Manor Farm Medical Centre Feedback



October 2026

In October 2026 we visited Manor Farm Medical Centre to speak with patients about their experience with health and social care services. From this visit we received 22 reviews for Manor Farm Medical Centre. The reviews have an average star rating of 4.3 out of 5.

Manor Farm Medical Centre is a GP surgery located close to the centre of the market town of Swaffham in Norfolk. Upon their last inspection, in March 2024, the surgery received a rating of 'Good' from

the CQC. There are approximately 7,800 patients registered with the practice. The surgery offers a variety of primary care services, including long-term condition management clinics, run by specialist nurses.

Healthwatch Norfolk Officers who visited Manor Farm Medical Centre noted:

- Healthwatch Norfolk Officers were greeted and welcomed by staff.

- During our visit, the car park was busy, with some people parking on the driveway leading to it. Accessible parking spaces were marked near the entrance, although some of the markings were faded.

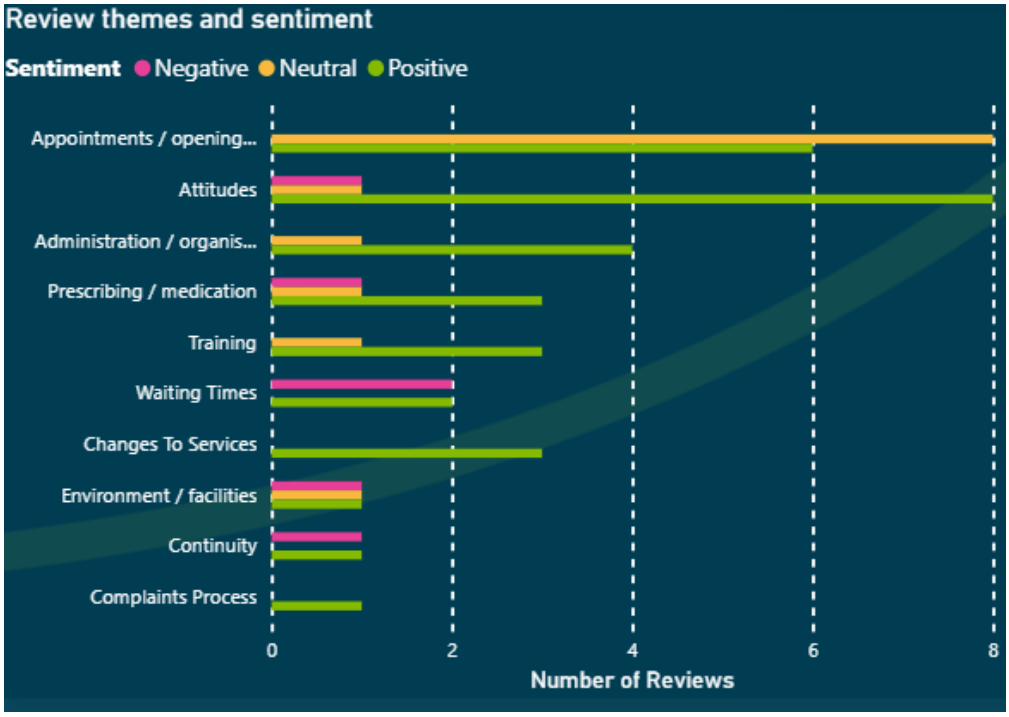
- The building was accessed through a set of automatic doors, followed by a set of manually operated doors. A low-level doorbell was positioned beside each set of doors for people requiring assistance. Although the bells were not labelled, reception staff told us that they also kept a lookout for patients who might need assistance.

- Patients were able to sign in using a digital screen which included different language options, or at the reception desk.

- Reception staff were observed communicating with patients in a friendly and helpful way.

Overall, the feedback comments were mostly positive with people frequently describing staff as friendly, helpful and efficient, and many said they felt listened to and well cared for. A recurring theme was that access had improved following the removal of "Emma", the AI receptionist, and some patients said they appreciated the practice had responded to concerns by withdrawing it. Whilst most feedback was positive, some people expressed concerns around waiting times for appointments, some communication problems, and a lack of continuity.

Below there 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.

ID	Service Provider	Title	Review	Rating
521954	Manor Farm Medical Centre	We're really pleased and impressed	Everything is done properly; they're on the ball. Always contacting us/following up. We're really pleased and impressed.	5
521951	Manor Farm Medical Centre	All good	Got no problems, they're polite, and I don't wait long in there. I don't come here very often, but I get my prescriptions delivered, all good.	5
521949	Manor Farm Medical Centre	They're on the ball, they're great, they see to everything. Brilliant	They've always looked after me for years, never had any problems. They're on the ball, they're great, they see to everything. Brilliant. The car park gets jammed solid. If they used the grass and expanded it, it would make all the difference in the world.	5
521947	Manor Farm Medical Centre	Brilliant	The car park is always full, but the waiting room is always empty. Apart from that it's brilliant, you get seen almost straight away, no problems.	5

