Harleston Medical Practice Feedback



September 2026

In September 2026 we visited Harleston Medical Practice to speak with patients about their experience with this health service. We received 18 reviews and they have an average star rating of 4.2 out of 5.

Harleston Medical Practice is a GP practice in the town of Harleston, South Norfolk. Upon their last inspection review in 2020, the surgery maintained a rating of 'Outstanding' from the CQC. There are around 8,100 patients registered with the surgery, and it offers a variety of services including minor surgery, ECG tests, and social prescribing.

Healthwatch Norfolk Officers who visited the surgery noted:

> The car park is shared with an adjacent shop. It is free all day and has numerous bays, although only one accessible space close to the surgery's entrance.
>
> The front doors were not automatic however they were propped open for ease of access, and there was a doorbell for patients to gain attention if needed.
>
> There was lots of relevant health and community information on display in the patient waiting area.
>
> Building works were in process following a flood earlier in the year.

Overall, most patients we spoke to on the day told us they were able to access appointments quickly at the point they needed them. Many said they were happy with treatment outcomes, including referrals, and the prescription service. However, some stated there was a lack of information communicated to patients following tests. Interactions with staff members received mixed reviews; some patients found staff helpful and compassionate, whereas others felt team members were abrupt.

Comment from the Provider

"Harleston Medical Practice welcomes the feedback gathered by Healthwatch Norfolk. We are pleased that many patients reported positive experiences of accessing appointments and the care provided by our team, while recognising the areas where patients feel we could improve.

"We particularly note the comments regarding communication following investigations. The practice does not routinely contact patients to advise them of normal test results. Where results raise concerns or require further action, we will contact the patient as appropriate. Patients are welcome to contact the practice to enquire about their results and can also view results available to them via the NHS App.

"We also take the feedback regarding accessibility and staff interactions seriously and will continue to use patient feedback to inform improvements. Patients with particular accessibility or communication needs are encouraged to let us know so that we can record those needs and provide appropriate support. We thank Healthwatch Norfolk and everyone who shared their experience with us."

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

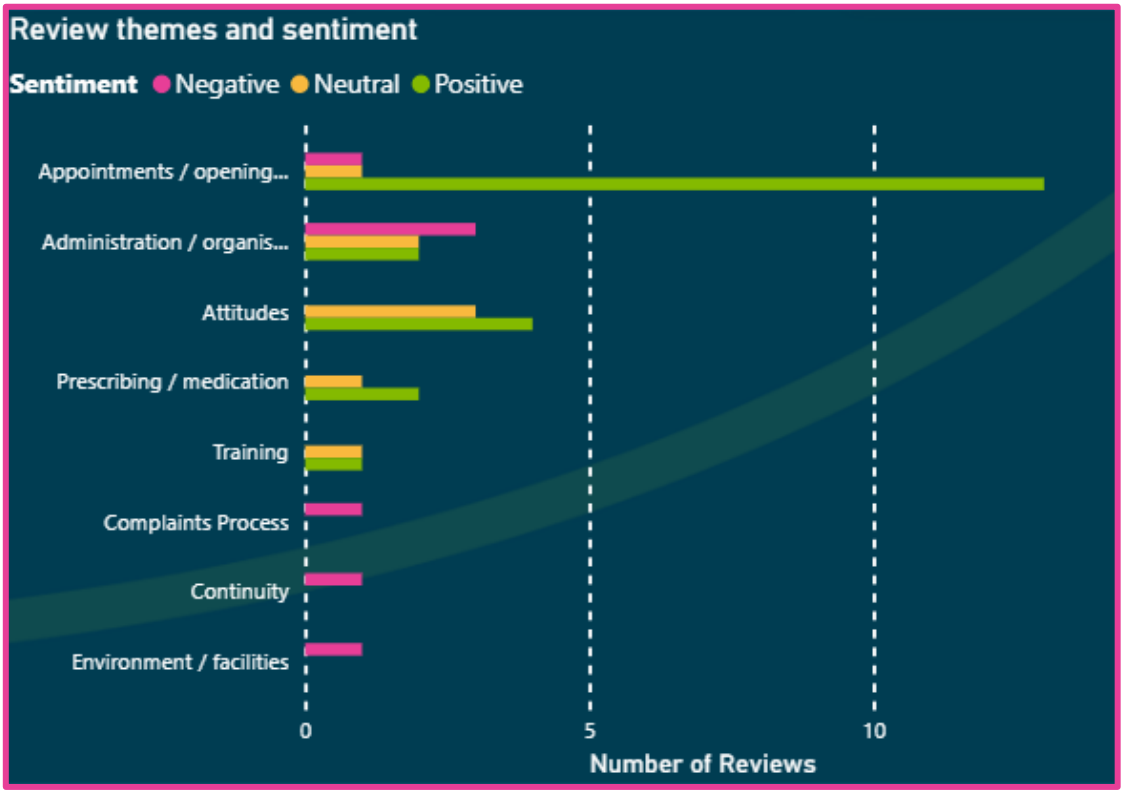


Figure 1- A graph depicting review themes and sentiment for the feedback collected from Harleston Medical Practice by the Healthwatch Norfolk Engagement Team

