

Fakenham Medical Practice Feedback

June 2024

In June 2024 we visited Fakenham Medical Practice, a doctors' surgery in North Norfolk that serves approximately 15,000 patients. We spoke with patients about their experiences of local health and social care services. From this visit we received sixteen reviews for the practice. The reviews have an average star rating of 4.1 out of 5.

Healthwatch Norfolk Officers noted:

Fakenham Medical Practice is a large practice offering various NHS services (including Orthopaedics and Gastroenterology) as well as the general surgery. The public areas of the building are large and bright. There are multiple, well signposted waiting rooms and the reception is placed centrally with easy access from the front foyer (served by automatic doors). The Practice has a large car park.





Overall, patients we spoke to at the surgery were mostly happy with the care they were receiving at the practice and praised staff for looking after them. The majority of people felt that getting an appointment was straightforward, although several people suggested that wait times when calling in on the telephone can be lengthy.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Title	Review	Rating
241267	I really want to praise my GP, she's brilliant	Very good. Very positive experience. I've lived here 29 years and we've always found the practice excellent. Always excellent. I really want to praise my GP, she's brilliant. Everyone is friendly, helpful and professional. Appointments have always been in good time.	5
241266	It's brilliant	It's brilliant. They give me an appointment just when I need them. My appointment was on time. It would be nice to actually see a doctor rather than on the telephone. You can't fault them really though.	5
241265	Can't fault them	We're new to the area. We had no problem registering here. Both appointments we've had have been good. Excellent. Can't fault them. The communication is excellent. It's been fine getting an appointment. It's been perfect. I can't think of any improvements.	5
241264	They're very good	They're very good. They see to you, whatever at the time is needed. I suppose I see a nurse more than a doctor but I'm fine with it. Nothing wrong.	5
241258	There's no reason not to give it a five!	I've only needed to see them two or three times. It's very good. They get back to you very quickly. The doctors are very personable. I can't complain at all. There's no reason not to give it a five!	5
241251	It's a good service	I've just had a cataract done. I can see bright colours! It's a good service.	5
241248	Very good	Very good. Speed of response online is good.	5

241269	They are looking after me quite well	Not a problem. They are looking after me quite well. The care is absolutely fine. I can't think of any improvements. I do find their computer system completely exasperating however.	4
241263	Communication is the key	I don't think the surgery is very accessible at all. The new pod isn't accessible. It's a communication thing. They need to tell people about it. The staff here are brilliant, but the NHS app is very clunky. For making a future appointment it's impossible. Communication is the key. They must be well pressed with the number of patients.	4
241261	Proficient and friendly	It's not difficult but it takes longer than you would wish to get an appointment. I like the practice. They are proficient and friendly.	4
241256	It's generally okay	My experiences are okay. I haven't had to call on them too often. You can normally see a doctor on the day if you wait on the phone. If you don't give up you usually get a positive response! It's generally okay.	4
241254	It's okay	It's okay. It's too difficult to see a doctor. It takes too long. I've been putting it off for three weeks. There's too much red tape. I refuse to use online for appointments. They are always courteous once you're in. The surgery building is fabulous. It's clean!	4
241252	Very good	Very good. Normally you can get to see somebody, and they take the time to discuss your ailments or refer. It's not great to get through on the phone, it takes a long time.	4

241260	The communication is good	It's good. The communication is good. I don't like the app you use for appointments but other than that it's good here.	3
241250	It's okay	It's okay. It's gone down a little bit. It can be weeks until you can see a doctor. The doctors are great though.	3
241253	I don't need all this	I've just walked out, I'm disgusted. They told me I booked this afternoon. Now they say I have to go home and fill in a form. I don't need all this.	1