

FRIENDS & FAMILY TEST RESULTS FOR OCTOBER 2020

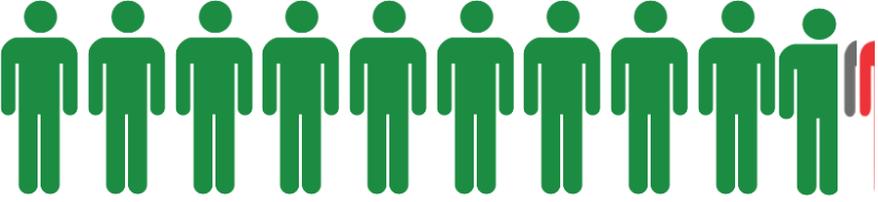
QUESTION ASKED:

HOW LIKELY ARE YOU TO RECOMMEND LAKENHAM SURGERY TO FRIENDS AND FAMILY IF THEY NEEDED SIMILAR TREATMENT?

PATIENTS ARE ASKED TO RATE THEIR RESPONSE:

1 - EXTREMELY LIKELY	2 - LIKELY	3 - NEITHER LIKELY NOR UNLIKELY
4 - UNLIKELY	5 - EXTREMELY UNLIKELY	6 - DO NOT KNOW

LATEST RESULTS:

October 2020					
			The Numbers		
			Rating	Totals per rating	
Recommended	Neither/Don't Know	Not Recommended	★★★★★	530	
97%	1%	2%	★★★★☆	44	
			★★★☆☆	6	
590 Responses/Ratings			★★☆☆☆	5	
363 Comments/Feedback Provided			★☆☆☆☆	4	
<i>Patients responded online, in paper format and via phone text</i>			☆☆☆☆☆	1	

A FOLLOW-UP QUESTION ASKED PATIENTS TO PROVIDE A REASON FOR THEIR RATING AND TO GIVE ANY FEEDBACK COMMENTS:

363 REASONS/COMMENTS PROVIDED
Quick, polite, professional.
I came out of the surgery before the time of my appointment
Been with surgery' for 20 years always friendly and helpful and a great support to our daughter
Because it was very well organized and staff were very friendly.
Your kindness was so important to me
Organisation superb and the jab didn't hurt!
Very organised and kind caring staff that I had contact with.
Very well organised
I gave the answer to your question as I was very pleased with the service and way we had our flu injections at the time stated
Simple and straightforward especially thinking about Covid restrictions
Its an excellent surgery with good staff.

Very well organised and extremely efficient. I couldn't fault the protection given. Thank you !
Great organising and friendly staff.
Everyone happy makes one happy
Very efficient
Well organised
Fast and efficient
Safe and quick
We were impressed by the swiftness of procedure. Also the manner in which we were dealt with.
Well organised-more like a military operation!
Very professional with all covid19 protocols followed quick and painless.
I thought it was well organised.
Very well organised. Smiley friendly staff putting you at ease. Safe environment.
Very good, nice staff and doctor and nurses
Because it was run very efficiently, even though I got stopped because it was for over 65's only and a kind receptionist thought that I didn't look old enough
Very quick and efficient service.
As always, efficient, well organised and friendly.
As i am disabled the staff made it very easy for me
Exceptionally well organised due to covid. Temp, then gel then receptionist, then to nurse for flu jab. All within a few minutes. Very impressed.
Efficient and caring.
Yes if I was not satisfied with your service you would probably have got (200 characters)
Fast efficient on time and friendly (excuse spelling)
Quick and efficient
It was my first ever flu jab , the nurse who did mine ask a couple of health questions and told me what I might experience due to the jab all quick and painless
Everything worked smoothly and efficiently no queues just perfect thank you one less worry
Swift service, clear instructions
Quick and polite
It was well organised with having the man do your temperature and then hand sanitiser, reception saying who to go to it made me feel it was a relaxed atmosphere.
Well organised no delays
Well organised. The flow through of patients worked well. All staff on duty were friendly, efficient and effective. Well done to all.
Excellent organisation, no wait, social distancing observed.
My vaccination was well organised but there were a lot of people about. It was very prompt I was in and out in 5 minutes.
As I stated I think it was very well organised and we were in and out very quickly. Well done to all involved.
Was easy entering got temp check and seen quickly and all at social distance
Very well organised and efficient.
Same top class service and organisation.
Satisfied with the service I received.
Well organised & no queuing.
Confusion at entrance not clear re temp taking
On time.Friendly faces.Safe.
A swift efficient experience from friendly staff
Very efficient
Felt very safe. In and out very quickly. No waiting or hanging around. Staff very friendly.
Quick, efficient and effective

