

Heathgate Surgery

Feedback



October 2025

In October 2025 we visited Heathgate Surgery to speak with patients about their experience with health and social care services. From this visit we received 34 reviews for the surgery. The reviews have an average star rating of 4.9 out of 5.

Heathgate Surgery is a GP Practice based in the village of Poringland, serving patients in neighbouring villages including Brooke, Stoke Holy Cross, Framingham Earl, Framingham Pigot and Kirstead. Patients also visit the Poringland site from its branch site at Rockland St Mary. The surgery offers services under its General Medical Services Contract including regular reviews for patients with long term conditions, national screening programmes, travel assessments, child immunisations, phlebotomy and NHS health checks. At the time of our visit, they were also offering patients their seasonal vaccinations including flu and covid boosters. It also has multi-disciplinary team working from its Poringland site including Social Prescribers, First Contact Physiotherapists, Mental Health Practitioners and Enhanced Recovery Workers.

Healthwatch Norfolk Officers who visited Heathgate surgery noted:

- There is an on-site dispensary with its own seating area.
- The waiting area for appointments is removed from the reception desk to allow a level of privacy. There are plenty of chairs and a bright mural on the wall.
- Relevant patient information is displayed throughout the surgery.
- The entrance doors are automatic enabling patients of differing mobility needs equal access.
- The car park is large with two separate areas for accessible parking. During our visit there were occasions when all bays were full and patients parked on the verge.

Overall, people were incredibly happy with the care they received at Heathgate surgery. Many people raised that staff were kind, helpful and good listeners. Most people felt they were able to get both urgent and routine appointments, but that sometimes there was a wait of a few weeks for routine appointments.

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

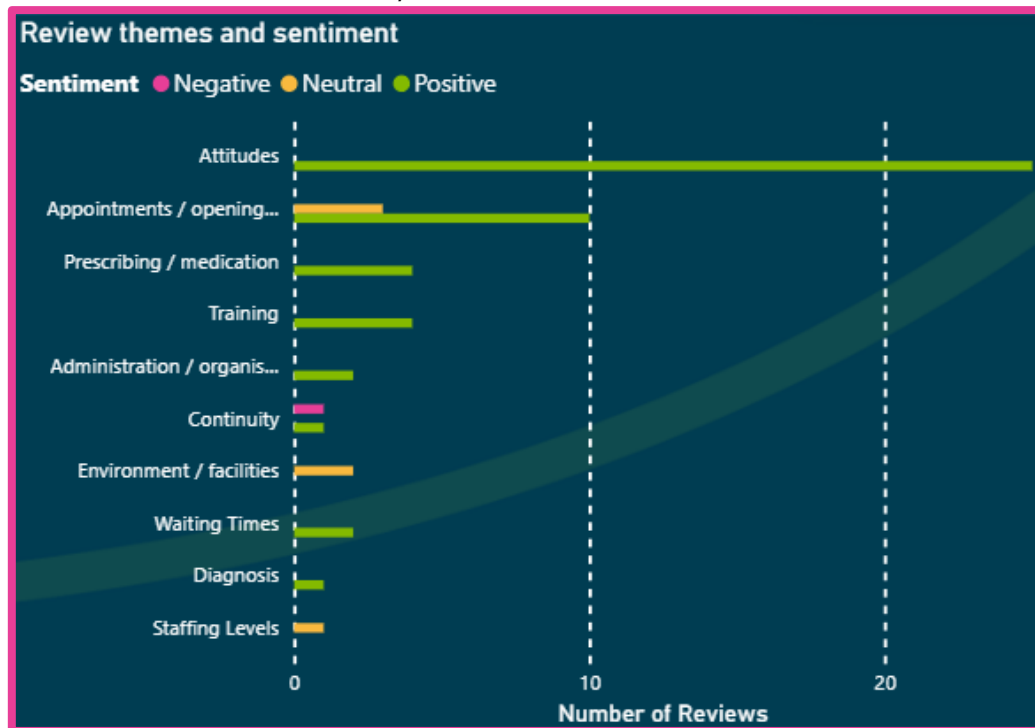


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Heathgate Surgery by the Healthwatch Norfolk Engagement Team.

