

Manor Farm Medical Centre Feedback

September 2023

In September we visited Manor Farm Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 19 reviews for the surgery with an average star rating of 4.4 out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

Staff were very friendly and made us feel very welcome.

The car park was full for most of the visit with patients parking along the drive and on the road. We also noticed that compared to our last visit patients seemed to be moving more efficiently through the surgery with no big build-up of queues at the reception desk.

The surgery had informative and helpful posters at various places for patient information including a poster on the door with information on dental care and what patients should do.



Figure 1. A poster with information on dental care and what patients should do if they have a dental problem.

Overall, patients we spoke to were mostly happy with their experiences at the surgery and got the help and support they needed. However, some did raise difficulties with booking appointments and in particular getting through on the telephone with long waits.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/manor-farm-medical-centre-swaffham-pe37-7qn>.



ID	Title	Review	Rating
217534	When I need a Dr I see one	They did exactly what I wanted today. I have a recurrent problem, I sent in a sample and they said they would ring today when the sample results are back. It is always the same service when I need a Dr I see one. It is true that when you call at 08.30 there are a lot of people in a queue, but they get through the calls quickly. Or just wait and phone a bit later. I have never not got what I have needed. I think they have a hard job and people should tell them when it is fine more.	5
217533	It is a caring surgery	Dr Ian is absolutely superb. He sits and listens to your problems, he is a caring Dr. And the care I have received today - I had pains last night and he took me straight in for an ECG. It is a caring surgery. We all know it is hard to get an appointment but it is also hard to cancel an appointment, you have to go into the queue to cancel. A cancellation line maybe where a message can be left, and monitored could free up the appointment for someone else.	5
217239	They were quick to refer me	It's excellent, but I don't come very often. When I did come a little while ago now they were very quick to refer me to the Queen Elizabeth Hospital. I can only say they are good as whilst I don't come very often my experience here has been excellent.	5
217228	Very good, no problems	They are very good. I have had no problems. Their civility makes them good. They are always caring and I have been coming for donkeys years and I have never had a problem.	5

217227	Brilliant and so caring	They are brilliant and so caring. As soon as you walk in they are friendly and they talk to you and that's what I like. The nurses are particularly good, they are great. I'm quite happy with the surgery.	5
217225	Very receptive and supportive	I would give them a 5, they reacted quickly because I am poorly at the moment. I have been under them for 5 weeks and they have been very receptive and supportive. My only frustration is with the phones, there doesn't seem to be enough people answering them. No one is being lazy they just don't have enough people to answer the phone.	5
217222	They have been good	I can always get an appointment if I want one and they have been good. If you phone the surgery it can be a bit of a wait on the phone but the last couple of times it has been better. It's been okay. Also sometimes you can't always see the same doctor.	5
217220	Everything about it is good	It's good. Everything about it is good. You can wait sometimes on the phone but I tend to make my appointments in person. I've had no problems and I am happy with them.	5
217214	No issues here they are really good	I have no issues here they are really good. My only concern is the dispensary closes at lunchtime which makes it difficult for working people to collect prescriptions. It's fine for me though. Everything else is absolutely fine.	5
217208	Everyone is very efficient	It is not always easy to get through on the phone, but otherwise everyone is very efficient. The car park is not great as sometimes you have to park down the road.	5

217205	Incredible, just really good	You can get appointments very quickly and face to face. I have been unwell recently and they have been incredible, getting me to hospital quickly just really good. They give you so much time, so very much time. Really good	5
217532	They listen and that is so important	I have been with them for such a long time, they are my family doctor. They listen and that is so important. I just wish life could be easier for them. They look after us it is only right we look after them. I'd like not to have to wait so long but you have to bear in mind what they are all going through, it is to be expected.	4
217529	nursing staff really good	I have got a lot of health problems and I tend to get seen quite quickly. The staff are normally nice to me, the nursing staff are really good. You don't ever see the same Dr, so you have to go over stuff again and again. The phones and getting an appointment can take a long time, like I was 22 on the list when I called in.	4
217527	Dr listened and cared	I have only been twice as am new to the area but I appreciate the problems as I used to be a GP receptionist. I need to speak to a Dr about blood results so I called at 8.30 and it took 40 minutes to get through, but was 7 in the queue. I can't book ahead a non urgent appointment but I don't want an urgent appointment to discuss my cholesterol. I want to make it clear this is NOT a criticism it is an observation but I have put off ringing and delayed treatment because of this system, I feel bad taking a same day space from someone who may need it more urgently. The Dr here today, she was brilliant, she listened and cared.	4
217526	Staff polite	The staff are hugely polite	4

217198	Generally they are okay	I am usually happy and they are doing their best. However it can be difficult getting an appointment sometimes and the phone keeps you waiting for a long time. I was sent a text from the surgery asking me to make an appointment so I called but by the time I got through there were no appointments and I was told to call back the next day. So that is not great. They are doing their best.	4
217234	Sometime a bit slow	Sometimes they are a bit slow and there is no communication. I had two appointments cancelled and they didn't tell me until I turned up. Otherwise they are good, everything else is good. The communication is the only complaint.	3
217202	The phone system is poor	Generally they are good but more people picking up the phone would be good. When you call in the morning it is slow to get a response and so difficult to get an appointment. The phone and appointment system is poor. The doctors are fine and once you get an appointment things seem to work well	3
217525	It can be hard work	They are better than they were. When you get to see doctors they are very nice and helpful. You have to do everything when there is a hospital appointment, you have to chase chase and chase them, they never help. It can be hard work. The pharmacy here is a complete nightmare I refuse to come here for my medicine, they are rude. One big issue, my 93 year old mother, every time we call up and ask for a doctor they never send one, it is always a paramedic. She needs a doctor. You also have to chase everything for the housebound such as covid vaccines.	2