

East Harling and Kenninghall Medical Practice Feedback

October 2020 to September 2021

From October 2020 to September 2021, we received **96** reviews for East Harling Surgery and **9** for Kenninghall Surgery. Most (77 reviews) of these were collected at an engagement event during a flu clinic at East Harling surgery on 25th September 2021 and the remainder of the reviews were received through our website.

The reviews have an average star rating of **3.9** out of five. Figure 1 below shows the average star rating for additional performance indicators. Patients were most happy with the cleanliness at the surgeries rating it an average of 4.6 out of 5, however they were less satisfied with the waiting time (3.4 out of 5).

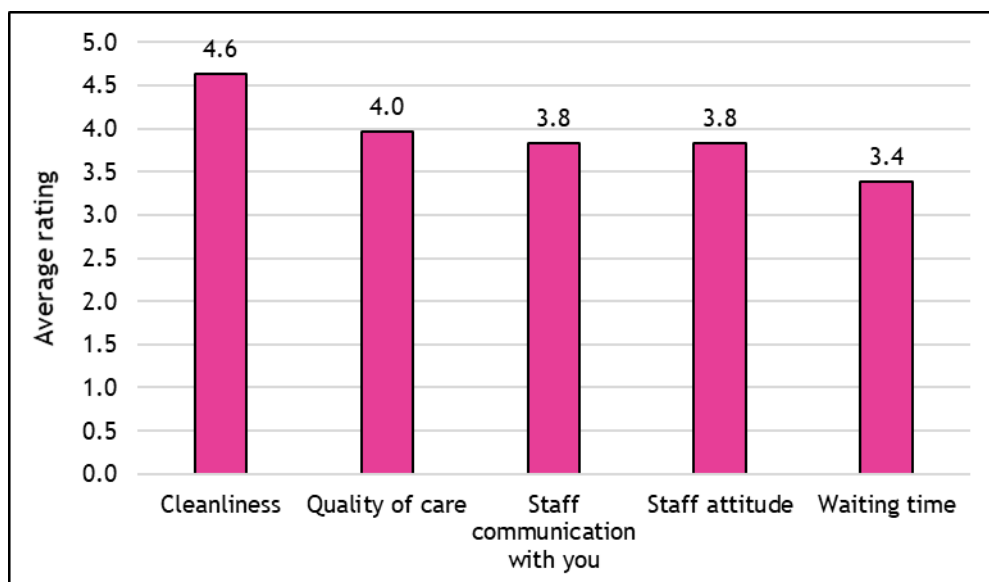


Figure 1. Average star rating (out of five) for performance indicators.

Overall, patients were extremely satisfied with the flu clinic at the surgery, they commented on how it was quick and efficient with many reporting no waiting time. Many patients were also understanding about the pressures on GP services as a consequence of COVID-19 and commented how they understood some difficulties they had experienced were across NHS services rather than just at the surgery. Both of these views are illustrated in the following review:

I don't need to visit often but there's been no issues today at the flu clinic. It is running very smoothly - all good! Fantastic service who are clearly thinly stretched and doing all they can in very difficult circumstances. Still very good. There's a three week wait for a standard appointment but this is not really their fault and is out of their control.

Difficulties reported by patients included struggling to access an appointment, many also told us how they would like the opportunity to see a doctor in-person. Some mentioned knowing that it is difficult to get an appointment discouraged them from seeking help when they needed it. Others told us that they felt there were too many barriers between them and seeing or speaking to a GP.

Would be an improvement to have face-to-face. I understand that they're stretched and working as hard as they can. I know something was missed for my friends because they didn't have a face-to-face appointment. It's important to remember that patients arrive at an appointment with a presenting problem and then the real problem. I personally don't have a problem with the triage system but I think you should be able to choose what works for you. There also seems to be the attitude of "we can't deal with this so the hospital will." They sent me to the hospital but I felt like I was wasting their time. They sent me to the hospital for a clot without seeing me face-to-face. This was because they treated me for one previously and this was great. I then came back to them with similar symptoms and when I called here they just sent my straight to the hospital. It could have been avoided if they'd seen me and asked some simple questions. I can't fault the surgery in general though - it's the system.

As the above comment illustrates, we also heard frustration from some patients about some of the systems in place which felt like they were going round in a circle, sent to the wrong service, or sent back to the start of the process again and therefore increasing waiting time for appointments. This frustration is demonstrated in the following reviews:

I rang East Harling and when no one answered the phone bounced to Kenninghall and the person I spoke to told me to ring East Harling! The doctors are not seeing you at all. I spoke to a nurse and was told to ring and make an appointment with a doctor but when I rang and spoke to a receptionist they tried to book me back in with a nurse again.

My daughter has been in a lot of pain with her knee. We waited four weeks for a phone appointment. The phone appointment was with a nurse and they weren't able to help. Then had to wait another 4 weeks - now waited 8 weeks and still not had a face-to-face appointment.

The soonest appointment I could get was in three weeks. I went private in the end. Once I'd been for the private appointment they told me I needed to follow up with my usual doctors. When I contacted East Harling I was told I still needed to follow the usual protocol of having a phone consultation first before I could actually see someone even when I'd already see someone privately. It was just a waste of everyone's time.

One final concern highlighted was that some patients were not sure where the flu clinic was taking place: *"The email I got about today didn't have a location in it though so I didn't know if it was at East Harling or Kenninghall"*.

The reviews are displayed in the table below and can be found on our website here for East Harling: <https://healthwatchnorfolk.co.uk/services/east-harling-surgery-norwich-nr16-2ad> and here for Kenninghall: <https://healthwatchnorfolk.co.uk/services/kenninghall-surgery-norwich-nr16-2ad>

Please note that spelling or grammar errors are because reviews have been left unedited to ensure originality.

