

# Fakenham Medical

## Practice Feedback

### May 2026

In May 2026 we visited Fakenham Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 23 reviews. The reviews have an average star rating of 4 out of 5.

Fakenham Medical Practice is situated in the northwest of the county of Norfolk. Upon their last review, the surgery received a rating of 'Good' from the CQC. There are approximately 15,000 patients registered with the practice. Fakenham Medical Practice offers a variety of services including chronic disease management, mental health support, annual health checks, women's health (smears, coil fittings), baby immunisations, and minor surgery.

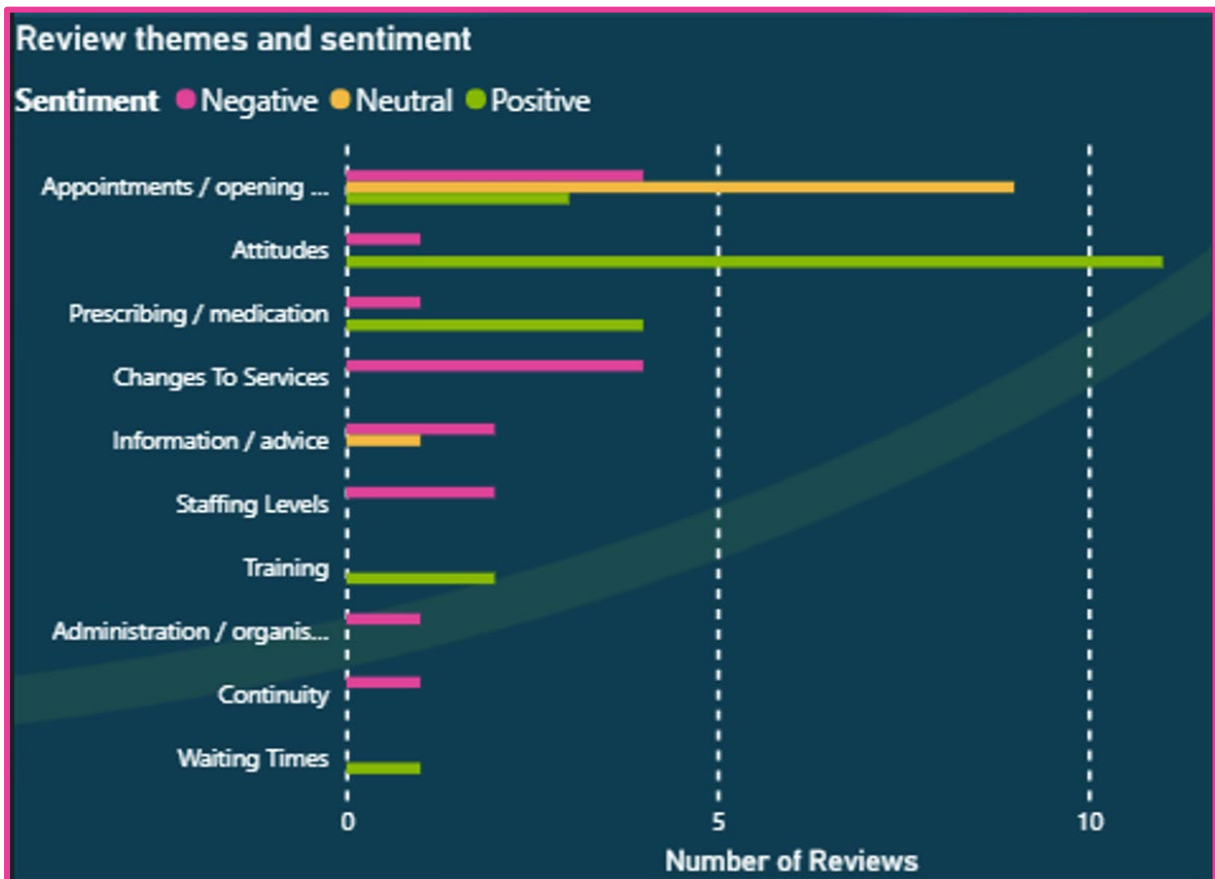


Healthwatch Officers noted:

- A long queue for the dispensary
- Plenty of parking
- Automatic accessible doors
- Wheelchairs available for visiting patients

Patients mentioned that the staff were kind and helpful and that the dispensary is useful to those who don't live close by, but some found that wait times for appointments were long and the new AI Emma system seems to be unpopular with some patients.

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



*We aim to produce an engagement report for every surgery we visit. To ensure we can draw meaningful and reliable conclusions that accurately represent patient feedback, we only analyse data when a minimum of 10 reviews have been received.*

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	Service Provider	Title	Review	Rating
407131	Fakenham Medical Practice	They sorted me out	They sorted me out when I had chest pains. The people are good and friendly.	5
407126	Fakenham Medical Practice	Can't complain	They are alright, sometimes struggle to get an appointment but once in I am well looked after. The staff are all really nice and friendly. I can't complain.	5
407124	Fakenham Medical Practice	The only issue is getting appointments	The only issue is getting appointments and you never see the same person. They listen, but they don't follow up.	5
407123	Fakenham Medical Practice	Brilliant	It's brilliant, they keep to time so you are not sitting there for ages. I can get an appointment fine and they are nice friendly people.	5
407118	Fakenham Medical Practice	They always respond pretty well	They always respond pretty well when I have problems. Sometimes you have to wait, but if something is wrong they'll see you.	5
407117	Fakenham Medical Practice	They're marvellous	They're marvellous. I had a blood test on Monday, was told to book another one on Tuesday. Not a lot of waiting, they're very good.	5

