

Marham Surgery

Feedback



June 2025

In June 2025 we visited Marham Surgery to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the surgery. The reviews have an average star rating of 4 out of 5.

Marham Surgery is a GP surgery in the village of Marham and with Howdale Surgery makes up the Howdale Group Practice. Upon their last inspection, in August 2018, the group practice received a rating of “Good”, from the CQC. There were approximately 7100 patients registered between the two surgeries at this time. Marham surgery offers a variety of services including family planning, minor operations and wound management.

Healthwatch Norfolk Officers who visited Marham Surgery noted:

- Healthwatch Norfolk officers were welcomed by staff at the surgery
- Staff were observed interacting with patients in a kind and helpful way.
- The car park was full during our stay and patients were also parking on the road outside the surgery.
- The Practice Manager told us they were in the process of re starting a patient participation group.

Overall, people felt satisfied with the care they received at Marham surgery, with people praising the helpful and friendly nature of staff, and their level of knowledge. However, people did express frustrations with long waits to get appointments, and having to visit an alternate site for appointments.

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

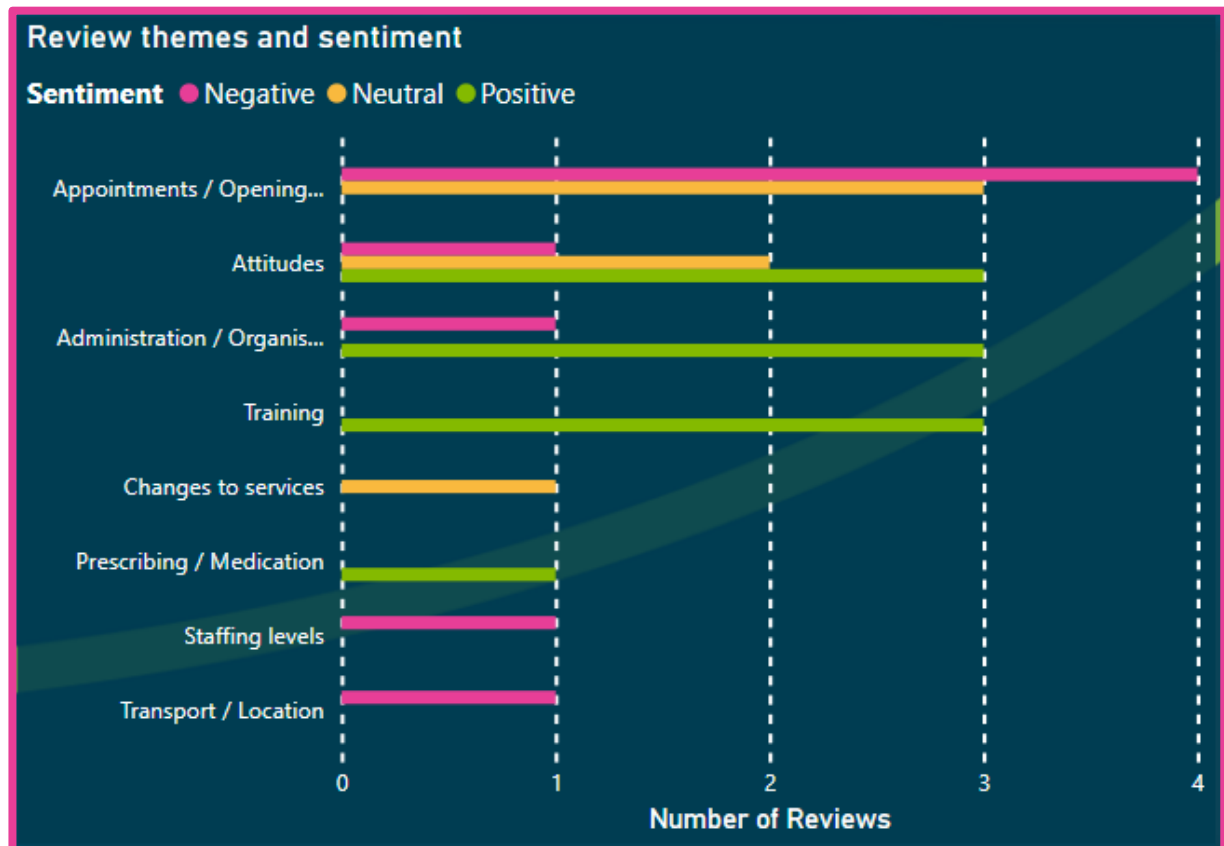


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Marham Surgery by the Healthwatch Norfolk Engagement Team

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
260273	GPs	It's all fairly good	I find the staff helpful, and kind and it seems to be okay. It's all fairly good and I've not had problems although sometimes you have to wait a bit to get an appointment.	5
260272	GPs	All marvellous!	It's all marvellous. The staff are helpful, nice and friendly. They always answer the phone and help you. The doctors and nurses are fantastic, they are wonderful.	5
260259	GPs	The staff are pleasant and helpful	It's so easy, they always answer the phone and prescriptions are always ready. The staff are pleasant and helpful. The only thing that could be better would be more doctors and more appointments as it can be a long wait to see someone.	5
260234	GPs	Always a good service	I've been very lucky, it's always been a good service. They are understanding and the general team are all very good. The lady in the pharmacy is excellent, always so helpful. You do have to wait a long time to see a doctor but it's not their fault and when you get in, they are so good. The staff suggested I saw a particular doctor because of a specialism they had, and I found this approach very helpful. I was also seen very quickly when I was concerned about something.	5