ID	Service Provider	Title	Review	Rating
519628	Manor Farm Medical Centre	They listen and that's important	I would always give them five stars because I can't remember ever having an issue. They listen and that's the most important thing. If you are treated as an individual and as a person, it makes a big difference to your experience. It is very lovely here, although the nearest I came to leaving was when they installed Emma, the AI receptionist, but it's gone now. It was not good, many people complained and the surgery did listen and now she's gone.	5
519622	Manor Farm Medical Centre	For me, no problems	For me, no problems. I can come in or call to make an appointment, and I can see my usual GP. Booking appointments is better now Emma (AI receptionist) has gone. I think the time frame for appointments could be better, sometimes it is quite a long wait for a routine appointment.	5
519620	Manor Farm Medical Centre	Very helpful staff	At the moment it's five stars. When you call you get an appointment and the staff are very helpful. It's all very good.	5
519618	Manor Farm Medical Centre	Never had a problem here	I have never had any problems, and it is quite easy to get an appointment. It's also very pleasant sitting in the waiting room and the visit is not an ordeal.	5

ID	Service Provider	Title	Review	Rating
519617	Manor Farm Medical Centre	All very good	I always get an appointment if I phone or pop in. It's all very good when I'm here and I think the staff are helpful. I like the NHS app for ordering my prescriptions and also for viewing my follow ups from the hospital.	5
519602	Manor Farm Medical Centre	Very good now	Once they got rid of Emma (the AI receptionist) it has been very good. The AI receptionist lost my appointment. I have been trying to use the NHS app which I can do for some things, and I like ordering my prescription with the app. My wife finds the app difficult though and has problems with it. I can usually get appointments now the AI receptionist has gone, and I am happy to wait on the phone if it means I get an appointment.	5
519600	Manor Farm Medical Centre	Helpful staff	Recently it has been very good. The staff are friendly and helpful. If you need an urgent appointment, you get seen quickly but you do have to wait a while for a routine appointment.	5
519595	Manor Farm Medical Centre	Friendly and efficient	It is all very good; they are friendly and efficient. I usually get appointments when I need them. There are sometimes long queues on the phone, but I can make a request online as well.	5

ID	Service Provider	Title	Review	Rating
521957	Manor Farm Medical Centre	All in all, the practice runs pretty well	There could be better communication. There have been times when I have taken time off work for an appointment to find out that it's been cancelled. I can understand certain circumstances, but it has happened regularly. On the other side of the coin, when I'm here, they treat me well, they've been alright. Sometimes you leave feeling like you've not been listened to, other times they're fantastic. It's 50/50 on that. All in all, the practice runs pretty well.	4
521952	Manor Farm Medical Centre	All fine, can normally get appointments	Always been with them, I can normally get appointments. It's all fine once I'm here.	4
521950	Manor Farm Medical Centre	I haven't had any trouble	I haven't had any trouble. It costs me £16.50 every time I visit so I have asked for home visits but heard nothing back. Emma the AI receptionist was hopeless, I now have the NHS app, luckily, I can manage it.	4

ID	Service Provider	Title	Review	Rating
521948	Manor Farm Medical Centre	I've got no real complaints about them	Never have a problem, I can get an appointment if I need it, I am dealt with very quickly. They advise on what will happen next and if necessary, send me additional information by text. I have been with this surgery almost my whole life, got no real complaints about them.	4
519626	Manor Farm Medical Centre	The doctors listen	Generally, the surgery is very efficient. The doctors listen and give you time. Urgent appointments are fine but for routine things you can be waiting up to six weeks. It would be better if routine appointments were available quicker. Some of the ladies on the reception desk seem to ignore you. They are there but don't even look up to acknowledge you are waiting.	4

ID	Service Provider	Title	Review	Rating
519624	Manor Farm Medical Centre	Lack of continuity	Sometimes it's good, sometimes not so. I keep seeing different doctors and it is difficult to build up a rapport. None of them know you. I used to have a doctor here who I always saw, but they have now left and I just seem to see a different doctor every time. It lacks continuity and I keep having to backtrack with what has happened so far, as they don't know my history. I think seeing the same doctor would improve the service. Today's appointment was for an annual review, and I asked about another issue which was a quick thing but I was told I need to make another appointment and come back. It is very frustrating.	4
521894	Manor Farm Medical Centre	Communication is not always the best	Communication is not always the best and sometimes medication isn't ready, which is frustrating. When you have an annual check-up the nurse is good. I don't see doctors so I can't pass comment on them.	3

ID	Service Provider	Title	Review	Rating
519603	Manor Farm Medical Centre	Prescription ordering is problematic	Generally, the surgery is three or four stars, but overall only three as ordering prescriptions is problematic. It seems to take a week for your prescription to be ready after you have ordered it, but if you try to order ahead, they say you are ordering too early. This can mean you are left without the medications you need. Regular appointments are often so far ahead and even if it's urgent it can sometimes be difficult as well.	3
519596	Manor Farm Medical Centre	A long wait today	It was a long wait for my appointment today. I waited over 40 minutes, which is why I have given it three stars. It was alright once I got in to see the doctor, it was just how late the appointment was.	3
521946	Manor Farm Medical Centre	I would mark less if I could	I would mark less if I could. The doctor was running 50 minutes late, they didn't listen and we were only in there for two or three minutes. It was upsetting that she just wanted to get us out because she was running late.	1