ID	Surgery	Title	Review	Rating	Date
22991	Kenninghall Surgery	Really kind	I love our surgery they are really kind. They do their best with waiting times	5	24/02/2021
22994	Kenninghall Surgery	Excellent	Excellent insightful review of my symptoms and advice / support	5	24/02/2021
85497	Kenninghall Surgery	Brilliant	Brilliant they are so friendly and they try to be accommodating. There is a national problem in actually seeing a doctor but there are phone appointments if needed. I have not needed them but I know friends have.	5	27/09/2021
22992	Kenninghall Surgery	Not easy to get appointment	It's not easy to get an appointment but getting calls for routine stuff. Receptionists not always the most helpful	4	24/02/2021
22997	Kenninghall Surgery	Almost impossible to see a doctor	Almost impossible to see a doctor. Nurses seem to be doing all the work. More and more work done at East Harling not Kenninghall. Kenninghall is a lovely surgery easy parking but doesn't seem to be used. Could you well me what training the receptionists have to be able to do triage and arrange a suitable treatment / appointment? Too many barriers between GP and me.	4	24/02/2021
22998	Kenninghall Surgery	Experience of phone appointment	I was feeling poorly waiting for long instructions on the telephone. Tried using the web as directed next day emailed saying I had contacted admin to ask to go to the surgery. Could they not have emailed the surgery for me? I told my son as I was desperate. He tried to phone and held on for a long time. When answered he handed it to me. They were helpful and said I would get a ring back that afternoon. The nurse rang me and prescribed antibiotics which my son picked up. I can understand people's frustration when they're not well.	4	24/02/2021
13975	Kenninghall Surgery	Appalling attitudes from reception staff	Firstly I would like to say there have never been any issues with the doctors and their nurses. I would like the surgery manager to know that as a family we have had issues with the receptionists mainly from Kenninghall surgery with their rudeness and attitudes. My son was in the midst of moving and my grandson was refused his soya milk as neither surgery took liability until I	3	10/12/2020

			spoke to Dr Hazel who sorted the situation immediately. My daughter in law had an emergency appointment seen by the nurse and asked to see the doctor next day but as she was in the process of moving was told by a Kenninghall receptionist on 1st Dec 2020 that had she realised that she was moving would have not accepted a request for an appointment where is the empathy for patients? On another occasion again Kenninghall I desperately needed to see a dr I was sobbing down the phone and they gave an appointment for the following day which I really couldn't wait for eventually I spoke to east harling who assisted by getting someone to call me. Finally my husband registered with Kenninghall to find that it hadn't been processed when he requested an appointment. This last year has been horrendous with the receptionists having to constantly fight to see a dr. I realise there is pressure daily as I myself work at the hospital on clinics but there is absolutely no need to speak rudely aggressively and in an appropriate attitude to patients. On entering both surgeries it is clearly advertised that abuse verbal physical aggressive offensive intimidatory or disrespectful behaviour will not be tolerated however I feel that this should surely work both ways? To lessen the chances some empathy from reception staff should be used then these issues would not occur.		
22996	Kenninghall Surgery	Left waiting for meds	I tried for 2.5 hours to get an appointment then went in and was shouted at by surgery. Lots of people chatting in reception and left waiting for meds.	2	24/02/2021
85511	Kenninghall Surgery	Feel like a nuisance	It can be difficult to get an appointment here and I am made to feel like I am a nuisance.	2	27/09/2021
22217	East Harling Surgery	Covid Vaccination	Brilliant organization at the Thetford Cottage Hospital with East Harling and Kenninghall staff observed working there. I arrived 10 minutes early at 08.40 and was seen at 08.50!	5	15/01/2021
22512	East Harling Surgery	Excellent service	I and my two children (now 46 & 48!) have been registered with East Harling surgery since Jan. 1981 (Dr Paul Jonason) my husband slightly longer. We have received nothing but kindness and understanding from all the surgery staff and any doctor that we saw. My husband had a prolapsed disc in his back and Dr	5	25/01/2021

			Jonason even phoned his old professor of surgery to see if he had any further advise he could offer. I have always been spoken to in a civil manner by the reception staff. We are more than happy to go the further distance to Kenninghall surgery if and when it helps. Many thanks to all of you - we don't intend moving house any time soon!!!		
57503	East Harling Surgery	Great online experience	I sent a message via the website with a question - the very next day I had an email to say I had a reply from the Surgery - such a fantastic was of communicating without having to waste everyone's time hanging on the phone. Very impressed	5	16/04/2021
74459	East Harling Surgery	UTI	I want to say a big thank you to today's team my daughter was visiting and woke up with pain she knew exactly what it was as unfortunately suffers with UTI's regularly. The staff we so caring and efficient and she had antibiotics by 2pm today. We can not praise you all enough and now she is on the road to being pain free. Thank you all so much again.	5	09/07/2021
85298	East Harling Surgery	Thank you	Just wanted to say how quick and well the response from all staff and the doctors was yesterday and it is really appreciated. Thank you so much people are too quick to complain these days but aren't forth coming when its positive.	5	16/09/2021
85499	East Harling Surgery	Excellent flu clinic	Excellent flu clinic very quick and well organised. A slick operation. Up until recently I had been at a different surgery where there were more issues but here has been good. I have not had to book an appointment yet but routine appointments have been good.	5	27/09/2021
85501	East Harling Surgery	Happy with everything	The flu jab was absolutely amazing I was nervous and they were really good with me. I am very happy with everything. I was trying to get through the other week and it took 1 hour and 10 minutes to get through so you have got to be patient. That was my own fault I called and it said 10th in the queue so I tried to call again later and it said 12th in the queue.	5	27/09/2021
85502	East Harling Surgery	Didn't have to wait	I attended the flu clinic today. I didn't have to wait everything was fine and everything went well	5	27/09/2021

