

# Cringleford Surgery Feedback



## September 2025

In September 2025 we visited Cringleford surgery to speak with patients about their experience with health and social care services. From this visit we received 18 reviews for the surgery. The reviews have an average star rating of 4.2 out of 5.

Cringleford surgery is a GP surgery in the village of Cringleford. Upon their last inspection in September 2024, the surgery received a rating of "Good", from the CQC. There were approximately 22,000 patients registered with the surgery at the time of this inspection. Cringleford surgery offers a variety of services including asthma reviews, minor surgeries and immunisations.

Healthwatch Norfolk Officers who visited Cringleford surgery noted:

- Display boards showed up-to-date clinical information and also advised patients that there are private areas available upon request.

- The entrance doors were not automatic, but they were propped open for ease of access.
- The waiting area had plenty of comfortable seats.
- The car park has one-way entrance and exit points, and all patients were observed to be able to find space to park on the day.

Overall, people were satisfied with the care they received at Cringleford surgery. People were pleased with staff, saying they were helpful and friendly. However, many people raised concerns with making appointments, saying there is a long queue to get through on the phone, that the booking system is difficult and some people were unable to get appointments.

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

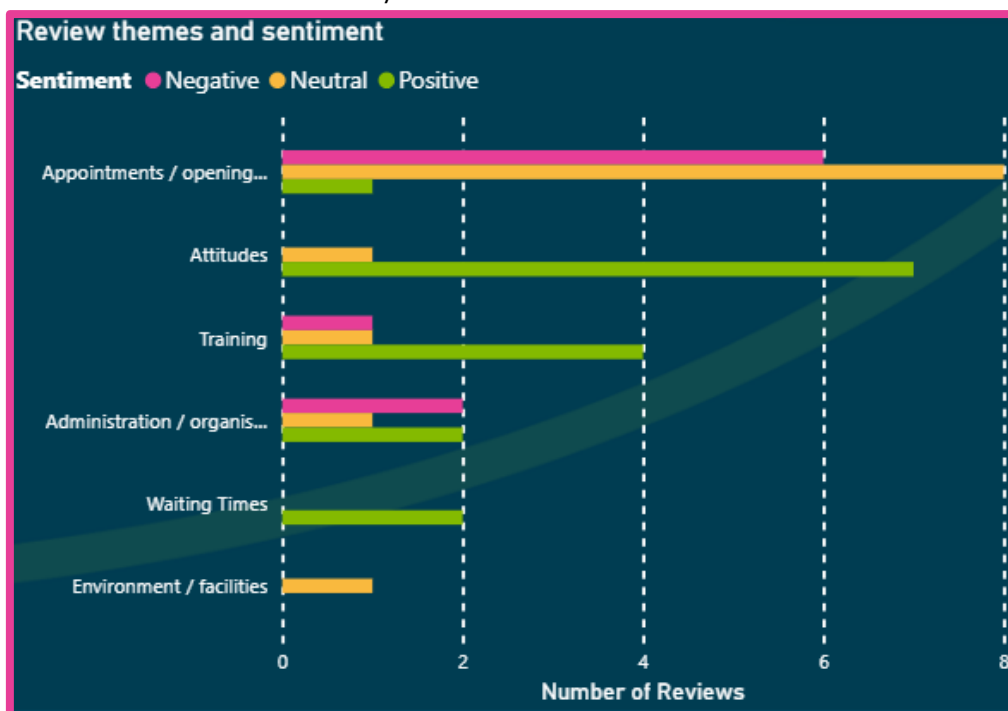


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Cringleford Surgery by the Healthwatch Norfolk Engagement Team.

## Comment from the practice:

"We completely understand the ongoing challenges patients face when trying to access appointments or reach us by phone. We're actively working on this and have made some positive changes recently, including successfully recruiting a new GP and moving from Patchs Health to SystmConnect.

This change, supported by feedback from our Patient Participation Group, has given us an improved online consultation system with unlimited demand management, in line with the new GP contract. We actually chose to implement it early to make sure patients could submit forms during our core operating hours - as we know phone access has been a key issue.

Our Patient Care Team continues to be fully hands-on during the busiest times, both face-to-face and on the phones, to make sure patients are seen by the right clinician or service at the right time. We do encourage patients with routine matters to use our online consultation system, as our dedicated team will review and respond with an appropriate appointment or advice."

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    | Title                  | Review   | Rating |
|-------|---------------------|------------------------|--|--------|
| 94074 | Cringleford Surgery | Quick and easy         | It was a really good appointment, I got what I was hoping for. I rang Mulbarton and they sent me here as they had no space, and I was happy with to come here. Quick and easy!   | 5      |
| 94073 | Cringleford Surgery | Knowledgeable and nice | My appointment today was good. It was with the guy in the side room who wears glasses, he was nice - really knowledgeable. I called this morning and got in today.   | 5      |
| 94072 | Cringleford Surgery | All good               | We came here with some enquiries, and we got them all resolved at reception. It's all good right now, no issues.   | 5      |
| 94071 | Cringleford Surgery | Fantastic GP           | Generally, they are very good with little ones but today I didn't know I was seeing a Physicians Associate instead of a GP. My baby is 1 so you would think a GP would be more appropriate. They were very thorough and nice, but I felt like I needed more advice. I went back in, and the receptionist was lovely and got me in with a GP. She was fantastic and has resolved the problem. I couldn't ask for anymore. Sometimes it's fine to see the Physicians Associate, it does make sense to help get through the queues. | 5      |
| 94069 | Cringleford Surgery | Incorrect clinician    | My appointment was shrouded in mystery! I turned up for the physio as that's what had been on the text message, and I was in with the doctor who didn't know why I was there. She did give me my scan results from a while ago and she put my mind at rest about them so that was good.  | 5      |
| 94067 | Cringleford Surgery | Perfectly on time      | It was flawless today, amazing. I got sat down straight away (in reception) then he was free - perfectly on time. Booking by phone   | 5      |

