

Burnham Market Surgery Feedback



October 2025

In October 2025 we visited Burnham Market 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 4.7 out of 5.

Burnham Market Surgery is a GP surgery in the village of Burnham Market. The surgery offers a variety of services including asthma clinics, childhood immunisations and physiotherapy.

Healthwatch Norfolk Officers who visited Burnham Market Surgery noted:

- On arrival the visiting Healthwatch Norfolk officer was welcomed by reception staff.

- The surgery was clearly signed on the outside of the building.
- The car park appeared adequate during our visit and there were three clearly marked accessible spaces. There was also a drop off zone closer to the entrance.
- Entrance to the building was via two automatic sliding doors which patients were observed using with ease.
- There was a promotional banner for flu vaccines displayed above the entrance to the surgery.
- The Practice Manager informed us the surgery had an active PPG

Overall, people were pleased with the care they received at Burnham Market Surgery. Most people felt that staff were friendly, attentive and polite. There was mixed feedback regarding appointments, with people feeling that they could get appointments but there was often a long wait on the phone and that appointments were being booked for multiple weeks away. Additionally, two people raised that having a board showing names and photos of all staff members would be helpful.

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

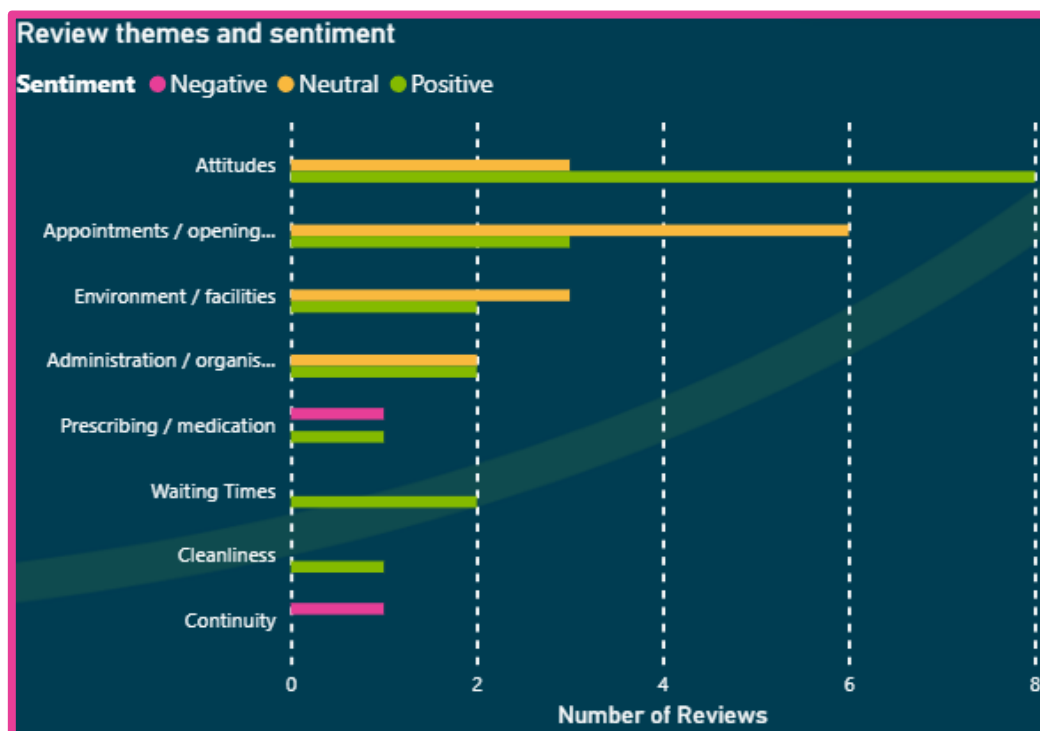


Figure 1 – A graph depicting review themes and sentiment for the feedback collected from Burnham Market Surgery by the Healthwatch Norfolk Engagement Team.

