

# Hethersett Surgery

## Feedback



### September 2024

In September we visited Hethersett Surgery to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the surgery. The reviews have an average star rating of 2.9 out of 5.

Hethersett Surgery is a GP surgery located in the centre of the village and it is a branch of the Humbleyard Practice group. Upon their last inspection, the surgery received a rating of 'Requires Improvement', from the CQC. There were around 22,240 patients registered with the practice at the time of the last CQC inspection in September 2023. The surgery offers a variety of services including cervical smears and various vaccinations.

Healthwatch Norfolk Officers who visited Hethersett Surgery noted:

There were multiple notices on display advising patients of rights for teens accessing healthcare, dispensary information, and behaviour expectations towards staff.

Overall, people had mixed feelings about their experiences of care at Hethersett Surgery with patients highlighting the friendliness of staff. However, many people felt that access to appointments was very limited with lots of people unable to see a doctor.

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	Department	Title	Review	Rating
246288	The Humbleyard Practice	Hethersett Surgery	The nurse is a joy to talk to	My appointments always go well with the nurse, she's a joy to talk to and she tells you everything. I've been coming every two days to have my dressing changed, I first rang up mid-morning and was surprised to be able to see the nurse that afternoon. We've been coming here for a very long time and we've had no bother. It is different now but I'm happy still.	5
246276	The Humbleyard Practice	Hethersett Surgery	Pharmacist dealt with my problem	Firstly, I'd say are there any doctors here? There's no names on the board. Today I was sent from Mulbarton and saw the pharmacist who was very nice and dealt with my problem. I don't mind driving here.	5
246275	The Humbleyard Practice	Hethersett Surgery	Today was brilliant	My appointment today was brilliant - on time, excellent nurse, covered everything I needed to be covered. I'd previously come in about something else and the reception booked me in for a health check so that was brilliant. There's no improvements needed for me at the minute, they have sorted me out.	5
246279	The Humbleyard Practice	Hethersett Surgery	They're normally good	They're OK but I've had to wait ages for my baby's medication which was prescribed by the hospital and still isn't ready. It took over a week for them to get the hospital letter and they said the medication would be ready within two weeks, it's over that now and not there. The pharmacy said the letter is still with the GP. But they are normally good, I can get appointments for my kids and reception are friendly.	4

246287	The Humbleyard Practice	Hethersett Surgery	My usual doctor is excellent	It's been brilliant over the years but since Covid things have changed and now they're building all these houses and things. My usual doctor is excellent, if I get a chance to see him he's great. He will spend a lot of time with me if I need it, especially after I was severely unwell in hospital. It's always been brilliant but it's a nightmare to get an appointment. You often get sent to Cringleford and Mulbarton - I can drive but I'd rather see my own doctor who knows all your history. I'd say 5 stars for my last experience with my doctor but overall, 3.	3
246274	The Humbleyard Practice	Hethersett Surgery	5 stars today but 3 overall	Things have changed so much, the reception team used to be wonderful. My experience with the two on today was fabulous, five stars, but there are others here that if you turn up in distress they don't offer the kindness and empathy that I feel is our right. This isn't everybody, the pharmacy here is fabulous. However there is a general feeling that people of my age have been written-off. You can't get to see anybody! It wouldn't feel as bad if you could be seen when you need to and, if you were directed elsewhere, to be told in a nice manner and explained it's in your best interests instead of how I was told to go to A&E quite brusquely.	3
246084	The Humbleyard Practice	Hethersett Surgery	I have never managed to see a doctor here	I've been registered here since March 2022 but I have never managed to see a doctor here. I can never get anything. I call at 08:00 and by the time I get through all the appointments are gone. I can't get an appointment for six weeks and that's at the other surgery. You have to be an emergency on the day or it's the six weeks. There is a lack of communication.	3

246284	The Humbleyard Practice	Hethersett Surgery	Access to care is difficult	<p>The staff here are lovely and helpful but access to care is difficult. You have to ring early in the morning for a same day appointment or you have to do PATCHS. I was told I needed to see a doctor but I saw a nurse practitioner. I was OK with that as I did get the referral I needed, however it's a 28-week wait which is too long for the issue I'm dealing with. I looked on the NHS website and my referral wasn't on there but reception have told me today they can see it. When I moved here, they picked up I was pre-diabetic so gave me a blood test. When I got the results and asked about my blood sugars, they told me they hadn't tested for that and they'd do it again in six months. I decided the advice would probably be to lose weight so I did that on my own anyway without their support, and the blood test never happened. The new housing estate is only going to compound the problems.</p>	2
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246281	The Humbleyard Practice	Hethersett Surgery	There's no communication	I came to collect a prescription and it still isn't ready after two weeks. There's a road diversion so I've travelled 10 extra miles and you can't call ahead as they don't answer. There's no communication it's 'Google yourself fit'. I've had blood tests and had to find the results via the NHS app. I got my son to explain the abbreviations to me as I'm lucky he's a doctor, otherwise I wouldn't understand it. I had a cholesterol blood test which I've heard nothing about either but on the app it says "patient informed". I don't think there are any doctors here, I last saw a physician associate. There's nothing you can do about it. I had temporary care from another surgery when I broke my knee whilst away from home. When I moved back I had to come back here which was disappointing as it's world's apart in care.	2
246085	The Humbleyard Practice	Hethersett Surgery	I've never physically seen a doctor	I've never physically seen a doctor. I have phone calls. I find the phone calls difficult. I am put off trying to get an actual appointment. Getting basic texts is okay.	2
245569	The Humbleyard Practice	Hethersett Surgery	It's really difficult to get an appointment	There are such long queues on the phone. It's really difficult to get an appointment. I was only offered one day and this was not convenient because we were on holiday but they seemed unable to offer an alternative. The communication is no good. No one told my husband about his blood test results. It seems they only tell you if something is wrong, however if you don't hear anything you worry and wonder if something has been missed.	2

246278	The Humbleyard Practice	Hethersett Surgery	Every time I've seen a doctor it's inconclusive	<p>My recent appointment was not amazing. My GP made me stand up and poked me asking if it hurt rather than asking me to describe the problem. She didn't explain what she was looking for or what she was doing and it didn't seem relevant to what I'd gone in there for. Every time I've been for different issues it's been inconclusive and nothing was resolved in that appointment either. I haven't been given any next steps from my last appointment. I have tried to get things resolved twice before by complaining through PATCHS but I just received an online message saying they'd look into it. Nobody contacted me personally and nothing else happened.</p>	1
246078	The Humbleyard Practice		There is no consistency	<p>There aren't enough doctors for the village. Every time I want to discuss something I have to keep booking more and more appointments as they aren't long enough. If I could just have one longer appointment it would be better. I just need longer. The receptionists are quite often very unhelpful. I have to ring every morning and often can't get an appointment. I should be able to see the same doctor who knows about my situation. there is no consistency of care.</p>	1