85503	East Harling Surgery	There is nothing to improve	Flu clinic was all good and very efficient. There is nothing to improve everyone is good that I have no problems. You could moan about them not answering the phones but it is what it is.	5	27/09/2021
85506	East Harling Surgery	All good so far	My experience has been all good so far I have not been here for long but I am very happy.	5	27/09/2021
85508	East Harling Surgery	Difficulties booking flu clinic	It is really good once you are here and in but the booking system and the website is difficult. For the flu clinic the invite came through to me but when I went through the website to book in it had the options under 65 and high risk or over 65 but I am neither. I put the one which was at least half right. This is a joint surgery with Kenninghall and it didn't tell you where it is. I tried to call to confirm but I could not get through even if it was an answer machine message to say where it was would help.	5	27/09/2021
85512	East Harling Surgery	Generally good	I generally do not use the surgery very often but when I do it is good.	5	27/09/2021
85454	East Harling Surgery	Quick and efficient flu jab clinic`	Very quick and efficient. I didn't feel a thing! I went straight in and out for my flu jab.	5	27/09/2021
85460	East Harling Surgery	Nice staff	Nurses are amazing! I haven't seen a doctor for a while (but I haven't needed to!) I did get to see a doctor a while ago and was sent to the hospital within weeks once I spoke to them.	5	27/09/2021
85461	East Harling Surgery	10 out of 10	I have nothing but praise for the surgery 10 out of 10. It is 100% fantastic well organised lovely people and efficient.	5	27/09/2021
85466	East Harling Surgery	Wonderful as always!	Wonderful as always! They care and they're friendly. Don't feel stressed in there. They couldn't improve other than pay them more.	5	27/09/2021
85467	East Harling Surgery	Efficient flu clinic - travel isn't easy	Efficient flu clinic. I've not been at the surgery too long. I'm sent to Kenninghall Surgery sometimes - I don't always have a car so would prefer to come to East Harling.	5	27/09/2021

85471	East Harling Surgery	Been here for 20 years	I have been here for 20 years and I have never had any problems they are always helpful. I did have to wait 3 weeks for a telephone appointment. Diabetic check ups have been good and they always contact me for them. I work for the Norfolk and Norwich Hospital and I know how other GPs are hard to contact in comparison to East Harling.	5	27/09/2021
85482	East Harling Surgery	I can't fault the surgery in general	Would be an improvement to have face-to-face . I understand that they're stretched and working as hard as they can. I know something was missed for my friends because they didn't have a face-to-face appointment. It's important to remember that patients arrive at an appointment with a presenting problem and then the real problem. I personally don't have a problem with the triage system but I think you should be able to choose what works for you. There also seems to be the attitude of "we can't deal with this so the hospital will." They sent me to the hospital but I felt like I was wasting their time. They sent me to the hospital for a clot without seeing me face-to-face. This was because they treated me for one previously and this was great. I then came back to them with similar symptoms and when I called here they just sent my straight to the hospital. It could have been avoided if they'd seen me and asked some simple questions. I can't fault the surgery in general though - it's the system.	5	27/09/2021
85484	East Harling Surgery	Very good flu clinic	Very good no problems at all. I don't come here very often but the flu clinic was good and no waiting. They contacted the monastery to tell us about the flu clinic.	5	27/09/2021
85486	East Harling Surgery	Fantastic service in difficult circumstances	I don't need to visit often but there's been no issues today at the flu clinic. It is running very smoothly - all good! Fantastic service who are clearly thinly stretched and doing all they can in very difficult circumstances. Still very good. There's a three week wait for a standard appointment but this is not really their fault and is out of their control.	5	27/09/2021
85487	East Harling Surgery	Efficient and friendly	I am very happy with the surgery. They are very responsive and I am always able to get an appointment. It is one of the best surgeries I have been to.	5	27/09/2021

			There is a reasonable waiting time for appointments but I am confident I will be seen in an emergency.		
85488	East Harling Surgery	Amazing	Amazing I think the surgery is really good. More face to face appointments would be good but phone appointments are fine to get. I have no issues with any of the staff.	5	27/09/2021
85489	East Harling Surgery	Quick flu jab clinic - doing their best	It was very quick at the flu clinic. The chap was very nice helpful and very quick. I was in and out. The NHS has done superb through it everything recently. You can only do what you can with the resources you have. You just have to be patient.	5	27/09/2021
85490	East Harling Surgery	Well organised	The flu clinic is really good and well organised. Touch wood I don't have to come very often but when I do it is good. It all seems to be lifting and improving now after COVID issues. This week I had messages about the flu clinic and the booster jabs.	5	27/09/2021
85493	East Harling Surgery	Flu clinic was quick and efficient	The flu clinic was very quick and efficient. I can usually get an appointment and I've not had any problems.	5	27/09/2021
85494	East Harling Surgery	Very good here	It is very good here I am happy with everything and I think there is nothing to improve at all.	5	27/09/2021
85560	East Harling Surgery	Always very happy	Brilliant! I'm very happy with them. Lots of people have been moaning but I think they're very efficient and get the job done. There's just so many negatives sometimes but it's important to share the positives too. I'm always very happy. I mean waiting times aren't always the best but considering the present times we can't really complain.	5	28/09/2021
85565	East Harling Surgery	Staff make you feel comfortable and not alone	I've had no problems here. The staff are brilliant and make you feel comfortable. They never seem to be running late either. They make you feel like you're not on your own.	5	28/09/2021

