

# FRIENDS & FAMILY TEST RESULTS FOR MAY 2024


## 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:

May 2024			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	97
96%	2%	2%	★★★★☆	12
			★★★☆☆	2
113 Responses/Ratings			★★☆☆☆	2
90 Comments/Feedback Provided			★☆☆☆☆	0
Patients responded online, in paper format and via phone text			☆☆☆☆☆	0

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

90 REASONS/COMMENTS PROVIDED
The health care assistant was lovely.
always a good service
"Good service, very good personal, lovely doctors, hygiene areas
I love your surgery"
Dr Musvibe was very patient and listened to me. She gave me good advice and I felt so much more positive when I left
Very quick and efficient procedure. Course of action explained and accepted
"I saw a GP the same day I called
GP was polite and helpful"
As all my previous answers the surgery has never let me down. Excellent
The most helpful surgery my husband has a lot of medical problems and they are so helpful so reassuring for me to have such a good GP surgery
I was amazed I got a same day appointment receptionist was very nice and polite I didn't have to wait to long either.
On time, friendly

I was able to make a same-day appointment. Reception answered phone promptly and politely. I was seen on time by a sympathetic and helpful doctor who also offered me a physiotherapy appt at the surgery. A thoroughly positive experience all round!
Always polite, professional and understanding. Despite being a few minutes late I was still seen.
Very helpful
The doctor was very attentive and took the necessary steps for further investigations to be carried out.
I wasn't given the 3rd degree as to why I wanted an appointment
Was seen timely. Dr. Phipp was very helpful and communicative. I came away knowing what to do.
The all staff members we met their at our first appointment was very helpful and friendly.
Friendly nurse
Easy check in, friendly receptionist to help with another query and booking and amazing service yet again from the practice nurse. Thank you.
Unlike my wife I was not offered an NHS health check (which has revealed things and changed her life) nor an additional pneumonia inoculation. My wife's consultation picked up these things but mine did not.
Your people are very pleasant cheerful
It was an informative consultation and doctor gave time to talk to me
Because I got well looked after thank you
The nurse was walking about my appointment was 11 and I went in at 11.10 and then I had to have 2 blood tests as she did not realise doc wanted two I was not happy as I don't like needles
I've never had anything other than a lovely smile and happy staff
All my questions were answered proper and correct by the doctor
Well looked after as always
No issues with the service provided
Because they are an excellent surgery.
Smooth and trouble free
Polite and respectful
Got appointment with doctor that morning. Everyone was very helpful and professional.
Very professional and friendly
The nurse was very good and answered every question I asked her and she put me at ease.
I was able to see a doctor and dealt with professionally
She listen and is really helpful don't rush you, like her a lot ,
Lovely lady took my blood friendly and professional fast and efficient. Could not ask for more thank you
This was my first time at Lakenham Surgery. The waiting room was clean and tidy. My appointment was on time. The nurse I saw was very approachable and made me feel at ease. Excellent service, very grateful!
Diabetic check up.
I rang for an app after 10 am (the receptionist was lovely) and was able to see a doctor the same day,
On time and very professional service by nurse, including GP update notes and next appointment booking.
Friendly staff and appointment on time
The practice is doing its best during troubling times
Abbie was very thorough today. Supported molly very pleased.
I met Penny for the first time, she was so lovely, listened to what you said and made you feel at ease.
Very efficient, the nurse took a painless blood sample, and I was out of the surgery in under 5 minutes.
Phoned yesterday as I had a voicemail left and they booked my asthma review plus put me on a list to have a call with the Dr today , always very helpful
I felt that Dr Emore took time to understand my concerns, and took appropriate action.
Efficient
Got in on time . Very through check up.
While checking in for my appointment the very helpful receptionist also booked my covid booster jab and was able to order my repeat prescription. Very good, helpful service. Thank you.
Go rook time to listen, read through my notes and was comprehensive and caring

On time , and very polite
Called for my consultation as soon as I arrived. Doctor was clear and helpful.
The overall service was very good.
Staff friendly and efficient
Everything went to schedule
"Dr was very attentive, listening to my concerns and taking a thorough history. She had a calm and friendly manner.
The receptionist was also very friendly.
Overall I had a positive experience. "
On time, checked over understood concerns & left happy.
All issues discussed thoroughly and alternative medications prescribed.
Very good and friendly visit with the nurse Katie
Amy.. I think correct was thorough and informed and had time to listen and advise, thankyou
Explained things very well
"Appointment was on time. The nurse taking bloods was friendly, efficient, & I was in & out in less than 5mins. Thank you
Penny very helpful and understanding
Seen on time and issue well explained.
I was seen late Friday and told to get my prescription the next day. I was asked where I wanted it sent, I said Hall Road. It was sent to the closed at weekends surgery not the one that is open St John's, hall road. Had to wait till Monday
On x nurse very nice and informative
On time very helpful nurse excellent service
I was given an unexpected, on the day appointment, with Penny Atkinson who was absolutely superb. It felt like a complete medical examination and I am more than satisfied. Have been referred for treatment and tests. Thank you so much. 10+ out of 10.
Sarah was very kind & gentle when removing my wound dressing
Very efficient, very friendly. First class as always.
I was seen quickly and the doctor was very understanding
"Was seen to on appointed time.
Everyone extremely helpful and cheerful.
An excellent medical centre. "
The Surgery is a very good one we are lucky to be able to go there.
App always in time if have to wait its not long
Always helpful
"Friendly and pleasant staff as usual, good service from surgery
Jeanette was very friendly and efficient.
All staff very helpful and on time
Everyone was kind and sensitive to how I was feeling
The Nurse was fabulous & very efficient!
Seen before appointment time, very friendly person who did bloods, did not even feel needle.
I was treated with respect and the doctor is sorting out my health and getting things done for me
No problem getting an appointment. Doc very good.
I saw Penny today regarding a personal medical issue. I was treated with kindness and compassion. I was able to make an appointment the same day, I'm really thankful to all the staff for the brilliant care they provided. Best doctors surgery ever!!
The receptionist rearranged my appointment, but it is not clear from the email confirmation whether it is face to face or by phone
very good helpful and a kind doctor
"Appointment on time very lovely nurse explained everything well and was painless when taking blood.
Straightforward dialogue and a pragmatic approach
The doctor helped us finally and I can book appointment on the same day normally.

