

Mulbarton Surgery

Feedback



July 2026

In July 2026 we visited Mulbarton Surgery to speak with patients about their experience with this health service. From this visit we received 22 reviews and they have an average star rating of 4 out of 5.

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

Healthwatch Norfolk Officers who visited Mulbarton Surgery noted:

The entrance doors were propped open for ease of access.

There is an on-site dispensary.

The surgery does not have its own car park. We observed patients parking in spaces nearby.

Overall, most patients we spoke to were positive about interactions with the staff team. Several felt well cared for, particularly around prescriptions, nursing support and long-term conditions, however, a few had experienced miscommunications. Some patients described long waits for routine appointments and difficulty getting through by phone or via online systems.

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

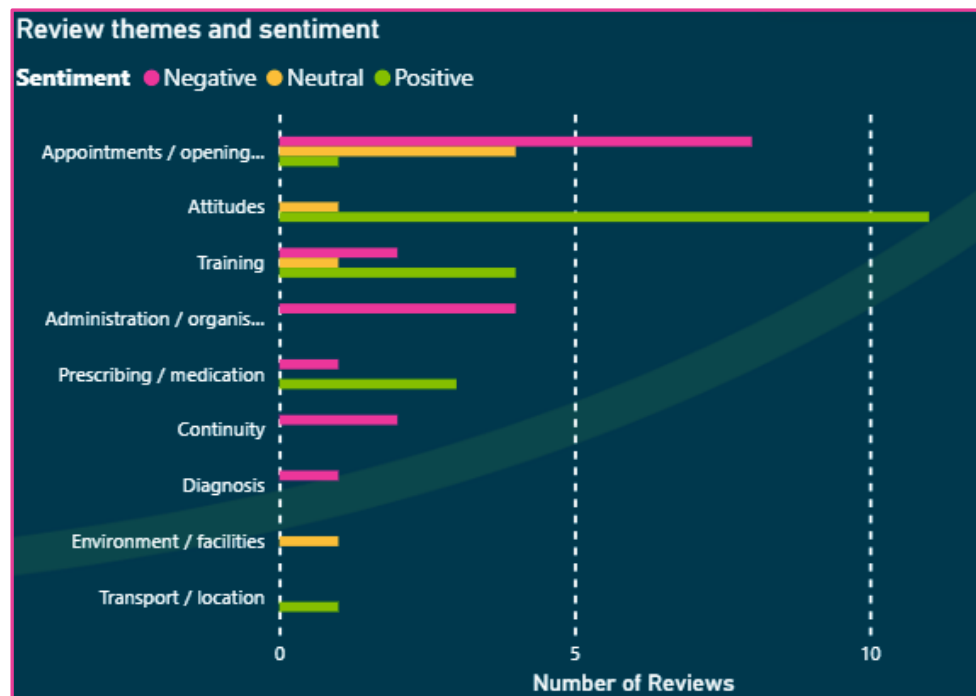


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from Mulbarton Surgery by the Healthwatch Norfolk Engagement Team

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
478704	The Humbleyard Practice	Treated with respect	My appointment went very well today, it always does. The service you get here is second to none, you're treated with respect. All the staff are absolutely brilliant and helpful. It's an ongoing thing so the appointment was booked ahead. I come to the desk to book because I don't like the telephone system.	5
478703	The Humbleyard Practice	Medication correct and on time	My medication is always ready on time and all the bits are there, if not they let me know. I sometimes use the callback when I phone as I don't like online really.	5
478702	The Humbleyard Practice	Know their patients	They're fantastic, they always go above and beyond. They know their patients, I don't even have to say my name at the pharmacy and with a couple of the receptionists.	5

478696	The Humbleyard Practice	Prefer 24/7 booking system	I don't come often but recently I did eventually get really good service. I called at 9am and was automatically told there's no spaces left, I held on and was 25 in the queue before giving up. I called 111 who contacted here and got me seen. The doctor was great and I was very happy with the service. Sometimes they close the online form and it's difficult trying to fill it out while you're at work. Why can't they have a system where you can go online any time of the day and night, and see the slots online to book yourself in? Often it's not an emergency and you just want to see someone eventually. They're very good in terms of staff but the system needs reworking.	5
478692	The Humbleyard Practice	Brilliant with mother	I mostly use here for my mother who's 99. I call a doctor and they come out to her in the afternoon. Everyone who sees her is brilliant. I get texts on my phone which I can't open as I don't have a smartphone. They've told me to ignore them.	5
478689	The Humbleyard Practice	It's easy to get down here, I like the staff	It's easy to get down here. I like the staff and I can go to Cringleford. It's not as easy to get to see a doctor anymore but that's anywhere.	5
478687	The Humbleyard Practice	I don't come often, generally they're okay	Just been in to get some results, and they have made me an appointment. I put my prescription paper in the box on a Tuesday and come back the following Tuesday and it's ready to be collected. I don't come often, generally they're okay.	5