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
261778	Heathgate Medical Practice	Thorough doctors	They're pretty good, very thorough doctors. The check-in was easy, and I didn't wait long. It's fine to book appointments here, I normally ring.	5
261777	Heathgate Medical Practice	Always brilliant	I see Annabel who's always brilliant. She's a really good doctor - she listens. I see Carol for blood tests, and she says hello to me even if I'm not here to see her. The receptionists are always brilliant too. They give me thorough checks.	5
261776	Heathgate Medical Practice	Exceptional care	It's always really positive. Everyone's lovely which makes such a difference. The receptionists are so friendly and kind and I really value that as it's not been my experience elsewhere. Especially as I know they're so busy. The level of care I've received from my pregnancy right through to now has been exceptional.	5
261775	Heathgate Medical Practice	Always helpful	I think they're brilliant. They're always very helpful and you can usually see a doctor. I can't find fault with them.	5
261774	Heathgate Medical Practice	Can't fault anything	I get on very well here with pretty much everything. I can't fault anything.	5
261773	Heathgate Medical Practice	We're extremely lucky	We're extremely lucky and they can't improve on anything. From reception to the doctors and nurses they're absolutely top. Exceptionally good, absolutely 100%! My husband had stomach cancer, and they were brilliant supporting us both. I have several	5

			things wrong, and they always look after me. They're always helpful.	
261772	Heathgate Medical Practice	They listen	They're brilliant. They listen and try to get you in as soon as possible. They're all very personable.	5
261771	Heathgate Medical Practice	Brilliant	Brilliant!	5
261768	Heathgate Medical Practice	Experienced and kind nurses	It's extremely good here. The wonderful nurses have loads of patience. They're informed, experienced and very kind. I've had lovely experiences with the GPs here too.	5
261767	Heathgate Medical Practice	Attentive doctors	I think it's great. Every doctor I've seen has been really attentive and professional but friendly. I like that they can inject my steroids here, to not have to go somewhere else is marvellous. The doctor acted on my previous feedback about how long it lasted and made sure it held for longer this time. I like having the choice of a telephone call or face-to-face appointment, and I like being able to book online. However, I would like to be able to book appointments for sooner as waiting for a month when you're in a lot of pain is a bit much. The doctor said if I called and explained I was bed-bound then it could be quicker, so maybe I need to put more information on the form about my level of pain. A bigger car park would be good!	5
261766	Heathgate Medical Practice	Flagship of a doctors	Those receptionists on the desk are marvellous; issues are always sorted quickly. The doctors are great, absolutely lovely. I've been here since 2012 and have a good rapport with Dr. Wallace. The	5

			pharmacy does a marvellous job too. I know they're all under pressure, but this is a flagship of a doctors.	
261765	Heathgate Medical Practice	Consistently good	I think a great deal of them! I've been here 40 years, and I use it a lot, they're consistently good. When people make derogatory comments about the NHS it's often without experience of it. I can only judge it on the care me and my family have had, and we can't fault it. The dispensary is fabulous, they go out of their way to help. I place an order online and it's usually ready to collect in two days. There's a continued interest from the clinicians here without prompting. Most of my care is at the hospital but they keep in touch with me about it. Two of the GPs were responsible for catching a diagnosis and following up on it which means a lot to me.	5
261764	Heathgate Medical Practice	No problems	No problems whatsoever. I'm a new patient and this is my first visit, but my husband always comes here, he's never had any problems getting appointments. The registration process was very easy. I filled a form in on the NHS website and got a text a few hours later to say this was my practice. They've given me a blood test already because of the medications I'm on and I'm back in next week to discuss it.	5
261760	Heathgate Medical Practice	First Class	Absolutely brilliant, first class. From reception all the way through to all the staff we feel cared for, both me and my husband. Always good and you can get an appointment when you need one.	5
261759	Heathgate Medical Practice	Punctual and good	They are always punctual and on time. I never wait to make an appointment, when you phone, they answer within 5 minutes and	5