260254	GPs	The surgery is very good	I've had no problems here; the surgery is very good. It has also improved recently. In fact both Marham and Howdale surgeries are good.	4

260247	GPs	They always try to help and you know they care	They do always try to help. Sometimes it's frustrating trying to make appointments but they are kind and understanding most of the time. Although they are overstretched you know they care. They are kind patient and understanding. The pharmacy staff are fantastic, and the asthma nurse is brilliant.	4
260244	GPs	It can be a struggle to get an appointment	<p>I don't come very often but it can be a struggle to get an appointment. The old way was good, but it seems more difficult now. If you need a blood test it's three weeks or longer. I have been asked to go to Howdale to get an appointment sooner but if I want to come to Marham I have to wait much longer. I get to the stage where I think why should I bother.</p> <p>I think they lack empathy, and it all puts me off coming. I also think the communication between the hospital and the doctor's surgery should be better.</p> <p>Also, I find having to ring at 8.30 on the dot to get a doctor's appointment and waiting in a long queue difficult and frustrating. Waiting to find out if you can have a face-to-face appointment and they will then only give you a telephone call.</p>	4
260237	GPs	Not enough appointments	<p>I can't get to see a doctor. After several attempts there is a 3-6 week wait which, I think is excessive for a chest infection. After a long wait to see someone, I was sent to the hospital where they treated me. I had a follow up appointment here at the surgery and saw a practice nurse and I felt they were not listening to what I said. They jumped on one point which I did not feel was relevant and it felt like an easy cop out for them. They based the conversation around a diagnosis I had years ago and I didn't find it very helpful.</p>	4

			Generally the staff are fantastic, and the pharmacist goes out of their way to be helpful.	
260270	GPs	It depends who you see	<p>The reception, pharmacy and nurses I would rate 5 out of 5 but I would only give the doctors 1 out of 5. So overall, it would have to be 3 out of 5.</p> <p>The staff are generally very good, but the doctors are not. I don't feel listened to or acknowledged and am left feeling dismissed. There is one doctor who is quite helpful, but the rest are not.</p>	3
260267	GPs	I think it's okay but not great	I think it's okay but not great. It's just different to how things used to be and I suppose we have to get used to it.	3
260251	GPs	Not enough appointments here	I have to wait too long for blood test appointments, but another member of the family was able to get in. We are often sent to the Howdale practice which is not as easy for us to get to.	2