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
271743	Burnham Market Surgery	Friendly and attentive	The staff are so good, friendly and attentive. Any problems or queries they do their best. The staff in the pharmacy are good too. I messed up and they have sorted it out. Fantastic. You can wait a bit for an appointment but if you need to be seen on the day they can do it. They seem good at fitting you in.	5
271742	Burnham Market Surgery	Super impressed	It's super clean and there are loads of parking spaces. I checked in on the screen, and it identified I needed another appointment and asked me to go to the desk, and they sorted it for me. I had a half hour long appointment with the doctor who took time to speak to me and understand. They gave me as long as I needed and I didn't feel rushed. I have never felt so cared for by a member of the health profession. I was super impressed.	5
271740	Burnham Market Surgery	Very efficient	Very prompt and very efficient. The staff are always very polite, and I can't think of any improvements.	5
271738	Burnham Market Surgery	Works extremely well	Very good, it all works extremely well.	5
271737	Burnham Market Surgery	Really good	It's fine, it's really good. I can get appointments and they got me in straightaway today. Once you understand the triage system getting an appointment is simple enough.	5
271736	Burnham Market Surgery	Doctors are all good	I get appointments and the doctors are all good. The only thing I don't like is that the pharmacy shuts at lunchtime which is the easiest time for me to pick up my prescriptions.	5

271734	Burnham Market Surgery	Pretty good	Pretty good, you can usually get in to see a doctor. It would be better if you could see the same doctor, I tend to see different ones. However, that did organise my ultrasound very quickly.	5
271733	Burnham Market Surgery	So caring and thorough	Definitely five out of five. They are so caring and thorough, across all the staff. They are all helpful and the pharmacy is good too. The nurses are fantastic and I have appointments as I need them. One thing I would say is you can hear conversations on the phone from the waiting area. Air conditioning in the summer would be good.	5
271731	Burnham Market Surgery	Not always good	Generally fairly good, apart from one or two little things. Most of the staff are very good but one of the doctors was rude, so I won't be seeing them again. Get prescriptions can be tricky.	5
271726	Burnham Market Surgery	On the whole, brilliant	The doctor was very good today and on the whole it is brilliant. The staff are brilliant and you can usually get an appointment. I have been coming here for many years, and it has always been good. I have never had any problems. One thing that would be good is if they had a board with pictures of the members of staff. It can be difficult to know who you have seen.	5
271725	Burnham Market Surgery	Good service today	Very quick today. Came for a flu jab and it was a good service.	5
271724	Burnham Market Surgery	Very good	Very good and very quick, we came for a flu vaccine today.	5
271570	Burnham Market Surgery	All very good	It's all very good. I can call and will be here and in within a day or two. Appointments are quite easy to get, and the staff are very good. No problems.	5

271732	Burnham Market Surgery	Who are the doctors?	Who are the doctors? It's difficult to tell, I don't know what's happened. I would like to see pictures and job titles on the wall. There is no one behind reception and you just have to stand and wait for someone to appear. It feels awkward.	4
271729	Burnham Market Surgery	It should be easier to call	Reception staff are good and access to the building is easy. I have had a couple of tests here at the surgery this year and they are good at organising it. Messaging on the phone is too long; it should be easier to call.	4
271575	Burnham Market Surgery	Super lovely staff	The staff are super lovely. but the only issue is sometimes getting an appointment is difficult, especially if you work. There is one receptionist who is a barrier for me and sometimes it makes me feel really helpless. Generally, though they are very good and all the nurses are amazing.	4
271567	Burnham Market Surgery	Not informed that my doctor had left	The only fault at the moment is that I got moved to a different doctor because mine had left but I was not informed. I thought I didn't have one. I know now that I do have a doctor, but it would have been nice to have been told. Otherwise, it's okay.	4
271722	Burnham Market Surgery	Generally fine	Today was very good but it can be difficult to get an appointment. Generally, it's fine. I honestly think that people who can afford it should be asked to pay some money for each visit, say £10 as this would help the money issues the NHS has. Reception can sometimes be quite off putting. Some of them are really nice but some can be unhelpful.	3