478670	The Humbleyard Practice	I don't come often but I've been treated alright	Everyone is so friendly, good and helpful. I don't come often but I've been treated alright.	5
478669	The Humbleyard Practice	I feel looked after	I feel like I've been really looked after, especially in the last few weeks where I've been dealing with a new condition. I came out of the hospital's same day emergency care with no idea what the plan was, I was in the dark. The nurse team here validated me and put a plan in place. Having never really used NHS services much in my life, it's been amazing to see how well I'm taken care of. And I'm just one person, they do it for everybody!	5
478701	The Humbleyard Practice	Polite and helpful	It's fine here. When you pick up prescriptions, they're polite and helpful.	4
478700	The Humbleyard Practice	It's fine	They're fine here. Touch wood I don't normally have to come in! The prescriptions are on time and they're pretty good with my husband. You do have to wait for appointments but it's the same everywhere.	4
478699	The Humbleyard Practice	Good doctors	I've got no complaints, the doctors are good. They're patient and they listen to you. You do sometimes get sent to the other sites but that's usually for my diabetes and it's not a problem.	4

478695	The Humbleyard Practice	Served me well	This has been my surgery for almost 50 years and it's served me well. When you need something you can get it. It can be difficult to see somebody but you can if you absolutely need to. I had an operation last year and they were supportive after that. What I would say is the online facilities aren't always switched on and they can be confusing.	4
478693	The Humbleyard Practice	Can't fault the staff it's the system	The car park is okay today because it's the school holidays but most of the time you can't even get to park near the surgery. If you book an appointment online you can book in advance; you come down to the surgery and you can't, but we don't do online. It's not the personnel, it's the system. The callback system is a good initiative. We kept getting sent to the other sites and then you don't know the personnel. Since lockdown it's been impossible to get an appointment. We can't fault the staff it's the system.	4
478684	The Humbleyard Practice	The wait for appointments is quite long	The wait for appointments is quite long, I had to wait 6 weeks. Apart from that when you get in it's fine. To get same day appointments I've had to start coming down at 7.45am. I don't mind travelling to the other sites, but what I don't understand is that you used to come in and there would be loads of people in the waiting room and now there isn't.	4

478673	The Humbleyard Practice	People are lovely but communication is poor	The people are lovely, but some of the ways of communicating with them don't work very well. Some of the online systems don't really make sense, if you're going to have an impersonal way of contacting it needs to make sense. They quite often solicit feedback, recently I replied and raised an issue but I didn't get a reply. There's not much point in asking for feedback if you don't complete the process.	4
478697	The Humbleyard Practice	Difficulty collecting prescription	I'm caring for my brother and was told his prescription would be ready by 6pm one day last week. His car wasn't working so I walked from East Carlton getting here at 5.50pm and the counter was closed. Fortunately one of the staff from reception saw the state I was in and dug it out for me. It should close at 6pm so it's in line with the surgery and doesn't confuse anybody. Yesterday a doctor visited my brother, prescribed new medication and told the carer it would be ready that afternoon. I drove down, it wasn't ready, so I'm back today. There's confusion between what the doctors and the medication staff say about the prescriptions. Overall they have been very good with my brother. Generally I would have given it 5 stars but it has to be a 3 because of the problems getting medicines.	3

478688	The Humbleyard Practice	More complicated now	It seems more difficult now than it used to be. For example, I just tried to change an appointment but the receptionist couldn't do it. I have to wait for the team, whoever they are, to ring me. Everything's more complicated. This appointment was requested two months ago by the hospital and I only just got the date but I'm having an operation that day. For the most part the staff are OK. The receptionists can be a bit abrupt but I understand the phone lines are probably ringing away. All the nurses are very good - helpful and friendly. I've not seen a GP in a while. I saw two physicians associates who were very good but both had to refer me to the GP as they couldn't deal with everything required. Don't get me started on appointments! You can't get one. You have to go online and it takes weeks to see anyone. What about people who aren't OK online?	3
478683	The Humbleyard Practice	Getting an appointment is a nightmare, staff are brilliant	To get an appointment is a nightmare, you can't get through on the phone and I don't do online. Once you're in it's absolutely fine. It's always empty in the waiting room but you can't get an appointment. The GPs are brilliant when you see them and most of the receptionists are very good. I can't travel to the other sites for appointments so that's no good for me.	3

478672	The Humbleyard Practice	Not happy to see other clinicians	It's bad, you just can't see a doctor. I've not seen one for about two years as they put me with other people like physios and nurse practitioners. The outcome has been pretty good when I've seen them but they're not doctors. I don't think they can point out what's wrong with you like a doctor can.	3
478691	The Humbleyard Practice	I've had issues	It's not really their fault but there are too many people for the service. The telephone wait times are unacceptable and there is an assumption that people can connect to the internet. The staff on the front desk can be hit and miss. Today they were lovely, but the last few times I've been I've had issues. I really miss having a named doctor. I have long term conditions, and any GP I see doesn't have time to familiarise themselves with my file.	2

478681	The Humbleyard Practice	It's terrible here	My daughter asked the surgery for a blood test three times, and they wouldn't do it. She went to Hethersett and then ended up being referred to the hospital with a serious condition. When you call you are number 17 or something in the queue. Recently this happened to my wife and when she got down to number three it cut off, but when you come down here it's empty and you still can't get an appointment. It's terrible here, I keep my own records of everything and if I have to consult a solicitor I will. When you go in you have to tell the front line staff what your problem is. It's disgusting. It's private and everyone in the waiting room can hear what you are saying. This place needs a shake up, there's no control, I've got no faith in the top management. There is one good lady, Jane, who I will give credit to.	2
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