85567	East Harling Surgery	Absolutely brilliant flu clinic	Absolutely brilliant for the flu clinic. They were running a little late when I went in but wasn't really delayed at all.	5	28/09/2021
85568	East Harling Surgery	Efficient flu clinic	Efficient flu clinic - had no problems	5	28/09/2021
85569	East Harling Surgery	Straightforward getting flu jab	Perfect at flu clinic today - very straightforward. It was well organised and actually saw somebody face-to-face!	5	28/09/2021
85570	East Harling Surgery	Flu clinic was running on time	Everything was running on time at the flu clinic. The nurses were lovely. There's nothing to improve.	5	28/09/2021
85571	East Harling Surgery	Very quick at flu clinic	Good and very quick and efficient at their flu clinic.	5	28/09/2021
85572	East Harling Surgery	Wonderful	Wonderful at flu clinic today. Got paid a massive compliment by a staff member and it made my day!	5	28/09/2021
85573	East Harling Surgery	Better than last surgery	Brilliant! I haven't been here long and have only been once but they've been really good. They're better than my last surgery!	5	28/09/2021
85574	East Harling Surgery	All fine	Fab - perfect it was all fine.	5	28/09/2021
85575	East Harling Surgery	Best flu clinic yet	Best flu clinic yet! The speed of it was good couldn't have been any quicker.	5	28/09/2021
85576	East Harling Surgery	So swift at flu clinic	Excellent - so swift getting people through at flu clinic. Unbelievably organised and that's coming from a nurse!	5	28/09/2021
85577	East Harling Surgery	First time visiting for flu jab	It's the first time we've visited and we're just here for our flu jab. We've been in and out in no time. Very happy with the flu clinic.	5	28/09/2021

85578	East Harling Surgery	Friendly staff	Lovely and friendly staff. Getting my flu jab was painless and the whole experience was well organised. I even went in early!	5	28/09/2021
85579	East Harling Surgery	Very good at flu clinic	All very efficient today at the flu clinic - very good!	5	28/09/2021
85580	East Harling Surgery	Flu clinic went according to plan	Everything went according to plan at the flu clinic today.	5	28/09/2021
85582	East Harling Surgery	Not used much but flu clinic ran smoothly	Today at the flu clinic was brilliant. Ran smoothly and I can't fault it - was in and out before our appointment start time. Haven't use it much other than today for the flu clinic.	5	28/09/2021
85583	East Harling Surgery	Friendly nurse at flu clinic	Great! Very friendly and efficient at flu clinic. I had a really nice friendly and chatty nurse. I was sent here from Kenninghall for my flu jab - they are my usual surgery.	5	28/09/2021
85584	East Harling Surgery	Good and caring staff	I think they're amazing. My flu jab was really efficient. The staff here are good and caring. I've only had positive experiences.	5	28/09/2021
85585	East Harling Surgery	Friendly polite and professional staff	Very quick and efficient with my flu jab. The staff are always very friendly polite and professional. Very prompt today at the flu clinic - the quickest flu jab ever!	5	28/09/2021
85586	East Harling Surgery	I don't call because they have bigger worries	They're very good here and I've had no problems with staff or anything. Everything at the moment is just worrying. I don't call because they have bigger things to worry about than me. I have a damaged thumb which causes me problems at work but I've been able to put up with the pain. I also had a fall during lockdown and hurt my coccyx. I didn't contact them though because I didn't want to bother them when they're so busy. I've just carried on and it's started to hurt less now so I'm guessing it's getting better now. They have too much on I don't want to be a pain.	5	28/09/2021

85523	East Harling Surgery	Easy to get flu jab	Easy to get my flu jab - I've not been here long at all! The email I got about today didn't have a location in it though so I didn't know if it was at East Harling or Kenninghall.	5	28/09/2021
85528	East Harling Surgery	Difficult to get face-to-face app	It's difficult to get a face-to-face appointment or even a telephone appointment. In general it's a 4 week wait for phone appointments. Appointments themselves are okay. My daughter has been in a lot of pain with her knee. We waited four weeks for a phone appointment. The phone appointment was with a nurse and they weren't able to help. Then had to wait another 4 weeks - now waited 8 weeks and still not had a face-to-face appointment. It's difficult to get to see someone but once seen they are very helpful.	5	28/09/2021
85536	East Harling Surgery	Well organised flu clinic	Their flu clinic is really well organised. No one likes hanging around. I was in and out in less than 10 minutes.	5	28/09/2021
85538	East Harling Surgery	Open and friendly staff	Today has been my first experience here. Perfect - it's been very good! The staff were very open and friendly. They explained everything. It was a very efficient flu clinic and I was only in there for a minute or two.	5	28/09/2021
85540	East Harling Surgery	Good for jab - would like face-to-face app	The flu clinic was very efficient and very quick. No problem - was seen quickly at the flu clinic. I would like to see a doctor though. I've had ear ache for two weeks now so it would be nice to see someone face-to-face. I know they have a lot of work on at the moment but this would be the only thing I'd like to change.	5	28/09/2021
85541	East Harling Surgery	Absolutely brilliant!	Absolutely brilliant and free! It's been really good today at the flu clinic they've even sorted something out for me while I was here so I was able to cancel an appointment I have next week so I don't have to lose time at work. I've never had a problem with anything here.	5	28/09/2021
85558	East Harling Surgery	Fabulous - accommodate everything you need	Fabulous as always. They accommodate everything you need. Very efficient at their flu clinic - can't improve at all! I come here regularly for my bloods - very good a taking blood Pauline is very good. I'm not very good to get blood from and she's very good at it. They always help if you can't get an	5	28/09/2021