407113	Fakenham Medical Practice	The staff in the pharmacy are amazing	When I ring I get help, the staff in the pharmacy are amazing, I feel pleased to be able to contact somebody.	5
407109	Fakenham Medical Practice	Very good	I think they are very good here. They looked after my husband when he was dying and me when I was very unwell. You may need to wait if you want to see a certain doctor. I can't get my prescriptions on my app, but they are trying to sort it for me.	5
407129	Fakenham Medical Practice	Very helpful	Not been here long so hard to comment, but so far they have been very helpful. They could do with some more staff on the dispensary. Don't like the automated Emma (digital AI receptionist) system. I have move from a small village practice, so this is very different.	4
407122	Fakenham Medical Practice	They're pretty good	They're pretty good, we have yearly checks, so you feel you're being well looked after. Making appointments is a bit of a faff, it annoys me that you can't go in to book appointments. You can see a nurse pretty quickly, but seeing a GP is longer. There seems to be a reluctance to let you in to see the GP, appointments with them are always on the phone.	4
407121	Fakenham Medical Practice	Care is good but not booking system	I really struggle with the new Emma (digital AI receptionist) booking system, not sure if it is because my phone is old, so I have had to come in person today and they have been very helpful and booked my husband an appointment for this afternoon. The care that I have had here has been good and my prescriptions have always been right and on time.	4

407116	Fakenham Medical Practice	Dr Blaire has been absolutely fantastic, so so good.	When it comes to the tech side of things, if you're gonna put that in you need to train people how to use it. Apart from that the service is really good, you have to wait a long time for appointments, but I understand that's not their fault. The doctors are brilliant, everyone is friendly and helpful. The service is great all things considered. Dr Blaire has been absolutely fantastic, so so good.	4
407112	Fakenham Medical Practice	Staff are amazing but communication is poor	Communication is poor, Emma (the digital AI receptionist) is alright if you have a basic request. The process for repeat prescriptions is long winded and now you have to have reviews, but the system isn't working. Sometimes you have to come 3+ times to get prescriptions as it's not all there, it's a lot when you're travelling 5/6 miles each way. All the staff are amazing.	4
407110	Fakenham Medical Practice	They have been really helpful	They have been really helpful to me and my husband. They are really accessible, online and in person. The dispensary is really useful as we don't live too close. We have never had a problem - been really useful.	4
407107	Fakenham Medical Practice	Good treatment	Treatment wise they are generally good, the doctors are thorough and the nurses are good. Communication is poor, trying to get information and appointments is hard and the 8am rush is a nightmare. The Emma AI assistant is not very helpful. I have seen people booking appointments at the desk which you could not do before, but there has been no communication that this has changed.	4

407106	Fakenham Medical Practice	Well listened to	They have lots of different services here which is good. I feel well listened to and they take action. It can be a long wait if you want to see a doctor and it's not urgent, I had to wait six weeks to see a certain doctor, could of seen another one but that still would have been five weeks. But when you need someone urgently they are brilliant and you get seen on the same day.	4
407105	Fakenham Medical Practice	Everyone is very pleasant	I can always get an appointment okay and they sort out my medication. Everyone here is very pleasant. There is a very long queue for the dispensary today, but that is unusual.	4
407104	Fakenham Medical Practice	Satisfied	I am satisfied with what they do and the care is good, but they are hard to communicate with. I am not sure about this Emma system.	4
407103	Fakenham Medical Practice	They do their best to reassure you	Certain doctors are very good and thorough and most of the reception team are nice and polite. They do their best to reassure you. I would like more face-to-face appointments to be available and I do not like discussing my personal health details with anyone other than the doctor or nurse but you can not get an appointment without telling the reception team what is wrong. Most of them live in the town and i don't like them knowing my personal information.	4
407125	Fakenham Medical Practice	They do a good job with what they've got.	There is a lack of communication between them, you have to see lots of people, I had a problem and it's taken a long time to go through all the people. But overall I would say they do a good job with what they've got.	3

407114	Fakenham Medical Practice	Emma (the digital AI receptionist) drives you nuts	The dispensary is brilliant. Emma (the digital AI receptionist) drives you nuts, the phone system is worse. If you can get through to a human it's brilliant.	3
407120	Fakenham Medical Practice	It's just gone downhill	Normally it would be a five but I have injured my back and I'm trying to get an appointment and I can't get one, I can't even get painkillers. You have to speak to this Emma (digital AI receptionist) thing and it's pathetic, it can't even get your name right. You can't book appointments on the NHS app anymore. It's just gone downhill, the app used to work quite well but now it's pathetic.	2
407119	Fakenham Medical Practice	You have to wait weeks to see a doctor	The doctors are efficient but it's getting to see them, you have to wait weeks. The rest of them should be down the labour exchange.	1