

Manor Farm Surgery Feedback

August 2022

In August 2022 we visited Manor Farm Surgery to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for the surgery. The reviews have an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited the practice noted:

The queue at the reception desk was slow moving with only one member of staff dealing with patient enquiries.

Overall, patients we spoke to were mainly happy with their general experience at the surgery and staff were praised.

Concerns were raised by several patients we spoke to about the lack of space in the car park, however Healthwatch Norfolk raised this with the practice directly on the day of our visit and understand that they are restricted and unable to expand their car park to accommodate this. Other concerns included difficulties getting appointments in particular with long waits on the phone.

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

ID	Title	Review	Rating
194085	I can't fault the service	I have not really had any problems. Every time I rang up during COVID it was really good. One time I called and they were too busy so they arranged a video call with a doctor outside the practice - It was a Livi video appointment. I can't fault the practice it's a very good service.	5
194077	The staff are all good.	This is a brilliant surgery. The staff are all good. The car park facilities though are useless.	5

194070	I'm happy here	I am happy here. I just love the doctor absolutely brilliant. I am happy with everything we know they are low on doctors but you just go with the flow. I book my appointments on the phone and that works well.	5
194034	Patient and accommodating	They are very good with booking appointments I work shift work and they are very patient and accommodating around my work. The whole service has been good. When I've come for appointments I come in on time or before my time. They are very good at explaining everything and very calming. The dispensary can be a little slow and it can be a week or so behind but it is not a bother. I am signed up to text services which is a good method of communication.	5
194031	Always found them very helpful	I have always found them very helpful and they will fit you in no matter what. Often 10th in a line on the phone and can wait a while to get through and they usually say the doctors will call you back. If there was an emergency I am quite sure they would look after me. Friendliness and helpfulness. Nothing at all to improve. I always come early for parking.	5
194011	If I need to see anyone then I have	I book appointments on the phone and I haven't ever had a problem. They call me up to come up for my checks. If I say I need to see my doctor they book me an appointment with them. Other than the parking which is horrendous they have been very good if I need to see anyone then I have.	5
194009	I am happy with all the staff	I book appointments over the phone and I have never had any problems. I am happy with all the staff at the surgery. The only drawback is that I hardly ever see my doctor but as long as the person I see is fine then that is okay. One small improvement would be to change the music when they put you on hold.	5

194087	Long waits at the reception desk	I think there needs to be more people on the reception desk. I waited for 15 minutes to speak to the receptionist. Also you can hear everything going on sometimes it would be more appropriate if there was a more private space to have certain conversations. It would also be good if someone could acknowledge that they knew you were there. Making an appointment on the phone is good.	4
194080	Overall I am very happy	Overall I am very happy with it. My experience here has been fine. I don't like to book an appointment over the phone the queues are too long. The long recorded message when you call could be modified or skipped. It's too long. You can send a message online which is better.	4
194015	Looked after me well over the years	They have looked after me well over the years. Especially with things going on at the moment with COVID. I haven't had a lot of trouble booking appointments other than long waits. I find the receptionists very pleasant but you have to get past them to get an appointment. They need more than one person taking appointments they have staffing issues. Parking is a nightmare. One time my granddaughter told me I had an infected liver and to go to the chemist. I went to the chemist and was told to go to the doctor. The locum doctor I saw was so abrupt I nearly cried.	4
194075	Awful service used to be good	I would give it 2 stars out of 5 now but it did used to be much better. It has been awful since COVID and it is now worse than during COVID. You don't really know what's going on. I called the other day and I was number one in the queue for half an hour. When I got through I was told they can't speak to anyone and I should call 111. It would be helpful if you could hear this information without having to wait for half an hour on the phone first.	2

194024	It is mediocre at the moment	It's difficult I don't know what is happening it is mediocre at the moment. Parking issues make it difficult for the elderly and I worry about getting a place. So many elderly people can only get here by driving. We parked on the drive today. If I had to park down the road then it is too far. One time I tried to phone in and was in a queue I had been 15th in the queue. When I got through they were laughing and then it cut off. You have to get up and try to phone at 8:30.	2
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