			appointment. Even during COVID I was only turned away once but they still offered help.		
85505	East Harling Surgery	Everything in general is good	The flu clinic today was quick and easy. Everything in general here is good but it would be good to be able to see someone face-to-face. Appointments take longer than they need to be sometimes.	4	27/09/2021
85507	East Harling Surgery	People don't appreciate them	They're great here people don't appreciate how expensive it costs to run a surgery. They are working the best they can do with the resources they've got. They're still taking appointments. Recruiting GPs to the place can be difficult. If people were faced with the true cost they would understand. I have been put forward for the tests that I need. People will just complain about the calls they could have more people to answer the phone. I once waited 2 to 3 weeks for a phone appointment and I did have one negative experience with a member of staff but it is mainly good.	4	27/09/2021
85509	East Harling Surgery	COVID difficulties	There are a lot of things which are a problem because of COVID long waits and it is difficult to get appointments. It is also a problem when you like to come here but you are sent to Kenninghall. I live in East Harling so it is inconvenient to have to go to Kenninghall also I am working in Snetterton so it is also easier for me to get here than Kenninghall. I think that the NHS is brilliant.	4	27/09/2021
85463	East Harling Surgery	Happy with what they are doing	I am happy with what they are doing. At the moment with COVID I don't think that anything can be improved as everything is all change. If I am needed to be seen then I am able to be seen.	4	27/09/2021
85469	East Harling Surgery	Everything is perfect	Everything is perfect I am fine and fit so I don't come down very often. Only visit for yearly blood tests. I have not seen a doctor in some time so I sometimes do think "who is my doctor?". My smear was very good and the nurse was perfect the waiting time for the smear was quick as well.	4	27/09/2021
85472	East Harling Surgery	Flu clinic well organised	Today's flu clinic was well organised and efficient. I do share probably everyone's frustration with the appointment system.	4	27/09/2021

85491	East Harling Surgery	Great when here but difficult to contact	Difficult to get through to the surgery and to get appointments. On the phone you must call at 8.30am. When I work it's just not possible to do this. The flu clinic was brilliant and the surgery was great before COVID but they've struggled since. The staff are usually great but you can sometimes get a stropky receptionist. You can be waiting for 4 weeks to get a standard appointment or there is the option to call on the day and try for a same day. They're brilliant once you are here but they are just seeing less people in person.	4	27/09/2021
85559	East Harling Surgery	No complaints when I get to see them	The flu clinic today was brilliant and I have no complaints. However getting an appointment is dire. You're waiting a month or more just to get a phone appointment. When you get to see them they're good just very disappointed with the wait.	4	28/09/2021
85561	East Harling Surgery	Brilliant - but have to travel from Watton	Brilliant surgery but I just wish they could fit in everything I need done in one trip. It's quite a trek for me to get here from Watton. My wife's got a broken hip so I'm here getting my flu jab to help keep others safe really. It's just so far from home and I don't understand why I have to come all this way and I can't just go to Watton Surgery down the road. It's great here when you can see a doctor. I've not been able to see one for months. I have a knackered leg and I keep falling over and I don't know why. They do always do something and help you when you see them though.	4	28/09/2021
85581	East Harling Surgery	In and out for flu jab	It's been alright. I was just in and out for my flu jab - job done! There's been more people here today than there were for the COVID jabs. It's all okay here. Only giving four stars because there's always room for improvement.	4	28/09/2021
85587	East Harling Surgery	Really good for my flu jab	They've been lovely - really good for the flu jab today! We went straight in and they were really friendly. Becky was great - was an expert with where to put the jab and I didn't feel a thing.	4	28/09/2021
85589	East Harling Surgery	Difficult to get seen but	Difficult to get through on the phones but they have changed it so there is now a system so you know where you are in the queue. This makes it a little easier but it's still hard to get a face-to-face appointment. I was able to phone	4	28/09/2021

		helped my daughter	and was only 4th in the queue. I was then able to get an appointment that afternoon with the nurse. I was able to speak about problems my daughter and I had at the same appointment and we've got a plan to help. They just never let you in. Can't get an appointment so people end up just leaving it and it's then more of a problem. It can be four weeks to get an appointment to see someone but you also can't book more than four weeks ahead either. They also don't communicate when blood tests are okay and it would be nice to know they've come back clear.		
85533	East Harling Surgery	Had no problems with the surgery	I've had no problems. It's the first time I've had my flu jab and had no problem. They're okay for blood tests too but do think they only have one person who does them. I've also been able to get a phone call too. It's difficult to get a one on one appointment though but I can understand this. It's just getting the appointment which is difficult but I'm sure it will sort itself out. I've had no issues but I'm a healthy person so I don't need too much.	4	28/09/2021
85535	East Harling Surgery	For a free service what more could we ask for	It's great and it's free! What more could you ask for. I have friends who live in America and to get a service like the one we have here they have to pay thousands of pounds. Everyone did the clapping for the NHS during lockdown but now they're moaning about everything. I think we all need to remember how lucky we are.	4	28/09/2021
85510	East Harling Surgery	Appointments are difficult	Getting appointments is difficult I was in a lot of pain but I was only offered an appointment in a month with a nurse. I also don't know who my GP is anymore. I have been here a long time and it has changed I know that some of that is because of COVID. The flu clinic today has been faultless.	3	27/09/2021
85470	East Harling Surgery	Difficult to access and inconsistent staff	It's challenging to get an appointment. And because it's so hard to get an appointment you find yourself getting a bit shirty with them and I don't want to. You can feel there's a wedge starting to form - like a wedge between you and your care. I've struggled in the last 6 months to get care. I know what a brilliant job they do they're just being asked to do too much now. We have has problems with some individual members of staff - it's just inconsistent - some are great! Their electronic communications and processes around the flu clinic	3	27/09/2021

