what my son needed. Prior to that it had been amazing.	2
490030	The Humbleyard Practice	It's overcrowded	It's overcrowded and they could do with more doctors. I rang up the other morning and I was 64th in the queue. Generally I ring 111 out of hours when I need something.	2