It was very well organised and I felt very safe well done
Safe and controlled flu vaccination
Efficient temperature and hand sanitiser check. Name check Quick injection cheerfully given
As always friendly reception staff and very competent nurses and doctors. Always available for advice and medication if needed. STAY SAFE
No waiting outside or inside, all very helpful and was quick in and out
Went for flu vaccine everything was well organised and went like clockwork in and out in 2 minutes
Very well organized as always .
It was beautifully and safely run by pleasant and team working staff - all that we could hope for. Mum was in a wheelchair and they could not have been more accommodating
Very quick, efficient, and safe procedure for flu jabs. Temperature check and hand gel mandatory before entering surgery then one way system to exit.
Quick and very friendly felt at ease
No proper care taken over amount of people at flu jab. Also be nice to be greeted by my name. be nice to know why dr says something to me
Everything worked well from telephones appointment to having the jab. I thought we would have to wait with the numbers of patients to be vaccinated but no
In and out again in less than 5 minutes due to efficiency of all involved .
Under the present circumstances very efficiently and smooth procedure.
Very efficient checks for temp & hand sanitizing also no wait for flu jab excellent service as usual
I am happy with this practice and Dr's
Very efficient, friendly and helpful service - thank you
Temperatures were scanned outside (very reassuring from a safety viewpoint), everyone wore masks, staff were cheerful courteous, fast & efficient. Thankyou!
Really well organised flu jab sessions - efficient, speedy but friendly service
Quick and efficient flu jab
Quick in and out service for my annual flu injection. Reminder text the previous day.
Because everyone was so caringly efficient and also so warmly welcoming.
Polite efficient care
I felt really confident at the way the flu injection system was done and a big thank you to the NHS workers and the staff
Thank you for the care and attention especially the nurse giving flu jab whilst dad sat in the car. Very much appreciated as he has slowed down dramatically.
Fast friendly service
Getting the flu jab was quick and easy. I was on my way home before my appointment time.
It was organised very well
Well organized and friendly people. Well done.
Because you always give good service
Flu jab service was fast, punctual, and well organised to promote safety
Brilliant organisation fast process competent staff
They were very organised and friendly
The staff at the surgery are all so helpful, my mum suffers with dementia and they are very supportive. Dr Emore has been so kind recently. Fantastic surgery.
staff doctor nurses very good
Felt safe!
It was as expectedi continuously have excellent service at Lakenham surgery and I can guarantee if I don't I will tell you !
I was at the surgery to have a flu jab. It was a rainy wet day, so...
Felt very impersonal not given any advice if had reaction I do realise that you were running a conveyor belt system but we all need a kind word and advice
Very well organised and fast service. Felt safe in the surgery as at 71 I'm classed as vulnerable.
Very quick and well organised

VERY GOOD
As always very efficient, friendly and very safe.
The morning was very well organised and I was seen quickly and efficiently. The staff were also friendly as well as professional.
Well organised for covid safety. A friendly welcome. Very speedy visit.
Very well organised and satisfied. But personally had struggle to hear in reception have hearing aids and seemed very noisy
it was well organised 4 flu jab hopefully soon we will be able 2 c doctors rather than over phone well done
Well organised for doing flu jab
The experience was well organised and efficient. I was in and out in a matter of just a few minutes. Thanks
Pre-entry well organised. Directed to clinician straight away. Different exit.
Nice GP, very thorough and knowledgeable and easy to talk to. Pleasant manner.
I didn't have to wait long. The doctor was pleasant and helped resolve my issue
Professional. Well organised
The appointment was made quickly. I felt that every aspect of what might be the problem was dealt with.
Meet and greet was professional and compliant with current regs. Didn't have to wait long to go through. Practitioner was very calming, informative.
The attention to safety was second to none and the speedy way we were being felt with was fantastic well done
Nurse I saw was quite unprofessional really. Made me feel I was unimportant and stated other people much more unwell than me . I had wanted flu jab.
Nice system friendly staff.
It felt super clean and efficient with good covid measures in place. The doctor was friendly and reassuring.
Because I had difficulty trying 2 figure out how 2 make an appointment.
Always are efficient and deal with requests immediately and politely
I felt covid safe. My flu jab was delivered promptly.
Everything was very well organised, it took just a few minutes from the time I got to the surgery had my injection and was on my way home.
"Organisation of patients getting flu jabs was excellent.
I felt very safe, due to the surgeries covid safety."
Each person had their specific job so everyone knew where to go excellent experience
The whole procedure was fast, efficient and well organised.
Everyone involved with the flu jab service was both polite and efficient. Also very quick
Flu jab quick and efficient
Excellent, efficient process in place for flu jab
In and out in no time
It was very well organized and quick.
I was seen on time and efficiently.
All your staff were friendly and efficient and it was a pleasure to be there
"Swift and efficient service and a warm welcome from all
On time, prompt, polite brill staff
The process of giving out so many flu jabs had been well thought out and organised, worked very efficiently. Well done.
Safe and friendly
Very pleasant and professional
Easy to park, well organised, no waiting, in and out in 2/3 minutes, no problem, well done
Very quick prompt service
Quick efficient but still friendly
I saw a good doctor the one I've been wanting to see for a while now and she dealt with my queries well and even offered tests
Prompt. Efficient. Welcoming. Polite.