			have been great. It's just the access to appointments and inconsistent staff - some I would rate 1 out of 5 and some I would rate 5 out 5.		
85473	East Harling Surgery	Hard to get an appointment	I am never sure which GP is ours so I don't know who to ask for this is different to how it used to be and it seems to change all the time. The phones are better to get through here than Kenninghall but there are still long times to get an appointment. I understand this is how it is because of the pandemic. But if you get something and you are worried you want to see someone. They say that you can go to A&E but you don't want to do that. My daughters have had more difficulties getting through and you worry that they don't get the help they need but I won't go into that. The people are nice here.	3	27/09/2021
85480	East Harling Surgery	The appointment system is not good	You have to phone in on the day to book an appointment every time I try online it doesn't work. You can wait three weeks for a non-urgent appointment. You can't get to speak with anyone other than a receptionist it would be good if the patient could choose if they have a face-to-face appointment. There is a lot of opportunity with face-to-face appointments to see ongoing and underlying conditions which can be missed if only on the phone. I have lived in the village for 35 years we used to have a family doctor who knew you so you don't have to tell your whole life story but now it is different. Also recently there have been a number of mistakes. I was given a double dose of medication I've had lots of things sent back again. I was also given co-codamol for nerve pain by one doctor but the next doctor I spoke to said that it would be useless so I had been taking it for no reason.	3	27/09/2021
85563	East Harling Surgery	Difficult to be seen by doctor	I got to the flu clinic today and was told they couldn't give me the jab. This is because I'm over 65 and they don't have the jab for me. But I got a text telling me to come down today for my flu jab. It's okay though I understand it was a mistake. I can't get to speak to a doctor and I don't know why. They used to see people. I also don't appreciate receptionist questioning me about medical issues and deciding what happens without any medical training or even checking with anyone. I think this is why A&E is so busy - when your GP won't see you what other issue do you have? You have to call here at 8.30am for a same day appointment if not you have to wait 3/4 weeks for a standard	3	28/09/2021

			appointment. It's not a problem with staff - it's good once you're here but getting here is difficult.		
85588	East Harling Surgery	Issues with getting through on phone	You can never get through on the phone. I don't like the triage of problems being the responsibility of receptionists and having individuals trying to work out the urgency without support from a doctor or nurse. There's also a lot of variation in staff attitude - some are not as helpful as others and other can't be more helpful.	3	28/09/2021
85522	East Harling Surgery	Very good doctors but difficult to access	The doctors themselves are very good but it's impossible to get through. I called just before 10am and waiting for 40 minutes altogether and still didn't get through. It's a regular thing and it's very frustrating. I can't use the internet because I live very rurally so phone is my only option. They only have an appointment phonenumber and a medication line with no other line for queries. This means you can sit in a queue of people waiting to get an appointment when you only have a quick question. There's also a timeslot you have to call about medication which makes it more difficult to get through. You just get the impression they're too busy and just put the phone down. I'm sure that's not the case and I'd hope not but that's how it feels sometimes. I'd rate them 10/10 for the flu clinic and the staff are always helpful. The only issue is contact - the phone system just doesn't work!	3	28/09/2021
9935	East Harling Surgery	Two weeks between everything?	Got extreme shoulder pain sent for X-ray a week later. Results were normal so they basically stopped my case without telling me until I called a week later and asked about progress. Was then given a phone call for two weeks later i.e. 1 month after I first called about the pain. In the meantime I have been given nothing to deal with the pain. In the past I have found that anytime I manage to get a consultation etc it is always exactly two weeks away which is suspect; I cannot believe this reflects actual work load so consistently. It seems more like a case of "leave it a while and they will go away" than actual care.	2	05/11/2020
12793	East Harling Surgery	Rude reception staff	I cannot fault the care I have received from the doctors and nurses at the surgery. The reception staff however I cannot believe that people with so little empathy for care of patients are allowed to work somewhere they would	2	01/12/2020

			come into contact with vulnerable people. Following an appointment with a nurse who found something worrying I was then told by the lady on reception that had she know I had moved address - literally the day before my pre booked appointment - she would have refused to see me. Duty of care is apparently not a thing anymore.		
22978	East Harling Surgery	A long wait for help for condition	I have always had good experience in the past but this time when I needed help for a condition that warranted intervention I have had to wait over a week to get what was required. I have just been informed after ringing this morning that help was waiting at the chemist for me but nobody had messaged or rang me to let me know. Needless to say I could have had ease from my condition from Friday if I had been informed. I certainly am not at all happy with my experience this time. I am not a patient that is rude and disrespectful and am understanding of the current situation but I don't feel I have had good treatment this time.	2	23/02/2021
74175	East Harling Surgery	poor and getting worse	Cannot book anything on line as system not working. Got thru on phone and told no appts for 4 weeks. Told to phone at 8-30 Monday morning...with everyone else. Surely there must be a better way this is letting down the community.	2	19/06/2021
85459	East Harling Surgery	Struggling to get blood tests	Been struggling recently because they only have one nurse to take bloods. I've had to go to the hospital to get my bloods taken. I haven't been able to get anything at the surgery for a month. It's difficult since I work - and I understand it's not easy for them with the constraint of fitting it in after 4pm. It can work though because mine is just a PSA so doesn't need to be done in the morning. Three quarters of the doctors are part-time and work very few days a week. The receptionists tend to be part time and fit the job around them. It doesn't make business sense but I understand it works for them. It's a shame really. I've never experience rudeness from the staff just the feeling of 'we're too busy' but we're all under pressure at work. They need to move on from COVID too. So much is blamed on it and we have to move on now. You can't get an appointment within a month but you're then told you can't book	2	27/09/2021

