

# The Burnhams Surgery Feedback

## June 2024

In June 2024 we visited The Burnhams Surgery in West Norfolk to speak with patients about their experience with local health and social care services. The Burnhams Surgery is a new purpose build structure situated just outside the centre of Burnham Market.

From this visit we received 21 reviews for The Burnhams Surgery. The reviews have an average star rating of 4.5 out of five.

Healthwatch Norfolk Officers who visited The Burnhams Surgery noted:

Notice boards displayed useful and current information for patients

There was a screen in reception for people to record their arrival but there were no staff at the reception desk.



Overall, the patients we spoke to told us they were happy with their experiences at The Burnhams Surgery with feedback comments praising staff and commenting positively about making appointments. One patient told us they liked the new telephone system saying, "They've changed the system, so you don't have to call at 8am and it's better".

However, one patient expressed their concerns about no staff being at the reception desk saying, "It can be very off putting."

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Title	Review	Rating
241236	Very friendly and very knowledgeable	Good, I got an appointment immediately and they accommodated my son and myself both together. They were friendly, knowledgeable and gave good advice on hay fever. The new building works well, it's a nice new building.	5
241226	Really informative and thorough	I had an appointment with the physio today and they were amazing. They were really informative, and I had a respectful and thorough examination. They gave me lots of useful information on how to progress forward and offered a follow up. I now feel there is a plan. The communication was good and helped me to focus my thoughts. I was given exercises and advise on what to do and what not to do.	5
241134	I can't think of anything that would improve it	All very good, I can't think of anything that would improve it.	5
241125	Excellent, all good.	I came today and it was good, it's always good and it works for me.	5
241123	Everything is really good.	It's good, the staff are really nice and friendly. Everything is really good. I can't think of anything not good to say.	5
241120	Very quick and efficient	It's very quick and efficient. The staff are very good approachable and friendly. No problems, it's all good.	5

241060	Really good treatment	I've been here regularly recently as I had open heart surgery twelve weeks ago. Dr. Becker spotted my leaking valve from a blood test and referred me for surgery. He's keeping an eye on me and suggested another blood test today. Everything's excellent - really good treatment.	5
241058	The nurses are really nice	I usually ask to see a nurse which they accommodate. They've changed the system, so you don't have to call at 8am and it's better. You can ring later and you're often number one in the queue. The nurses here are really nice. I haven't had any complaints.	5
241055	Can't fault the nurses	I'm here nearly every week, it's my second home! They're very good. My only thing is they have no small operating theatre which they had at the old surgery, so I don't know where I'll be sent. I can't fault the nurses; I've been round them all! Both the GPs I see are very good indeed, no problems.	5
241054	Everybody's been nice	My appointment was fine, I had bloods taken and had a nurse that didn't hurt! I've been having regular appointments after being in hospital in March. Everybody's been nice. I don't like needles, but I never feel it. There's nothing I'd like them to do better.	5
241050	They've been fantastic	I have utmost praise for Dr. Becker for picking things up that were wrong with me and keeping a constant eye to make sure I don't become unwell again. I'm very appreciative, I can't thank him enough. They've been fantastic for everything - the support I've had. This is mine and my wife's general experience here. We get quick responses. I've never had to wait long for an appointment and they fit me in when it suits me as I work away which I'm grateful for. The pharmacy is always well stocked too.	5

241049	They're doing a fantastic job	It's fine, no problems. You've just got to wait your turn, sometimes they're a bit late calling you in but I'm not worried. They're very helpful and friendly. Especially Dr. Ince, he's a lovely doctor. They're all very nice and lovely. They're doing a fantastic job.	5
241234	A good surgery	It's pretty good a least a 4 star rating. You can easily make an appointment and it's fine when you get here.	4
241228	No staff on reception	It's not their fault but there are no staff on reception. There used to be but now you just stand and wait until somebody comes out. Somebody may be anxious and it's not good for you. Also there is no privacy at the reception desk either. Otherwise, it's okay.	4
241127	It's local for us and very good	It's very local for us, we live just round the corner and it's very good. Sometimes you might have to wait a bit in the surgery to see the doctor and our doctor is usually very busy. However, when you get in to see them they always have time for me. Overall, it's good.	4
241121	It's mostly good	The nursing staff are excellent, and most receptionists are very nice, but I did have one bad experience with the triage at reception, but it was sorted out in the end. There are lots of changes with the GPs and you do have to repeat everything, and I don't always feel I am being listened to. The registrars have been very good. Overall, it is mostly good.	4

241057	I'm happy	The doctor gave me lots of information today in response to my recent blood test. He told me what he's doing and what I need to do. Reception called me to book this appointment once the blood test results were in. I'm happy with what the surgery does. Location-wise it isn't as good as the previous site. As a non-driver you have to cross the road five times to get down here from the bus stop. It's not too bad for me as I'm pretty mobile but it could be very difficult for others.	4
241056	Can't book far enough ahead	They're perfectly alright but you can't book ahead for more than a month's time which means you have to keep ringing back and getting in a big queue. The receptionists are very rude and this consistently happens to different family members too. Once we're here, they're fine, the GP is fine.	4
241053	Happy on the whole	On the whole I'm happy, recently I come here quite often! Previously I felt they weren't taking my problem seriously, it wasn't seen as significant until I had an episode that triggered a greater response. But now I feel well monitored. I ring to book appointments, but I'd appreciate being able to book online as it's easier to choose a time that suits, this doesn't seem to be available.	4
241047	Usually very efficient	I have regular appointments and they're usually very efficient. They book the repeats for me but I have booked emergency appointments. I called and got an appointment with a triage nurse who took bloods and then I was called in for antibiotics. They kept an eye on me afterwards. They call me for medication reviews too which is good as I don't always remember when they are.	4

241122	They don't seem to listen to you like they used to.	I had a BP check when I had a COVID vaccine, and they told me to go to my GP for a further check. I was told by the surgery to check my BP for a week at home and to make an appointment to see the GP. When I came to the doctor, he couldn't find my BP results so I had to do them all again. I also had problems when there seemed to be some miscommunication around checking my PSA. They don't seem to listen to you like they used to.	3
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