Well organised, quick, efficient
Always excellent service.my only wish because i am deaf, that everyone should really know that and treat me accordingly
I found I was treated sympathetically and the doctor was competent and had the right manner
Brisk and efficient delivery
Polite staff. Really pleasant nurse and helpful. Makes u feel comfortable and confident
Quick and easy. People were having flu jabs, good system. Worked well.
Temperature taken, hand sanitizer, social distancing. Separate access and exit. Quick and efficient.
Very efficient system in place for the flu vaccination. no waiting, Helpful and pleasant staff
Been with Lakenham all my life
Swift and efficient service and a warm welcome from all
It was a straightforward appointment (flu vaccine), carried out in a friendly, supportive & efficient manner
Quick and efficient
Efficient, friendly. I had a flu jab and was in and out in 5 mins! Brilliant!
Staff were very pleasant and kind.
Fab team
Everything streamlined, organised and safe, therefore in and out in seconds. Thank you
Very impressed with my visit to surgery today. thank you
Friendly and efficient.
Covid-19 preparedness. Punctuality. Friendliness of all staff. Ready for my appointment. Painless injection.
Felt very safe, lots of smiles from everyone in the surgery from reception onwards. Felt very looked after both times
Very efficient and I did not have to wait about even as I was 15 minutes early. Everyone very friendly
Well organised lovely people very helpful
Efficient and reassuring .Covid distancing and temperature taking and hand spray with speed.
Staff always friendly and helpful
I was dealt with extremely efficiently. As soon as I arrived, I was shown in and given my injection, less than 5 minutes in total! Excellent.
Because nothing is to much trouble
Flu jab. Very efficient. Did not have to wait and felt safe.
Very well organised and appointment exactly on time. But it makes me mourn that you never got round to doing this in previous years. Better late....
Helpful Friendly service as always
Was very organised.
All seemed 2 B done that could B 2 ensure patient & staff COVID safety.
Brilliant team
In and out within 5 minutes, that's good
Reception was fast and efficient to guide me through the temperature process. I had not previously used this system.
Felt respected and listened to.
Very nice nurse, precise direction for entry, minimum anxiety at visit
Friendly, efficient, fast.
Was called in exactly on time, the nurse was brilliant at putting me at ease and she was very kind
Friendly and efficient service.
All safety precautions put in place, I was seen promptly, the nurse was kind and she had time to answer my questions
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Martine was very kind, pleasant and efficient
I felt i had to ask the gp alot of questions to understand the illness they were diagnosing. Which was not very reassuring.
The nurse that I saw was just so lovely
The process was easy, efficient and appointment at surgery all straightforward.
It was just a blood test. There was no delay and the vein was found easily.
Felt very safe, very friendly and competent HCA
The staff n nurses r really kind, helpful n patient.
I gave this rating because I found the staff to be both efficient and friendly
Good quick services
I am always impressed by the professional & personable service of the surgery thank you
Because you have wonderful drs who care and listen and do what they can to help their patients
Very quick, professional, yet friendly and efficient service.
The doctor was very nice and friendly very calming
Appt came through really quickly
It was covid safe, fast and efficient. I couldn't ask for more. Staff were as usual friendly.
Staff are very friendly and helpful
On time. Friendly staff.
I was seen as soon as I arrived in the surgery and it was very welcoming....
Quick efficient and helpful
The simplicity of booking an appointment & how well Covid-19 precautions were handled throughout
Reception staff carrying out correct COVID procedures very well, feels very safe and Dr Musvibe is absolutely lovely, a massive help and very friendly