			further than a month ahead. The flu clinic has been very efficient and well organised though.		
22056	East Harling Surgery	Rude reception staff long wait for apt	The reception staff are absolutely awful. They are rude blunt and lack any kind of empathy. My elderly father is extremely poorly and was given an 8 week wait for an apt when the apt date arrived they then phoned him to say it was cancelled. No new apt was offered neither was there any form of apology. He has been in tears daily in so much pain and is so upset he is being treated this way at the end of his life. I've tried to discuss and explain the issues and the reception staff just don't want to understand nor do they offer any kind of advice/guidance to get help else where. I'm disgusted these people are working in our local surgery and should be taught basic manners before being employed on the front line.	1	30/12/2020
22530	East Harling Surgery	Awful experience trying to get medical help	Really disappointed with the treatment I have received over the last couple of months. Rude receptionists seems to be impossible to get an appointment with a doctor awful communication staff not taking my problems seriously and getting medical attention is like getting blood out of a stone. Online services not working so have to wait a ridiculous amount of time on the phone to get through. I understand there may be issues due to the Covid situation but that shouldn't be stopping people from getting medical attention.	1	28/01/2021
57484	East Harling Surgery	Appauling Service	Made an appointment over a week ago told it was a telephone one so come the day a week later I waited and waited no phone call. Tried contacting then by telephone twice waited 20 minutes each time and then got cut off. Seems to be impossible to get an appointment with a doctor awful communication getting medical attention is like getting blood out of a stone. Online services do not even show the doctors names who might be working at the surgery. Shambles !!	1	15/04/2021
64868	East Harling Surgery	Awful Reception 'Service'	I have been unable to get past reception staff and get an appointment nor telephone consultation for an ongoing medical condition. Even when told by Doctor to return if the condition worsens. Rude non listening nor hearing receptionist.	1	20/05/2021

		Ignorant and rude.			
64905	East Harling Surgery	Cannot get anyone to answer my call.	Absolutely disgusted with the service here at the moment. I need to talk to a doctor and it took 48 minutes on hold to get to number 1 in the queue. The moment I got to number 1 I was cut off. Went online to try that way and they form is currently unavailable. Struggling to breath with my asthma. What am I supposed to do now?!	1	21/05/2021
65174	East Harling Surgery	Hopeless 'service'	I have been trying to speak to a doctor for 6 months. Have been given phone appointments with nurses one of which resulted in me being referred for a procedure which the clinician administering it described as 'pointless'. A doctor was supposed to ring me at 9.10am this morning for an appointment I have been waiting three weeks for. It is now 1.15pm. I am self employed. This day off is costing me money. Utterly hopeless organisation and obstructive reception staff. If I had a choice I would definitely go elsewhere.	1	01/06/2021
68630	East Harling Surgery	Its a really bad Doctors surgery	have been registered with this doctor's surgery since I was born. I can list a multitude of issues with not only how the surgery operates but the staffs and doctors lack of and out of date training concerning patients Hidden disabilities neuro developmental disorder Learning disabilities and mental health disorders. Despite documents going back as far as the early 2000s to 2015 from multiple educational professionals noticing abnormalities with my own development & requesting the doctors at east harling surgery to look into further. Multiple doctors actively refused until I was sixteen years old and labelled me as attention seeking which I have recently discovered is a repetitive theme throughout what's left of my medical records. After multiple issues with this surgery making referrals mainly not making them until several months after agreeing to get me assessed for autism. It took over six years from age sixteen to get diagnosed with autism and even with a professional who diagnosed me with autism contacted this surgery in front of me over the phone and in writing failed get me assessed with Attention Deficit Hyperactive Disorder it been over two years since my autism assessment and they actively failed to look into Attention Deficit Hyperactive Disorder further being	1	08/06/2021

			<p>actively dishonest & deceitful informing me of no services available and right to choose scheme not existing. This is where it gets interesting and extremely dangerous. My medical records from the last twenty years have suddenly gone missing the Doctors surgery computer system shows that all the doctors I have seen have been failing to record doctor's appointment and what has been discussed. Because of the failing to get me assessed for autism sooner I have not had the support need to pursue and succeed academically anti-depressants have been pushed on me like skittles exacerbating the undiagnosed Attention Deficit Hyperactive Disorder leading significant difficulties dealing with everyday tasks & relationships which has resulted in multiple suicide attempts. Despite being treated by crisis team children and adolescent mental health services and wellbeing organisation returned duty of care back the surgery who then failed to follow up. The lack of empathy from this surgery and their failing ability to record appointments properly or retain my medical history as well as doctor failing to inform the Department of Work and Pension of any relevant medical history to support much need benefits claim has left me in extreme hardships. The surgery should also be extremely ashamed of it relaxed safeguarding policy which has affected me throughout childhood when I was being assaulted and neglected as a child and their failing to request need or care assessment when I was an adult struggling to point of not being able to take care of myself. The receptionists and dispensary staff are extremely rude and are careless failing to ensure prescriptions are correct containing the correct medication and bullying patience to sign for medications they have not received.</p>		
74366	East Harling Surgery	Inadequate GP service	<p>The GP system here and at Kenninghall isn't working. Unable to email queries and impossible to get appointments. Where do we go for help now? What happens when the huge new local building programme brings so many more patients?</p>	1	01/07/2021
74511	East Harling Surgery	Needed prescription for kidney infection	<p>I stepped out of work to be on hold for 35 mins to ask for prescription told to fill in a form on line which i cant do as i am working and phoning family to try and find the form to fill in has proved impossible. Left no option but to leave</p>	1	16/07/2021