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
508247	Harleston Medical Practice	Really good	I don't have any problems, and I don't come often but having said that I can get in really quickly. I've been coming for nearly 50 years and it's been really good the whole way through.	5
508240	Harleston Medical Practice	I've had no problems	I've had no problems, getting appointments is not too difficult despite the other stories that you hear. This one is quite good.	5
508233	Harleston Medical Practice	The staff are very good and helpful	I have recurring problems, and when I phone they get me in quickly. There was one occasion where I was seen quickly but the doctor spoke quite rudely to me. I think the staff are very good and helpful, the receptionists have given me helpful advice.	5
508203	Harleston Medical Practice	Everything is good	You get dealt with quickly, you can get appointments and the staff are nice and pleasant.	5
508198	Harleston Medical Practice	They listen	They listen and get things moving quickly. I have not had to use them before last year. The staff have been lovely and great. I have no problems getting an appointment. I feel lucky to live here and have them as my doctors.	5

508241	Harleston Medical Practice	They're looking after us	They're looking after us, but it depends what doctor you see.	4
508239	Harleston Medical Practice	Generally quite satisfied	Generally quite satisfied; they could improve on following up. I had to give them two weeks of blood pressure readings and have heard nothing back. You just have to assume that no news is good news. You can get appointments okay, I've not had any problems.	4
508238	Harleston Medical Practice	You never see the same doctor	You never see the same doctor. Apart from that I have no complaints whatsoever.	4
508236	Harleston Medical Practice	On the ball	I can always get, or I'm offered, appointments quickly. Sometimes the receptionists can be a bit abrupt but most of them are lovely. They are very on the ball with repeat prescriptions.	4
508235	Harleston Medical Practice	They're very on the ball	They're very on the ball. However, they could get assessments through quicker. When I have had to make appointments I get an email reply quickly, they're quite good.	4

508234	Harleston Medical Practice	Improved tremendously	If you had asked me 18 months ago I would've only given them a two. When I have needed an appointment, I can get one these days. One thing that they don't do very well is follow-up, for example correspondence from the N&N seems to get lost, and I have had to chase for blood tests that consultants have asked the surgery for. Reception has improved tremendously. I think they are doing a good job, and I can get an excellent physiotherapist who I rate highly.	4
508202	Harleston Medical Practice	All good	Getting an appointment is good and you can get what you want. Communication is good and staff are very nice, friendly and compassionate. They refer you when needed.	4
508194	Harleston Medical Practice	They don't always follow up	They don't always follow up with things, like you have an x-ray, you hear nothing, they just don't follow up. I had blood pressure checks and no feedback on them; they give you medication with no real direction on how to take them. You just have to assume that no news is good news! You can get a nurse's appointment with no problems and they are excellent. Getting a doctor's appointment can be harder although I have not needed one in a while so not tried. They did see me in an emergency a while back which is good as it saved me going into Norwich to A&E.	4

508191	Harleston Medical Practice	Communication between them and the hospital is not good	It's hard to tell if it's the surgery or the hospital, but the communication between the two is not working. N&N said they sent a letter in January and now in September the surgery is saying they still haven't got it. I don't know where to turn with it as each blames the other. The surgery is fine, I can get an appointment when I need one and the staff are good, I don't have a problem with them.	4
508190	Harleston Medical Practice	It's all good	It's all good, I don't come very often, but it's good when I do. Getting an appointment is better than it used to be.	4
508189	Harleston Medical Practice	Don't come often	I have lived here three years and not had any problems with them, but I have not had to have an appointment for two years because I've not needed one. I get my repeat prescriptions okay.	4
508232	Harleston Medical Practice	Good most of the time	The receptionists could improve, there are a couple of them who can be rude. Getting appointments is quite good. Most of the doctors are alright but there is one or two that could improve their bedside manner.	3

508199	Harleston Medical Practice	Access problems	There is a bit of a lack of communication, I saw the doctor and he said I had to come back in two weeks, but when I went to the reception they could not get me in. I am visually impaired and I find accessing the surgery hard. The door does not have strong contrasting colours, it's not well lit, there is a lip on the door frame, and the doors are not very wide. I have reported the bent railings over five months ago and still nothing has been done. I have fallen due to it, as have other people.	3