Always punctual and professional. Great service.
Well organised and fast
Always very friendly and helpful. Flu clinic today at Carrow Road was well organised.
Quick and easy.
The whole process went very smoothly.
Clear directions, friendly and helpful staff.
Prompt, polite, efficient, positive, cheerful attendants.
Efficient and no waiting
Always polite friendly and helpful
It was very well organised. The parking was good , the staff were friendly and professional
Is because everyone there was very polite and very helpful
Just going on personal experience, never had a problem there.
Well organised and friendly. Had flu jabs at Carrow Road!?
Because you are the best surgery in Norwich well done?
The system worked very smoothly from parking to jab and I was in and out in minutes.
Bloody Good service
Very efficient
Well organised
Well organised. Good reminders. Staff braving the cold venue etc.
Well organised. Friendly greeting.
The whole procedure was well organised with everyone giving directions. Very efficient and safe!! Thanks
Fast and efficient
Closer to home well organised
Well organised, very efficient. Well done! Thank you!
Easy in. Easy out!
Very friendly and helpful
Very efficiently organised flu jab.
Nice polite reception team . Came in early but that was no problem
Very well organised and quick. One way system and good social distancing.
Well organised, very quick, efficient and friendly. No hanging around so excellent.
Because it was very good and that's the corresponding number for very good.
It was handled very clearly, and I did not have to wait in a long queue.
Except for the person administering the jab, who was great, every other staff member did NOT keep their distance, despite floor markings.
The organisation for social distancing was excellent and the process was quick with no waiting.
City football ground was such a good idea! Safer for staff and for patients. Efficient and effective. Excellent.
Flu injection at Carrow Road well organised and quick to get.
The flu clinic was well-organised staff were polite and friendly and all done very quickly.
Today's flu jab was organised brilliantly 1st class arrangement even with the current health situation well done to all the Team Thank you All.
I had a flu vaccination at Carrow Road football ground, it was organised very well.
Fast & efficient, staff were excellent as always
Well organised and efficiently run. Slight confusion on Friday re venue
Arrived 20 minutes early, not a problem, wrist scan, an address check, over to desk No 2 and the jab. All in a couple of minutes. Brilliant NHS.
Went for my flu injection at the football ground and everyone was very helpful and friendly
I always fine the surgery very helpful whenever I need them
It was very well organized and everyone was really friendly

Quick , easy , safe, no fuss
You made it so easy thanks
Very efficient and well organised
I would have given 1 but I received information about 2 different venues however this was rectified in time.
Easy way to get flu jab. All staff helpful and pleasant. Thank you all.
Very well organised
Very well organised flu jabs considering the pandemic ,
Helpful stewards pointed out the correct entrance, temperature checked and speedily registered in the queue. Quickly injected and dispatched, with safe distancing
Very pleasant and efficient staff. Put an old man at ease.
Efficient service in difficult circumstances.
It was quick, efficient and on time.
Went to Carrow Road clinic very efficient and did not have to wait long.
This year's flu jab session was done in a very organised and safe manner.
Even though it was at the football ground it was well organised very calm atmosphere
Very quick and safe service also efficient and jolly staff thank you
On arrival I was informed where to go immediately and was seen straight away. Staff were friendly and polite
It was brilliant organisation .in and out in 5 minutes.
All the staff were friendly and professional. Parking was easy and I was in and out in under 5 minutes. It was a safe environment and a pleasure. Thank you.
All the staff were friendly & helpful. Felt very safe coming with my little girl. Thank you
Friendly staff and in and out under a minute. Staff were very tolerant of the very cold room where they had to work. They should be given a bonus
Very smooth and efficient thank you
I gave that answer because there was no waiting I went in and came straight out thank you.
Quick and efficient, would have rather it been the surgery though. But understand why it wasn't.
Safe & Efficient
Good organisation
No waiting about and everything was very safely done
Well organised and quickly administered
A nice spacious area, very well organised and no worries about parking. Quick in and out within 5 minutes. Great!
Efficient, well run system
No queue and everyone was nice and it was quick .
Well organised, straight in, got the flu jab and then straight out
The flu vaccine clinic seemed efficient and well organised. Pleasant staff on duty. Quick and trouble free.
Because I'm grateful for any sort of healthcare.
At Carrow ; no waiting ,no queue , very efficiently done and marshalled
Well organised. Efficient.
Quick, efficient, friendly teamwork
Quick and efficient
It was fast and well signposted and not busy
It was very well organised, it was safe and social distancing was done perfectly! Couldn't fault it at all!
All arranged very well - efficient professional service. Charming lady on reception
First told Carrow rd for flu jab then Lakenham then more texts to ignore texts. Email no reply might change surgery.
My appointment was at 14:40.but had to work in the afternoon, so went at 12:20 and there was no problem me going early. Would like to say thanks again,
Quick and safe service, very friendly staff. Thank you xx
Very well organised and quick when we got there.