			work and call 111 AGAIN! Lady on the phone said 'you didn't listen did you when i had a question' which still wasnt answered. I give up.		
82775	East Harling Surgery	Very poor service	Very poor service. Can't be seen on the same day. Have to wait for weeks to be seen. People who work at reception and doctors etc have no respect towards to you. Never reply when you need them to. It had gone worse now. It was good a long time ago! Things changed. So so poor. Wish I could move to go somewhere different who actually wants to help!!	1	09/08/2021
85138	East Harling Surgery	8 days to get a response phone appt only	Twice now I have been offered phone appointments over a week in the future for things that half to be seen in person (skin condition) - to be told a further in person appt is needed taking weeks further. I presented for a skin condition was prescribed medication and told 'if this doesn't work we can try one more option'. I called surgery to say the medication didn't work did I need another appt or could they prescribe from notes. It took over a week and 5 phone calls as initially the request wasn't even made and no record of it. Second call request was passed to pharmacist that I discovered in the 3rd call. 4th call the pharmacist had responded that a doctor needs to address it. Each time I had to chase myself not called back as promised and no follow up action taken until I prompted. 5th call 8 days after initial enquiry I was told I needed an appointment and one was made a further 6 days later phone call only which is pointless since all the information I can say over the phone has already been given. I will no doubt need a further appt at goodness knows what waiting time. Meanwhile I am unable to sleep more than a few hours it constant discomfort and have a skin condition affecting my whole life confidence hone life & desire to be out in public. All that was needed was 8 days ago to be told I needed to book an appt then or the doctor to read my notes and prescribe based in them. Phone calls are unacceptable for conditions that quite clearly need to be seen in person. They are just another waste of time and barrier to receiving treatment. Gate keeping by non- clinically trained receptionists is also a major problem at the practice. They are not qualified to triage nor do I wish to discuss my health with them.	1	02/09/2021

85276	East Harling Surgery	Rude incompetent staff.	<p>The receptionists are just unbelievably rude. Now I know they may be a little uncompassionate due to dealing with patients on a day-to-day basis however it is just plain rude to interrupt people when they are trying to explain their issue. " name and date of birth" is usually shouted over me when trying to explain about my health complaint. And when I go to explain that I'm in pain or suffering or something to that effect I get hit with " would you class as a medical emergency that needs to be dealt with today" even if you say yes theres no guarantee that you'll be seen. Some of the doctors seem to be far less compassionate than other doctor's. Even when it comes to my child's health there's always a wait or a need to ring back 8:30 in the morning. You then wait up to an hour on hold and then be told there's no appointments and the to phone next day. Frankly it's disgusting and I don't appear to be the only one with that view. Also prescriptions. You speak to a doctor it says you need desperately to have a prescription of say antibiotics. You go to the pharmacy 2 Days Later because apparently that's how long it takes for the pharmacy to receive your prescription to then be told that the doctors haven't sent it over.. so you go over to the doctor's to collect it and magically it's either disappeared or has already been sent. So you then have to wait about a week and by this point you really needed those antibiotics and could have been better by now but instead you're still poorly chasing a prescription that the staff are too incompetent to get to the right place. Perhaps the rude person sat behind the desk should have their positions revoked and given to more compassionate and caring staff it would make this community feel supported as opposed to being made to feel like a burden.</p>	1	14/09/2021
85498	East Harling Surgery	When I ring no one answers	<p>When I ring no one answers they tell you to go online but not everyone can go online. I rang East Harling and when no one answered the phone bounced to Kenninghall and the person I spoke to told me to ring East Harling! The doctors are not seeing you at all. I spoke to a nurse and was told to ring and make an appointment with a doctor but when I rang and spoke to a receptionist they tried to book me back in with a nurse again. If I could move surgery I would. The doctors are good if you can get to see them but even if you do see a doctor they can't seem to refer you on because of COVID. They also do not</p>	1	27/09/2021

			stick to appointment times I had a telephone appointment at 11am and they called at 2pm.		
85474	East Harling Surgery	Difficult to see someone face-to-face	This surgery is a joke. We want something like you see on that program 'GP behind closed doors'. But it's nothing like that here - instead you can't see a doctor then you can then you're sent to Kenninghall. You then visit the practice and the carpark is empty - probably because they're just seeing patients online. When you go to the hospital they're flat out but your GP just won't see you. It's 50/50 with staff attitude. I've had some start arguments with me but on the other hand some are really helpful. My wife had a scare and needed serious treatment - the GP saved her life. They do what is needed when it comes to things like that. Getting in to see someone is what is the problem and seeing someone face-to-face. Doctors don't seem to last long here either - we get good ones and then they leave.	1	27/09/2021
85564	East Harling Surgery	Went private but still have to have phonecall	Perfect today at the flu clinic - 10/10 However I'd like to be able to see a doctor for in person appointments. The soonest appointment I could get was in three weeks. I went private in the end. Once I'd been for the private appointment they told me I needed to follow up with my usual doctors. When I contacted East Harling I was told I still needed to follow the usual protocol of having a phone consultation first before I could actually see someone even when I'd already see someone privately. It was just a waste of everyone's time.	1	28/09/2021