			you get an appointment. I get appointments as I need them. It's all very good.	
261758	Heathgate Medical Practice	Brilliant surgery	Brilliant surgery. I called at 8am today and was offered an appointment today. It does usually work well.	5
261757	Heathgate Medical Practice	Spectacular	Spectacular. The staff are good and endeavour to do the best with what they have got. They have also been good referring me.	5
261756	Heathgate Medical Practice	Polite and efficient	The staff are always friendly, polite and efficient. They are just great, and I really mean that. It is better than a previous surgery I went to. It feels better equipped here too.	5
261755	Heathgate Medical Practice	I think they are great	I think they are great. The only thing I saw recently which I didn't like was a sign on reception that said there was no one on reception because they were all busy dealing with other patient issues. I did not think this was a very good message, we are not people with issues we are patients with needs.	5
261754	Heathgate Medical Practice	Helpful and friendly	The staff are usually helpful and friendly, and I have not had a bad experience here and I have been coming quite a few years. If I need an urgent appointment, I can usually get one. I suppose more staff would be good.	5
261753	Heathgate Medical Practice	Awesome	Awesome, awesome, awesome! I love this surgery.	5
261752	Heathgate Medical Practice	Kind and supportive	They're great and I can't fault them. They have a good attitude, they listen show kindness and are supportive. The nurse today was so kind.	5

261750	Heathgate Medical Practice	Everything is good	I come regularly and everything is good. They look after you very well. I get appointments as I need them and it's all good.	5
261749	Heathgate Medical Practice	They're doing it right	I'd love to give my feedback as it's wonderful, they're absolutely fantastic. I've never had a problem getting appointments for me or my two young daughters. The doctors are amazing, they're all great. I rang in an afternoon, the nurse practitioner rang back in ten minutes and got my daughter to go in. She prescribed antibiotics and we picked them up straight away because they have a dispensary. You never hear anything bad about either of the surgeries. I don't know what they're doing here but they're doing it right!	5
261748	Heathgate Medical Practice	I feel looked after	Brilliant, the people are so friendly and have a good attitude. I feel like I am being looked after.	5
261747	Heathgate Medical Practice	Fantastic surgery	It's a fantastic surgery. The pharmacy is brilliant and I've never had any issues with the reception staff. I overheard them today, and I have at other times, checking on patients who look a bit dazed to see if they're OK. I can't say enough good about this practice. I'd give them six out of five if I could!	5
261746	Heathgate Medical Practice	Appointments when I need one	They are really good, I have never had a problem with them. They have always got appointments when I need one. The staff are brilliant, friendly and polite, it's all good. I come for regular checks and it's always okay.	5

261743	Heathgate Medical Practice	Always very responsive	Excellent, they are always great with me. I called this morning and got a nurse appointment straightaway. They are always very responsive. They are very friendly on the phone and helpful. The nurse today was very good and kind.	5
261742	Heathgate Medical Practice	Absolutely great	They have been absolutely great, superb. Everyone is so helpful, professional and friendly	5
261740	Heathgate Medical Practice	Excellent	They are helpful and today they went beyond the call of duty helping me.	5
261770	Heathgate Medical Practice	Friendly and efficient	They're generally very good, friendly and efficient. I'll give them four stars as there's always room for improvement.	4
261769	Heathgate Medical Practice	Prefer sooner appointments	It's really good, everyone who works there is helpful and polite. They don't mind answering questions, and the doctors are always lovely. When it comes to flu and Covid jabs, it's always been easy, and you have a choice of days. I suppose it could be easier to get an appointment when you need one. Sometimes it's 2-3 weeks or you're told to try again for a same day one. It's not too bad to wait that long if it's a follow-up or routine thing. There are times when it's not an actual emergency that requires A&E, but you'd like to be sooner than a few weeks.	4
261751	Heathgate Medical Practice	Helpful staff	I come every month and it's all very good. It is busier than it used to be, but the staff are helpful. It's a very good team.	4

261745	Heathgate Medical Practice	Better than other surgeries	They're pretty good, I don't have a problem. I've been coming here quite a few years, but I try not to if I can help it! This is a better service than what my family get at other surgeries. I do a lot of the stuff online. I should have bought a lottery ticket last Friday as I went online and was told it would be four weeks but then I got a cancellation after 45 minutes! I'll give it four stars as it can be a long wait but that was the first time I'd been told four weeks. It's not like the old days with seeing your own doctor, but I don't mind, I'm happy. They deal with my issues. I try to see the practice nurse or a physio as this seems easier than seeing a GP.	4
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