I turned up a little early for my appointment and I was seen straight away and without fuss. It was so quick and I was in and out in a flash.
I've always been treated very well by the Lakenham surgery always friendly and helpful
Well organised layout today.
No waiting easy to park friendly staff
The service was friendly and efficient, in a safe and controlled way.
Very timely responses, excellent service
I went to a venue today to have my flu jab. I was in had the jab and out within five minutes.
Friendly and very professional
I arrived a short time before my appointed time but was shown in by a friendly chap after he took my temperature. A cheerful nurse gave me my flu jab.
Very good experience. Much better than I anticipated. Very well thought out and organised. Felt very safe and secure.
Because that's what it was
I thought the entire process was well organised and we'll carried out. Everyone was very helpful and the whole thing only took a few minutes
Friendly welcome; efficient service. No waiting. Excellent.
Inconvenient to go to Norwich football ground, but very efficient and well organised.
Well organised, friendly staff. Overall very positive experience.
Well organised mass flu vaccination
Always impressed with your professionalism
A well communicated, well delivered service.
Very organised and followed all current guidelines
Very efficient service
Appointment very good. Organisation at the football ground excellent. Staff friendly and helpful. 1 point removed for confusing messages in run up to the
I gave the answer I did because it is the truth and I feel credit where credit is due
Very efficient flu jab. In and out in a couple of minutes.
Appointment was very prompt. Dr was extremely helpful and knowledgeable. Diagnosed and referred for blood test same day. Reception staff were lovely and v
Because I think these surveys are stupid - health services should not be managed like commercial businesses - needs are more important than preferences.
Everything was so well organised regarding the flu vaccinations and all staff were so polite and helpful and the whole process went speedily.
Very prompt and efficient service.
The directions / general plan for the day was confusing / lack of signage - as it was at Carrow Road Stadium
Everything at the surgery is always efficient and the staff are kind and helpful.
yes, the outlay and the way it was organised was very good. the text message needed looking at. over all excellent.
I wanted to say how good it was thankyou
Friendly competent service, did not feel like I am being a number in the system.
Very efficient and no wait
Quick personable service
Efficient polite staff, Jan was her usual happy excellent self
Nurse Lorraine was quick and efficient and also sympathetic to my reasons for getting checked out.
Very well organised and helpful
Always efficient, friendly and reliable.
I have spoken with Tim today and he is going to look in to my complaint. I have been with Lakenham Surgery for most of my life.
The nurse who I had 2 day was so lovely made me feel at ease. Reception was great too very helpful
Because the GP I saw was very thorough, and took the time to listen to my symptoms.
You only asked for the number, I have always had a good experience when visiting the surgery the nurses are always

kind and pleasant to me.
I was treated with respect and I was made welcome and told what was going to happen and they said about the one way route in and out
Well organized all done in seconds flu jab
Very well organised turned up for the flu jab temperature taken.
Quick, safe, friendly.
Very well organised.
Prompt timing, clear conversation and safe covid environment.
Seen straight away no pain from jab. Very pleasant experience. Helpful staff. Easy to book.
Very helpful and nice staff.
From the reception to the nurse, to the doctor was made very smooth and personal.
Very well organized, very helpful and friendly staff. Covid-19 safeguards strictly adhered to, Thank you very much and God Bless & Protect You All.
Dr Munn was very helpful as always.
Very pleasant nurse in safe surroundings
Quick and efficient
Dr Munn was so kind and listened to my symptoms and acted on them. It's such a relief after all this time. Please thank him for being so thorough.
Quick friendly efficient well organised Thankyou
Safe. Efficient. Perfect.
Very well organised; felt safe and very friendly. We even now understand how the flu vaccine works because you nurse took time to explain.
Prompt, safe and efficient..well done
I needed the jab because of my age and I appreciate all I receive!!
Was quick and efficient
Very nice lady felt very comfortable talking to her and asking awkward questions
Available appointment, prompt diagnosis and efficient meds
Everywhere felt clean and safe. Efficient and friendly staff. Running on time. Nurse great at taking blood.
I was rapidly triaged to a responsive GP, with a quick, safe and effective treatment plan.
Supportive and understanding staff. Excellent customer service and attention to detail. Warm atmosphere.
Friendly reception staff, short waiting time, helpful and understanding doctor.
Treated to lovely staff, good nasal spray
Good service as usual, great cleaning and checking in place to protect patients and staff.
Friendly and efficient staff
Very organised and as safe as possible
Social distancing in place keeping staff and patients safe
The Doctor was so lovely and patient, also very thorough.
All the staff are very helpful at all times
Doctors always polite and willing to listen,also very efficient,Nurses just the same, likewise the receptionists.
The nurse/doctor was nice, helped distract me during the procedure. Had good character and was kind when I had a bad reaction