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|-------|---------------------|-----------------------------|--|---|
|       |                     |                             | was a nightmare but I came in and got one for today. It's a little bit frustrating getting sent to the other ones as I live so close to here. It's a bit clinical in the waiting room, it could be a bit 'warmer' with plants or posters from the community. It would be inclusive to show local events.   |   |
| 93516 | Cringleford Surgery | Fantastic                   | I have found them fantastic. A couple of months ago I would have said not so as appointments have been impossible get. Their mental health help has been fantastic all the time.   | 5 |
| 93475 | Cringleford Surgery | They have been there for me | It's okay, they are good to you and have been there for me. They referred me to pain management, and the GP was good. I phone to make appointments, and it seems to work well.   | 5 |
| 93468 | Cringleford Surgery | Very Good                   | It's a very good surgery   | 5 |
| 94076 | Cringleford Surgery | They prioritise our health  | <p>It's always positive across the surgeries. All the staff are very helpful, friendly and don't make you feel rushed. If you phone up with a concern, I feel they get back to you quickly with answers. They place high importance on our health here and are keen to get us on the right pathway of treatment as speedily and readily as they can.</p> <p>Today I was seen by somebody who isn't my usual GP, but she listened and was proactive. Sometimes receptionists are like school secretaries but they're not here. They're great and not scary! I've got nothing but praise for the team. I don't know the doctors as well because a lot of them are new but if I asked to see my own GP, I think they would facilitate it. The booking system is tricky which I know it is in a lot of places, but they will try to get me in here. I'll give them 4 stars as there's always room for improvement with everything.</p> | 4 |

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| 94075  | Cringleford Surgery | Fine today                   | I came for a blood test, and it was fine, they asked me to come in. Occasions where I have needed appointments, I have had to wait longer than you perhaps should but today I'll give it 4 stars.  | 4 |
| 94068  | Cringleford Surgery | Professional and on time     | The appointment went well. They're very professional, they saw me on time. It is hard to get a GP appointment, they direct you to the Walk-In Centre instead. Today I saw a practice nurse which I'm happy with and was appropriate for my issue. I can see why A&E or the Walk-In Centre gets so busy as people are sent there by their surgeries.  | 4 |
| 93472  | Cringleford Surgery | You can't get an appointment | It's not good, you can't get an appointment. They seem to take pleasure in telling you they are fully booked. I give up sometimes, I won't bother. I came down today to make an appointment for a COVID vaccine, but they don't have any available. However, they did make a note of my name and said they would contact me when the next clinic is available.   | 4 |
| 93471  | Cringleford Surgery | Today has been better        | Today went better than I expected, I wanted to see a GP but I was given an appointment with a PA who did seem to know a lot about my condition. There was a delay though as I needed a prescription and the PA can't prescribe so I have to wait for the GP to do that. Overall, today was a positive experience. Recently I have been confused because I have been sent text messages asking for feedback back following an appointment, but I don't know which appointment they are referring to as I have had a few. I do like the call back system when the phones are busy. | 4 |
| 102205 | Cringleford Surgery | Staff are very good          | I don't come very often so it is hard to make a judgment but when I do the staff are very good. When I phoned for a routine appointment, it was a 2 week wait.   | 3 |



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| 94070 | Cringleford Surgery | Good today, issues for wife | <p>I came today for a blood test which was good. I'd had medication that could affect my liver, so they sent me an appointment. I had to rearrange it and didn't want to be in the phone queue, so I came in, and it was sorted out. My wife had an infected cut the other week and tried to book online but there was nothing, so we came to reception.</p> <p>The receptionist was lovely, but they had no appointments, even though there was nobody in the waiting room, and said to go to A&amp;E. It was disappointing as it just needed a quick appointment with the nurse.</p>   | 3 |
| 93482 | Cringleford Surgery | Not as good as it was       | <p>When I first came here 10 years ago, I thought it was wonderful, but it is not as good as it was. It's fine when you get here, you don't feel rushed in an appointment, and you feel you have the whole attention of the person. The telephone and booking system however are less than satisfactory. There is a long queue and then you just get offered a telephone appointment. I prefer to talk to people face to face.</p>   | 3 |
| 93483 | Cringleford Surgery | Appalling                   | <p>Appalling! They have missed countless problems with my health and my children's. I had to wait 7 months for them to write a decent referral. Without the health visitor I would have given up. The GP fobbed me off and didn't believe me. It doesn't feel like a safe place. It's difficult to get an appointment, you are 30 in a phone queue and there is no availability, no routine appointments. They are not very helpful. I was still trying to use Patches after it had been stopped, but I didn't realize as there had been no communication from the surgery to let me know. I've been on the phone all day trying to get an appointment, so I've come down to try instead. In the past I have gone to A&amp;E because I can't get an appointment at the doctors. When</p> | 1 |

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|  |  |  | <p>you do get in you see different doctors, you are spoken to badly and belittled. No one seems to get to know you especially when you need the help. Today was better though. I was able to get the appointment I needed, the receptionist was really helpful and that makes all the difference.</p> |  |
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