

# FRIENDS & FAMILY TEST RESULTS FOR NOVEMBER 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:

November 2024				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	187
93%	4%	3%	★★★★☆	39
			★★★☆☆	8
244 Responses/Ratings			★★☆☆☆	7
208 Comments/Feedback Provided			★☆☆☆☆	2
Patients responded online, in paper format and via phone text			☆☆☆☆☆	1

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

### 208 REASONS/COMMENTS PROVIDED

Efficient
The nurse practitioner was thorough friendly and really listened to me.
Dr was patient and listened to all questions I needed to ask.
I got straight away and appointment.
on time good staff
Dr Phipp start action on my symptoms immediately and put in train the necessary investigations.
Because it was good. Never know how to answer this question.
Didn't wait to long and the Nurse I saw was very pleasant
Very friendly and efficient
All was good
Very helpful information given by Nurse Practitioner Penny and felt she listened and understood the reason for my visit.
All the staff at Lakenham surgery act in a very professional way

Sarah the nurse doesn't say alot not like the other nurses
Dr Phipps was patient and thorough and informative he was extremely helpful
Seen on time & nurse very pleasant
Happy with my appointment thank you
I saw Dr Emore
Dr Bendi is very professional attentive & thorough in addressing my concerns.
On the day appointment, helpful staff.
Because I was listened too. Somethings already dealt with. Thoroughly questioned. And referrals made.
Turned up to appointment and tried to check in. Screen said it couldn't and to speak to reception. Waited for 5 minutes before I could speak to a receptionist to be told rudely, yes you're late that's why it wouldn't let you. I wasn't late until I had to stand and wait.
Bit late but nurse was very good
Nurse was chatty friendly and put me at ease
Because she listened and understood my issues which was evident by her suggestions
I've never seen the physio before and she was very nice
Dr Prabhu listened and gave good, practical advice. I found him very sympathetic.
Efficient, professional and empathetic
The doctor was very thorough
Dr Emore was a total diamond and the reception staff were so helpful as usual. Thank you so much to you all
But I have not had my appointment details for Thursday last week put on my NHS app
Bit confused as just given antidepressants with no check up and the doctor doesn't even know me or been over my history so looking at a second advise
Friendly, informative and only 10 minutes behind schedule
As ever a prompt appointment with an encouraging outcome - be patient and my shoulder will get better.
Dr Emore answered my questions
Great nurse who put me at ease.
Always get looked after well
On time, went through my condition and results thoroughly.
I was seen timely
All was ok
On time and efficient
Actually early. Very polite and a caring nurse.
Hello Nurse Thank you message me . I'm like nice Nurse ok 👍
All the staff are always very helpful
We're helpful and friendly people, understand my problems.
Seen on time.
Dr Bendi is good
explained everything clearly and addressed each issue
Dr Daniel came across as very engaging, thoughtful and capable. Gave me good advice and explained my condition and options very clearly. Gives confidence in going in the right direction.
The doctor was thorough and his answers to my problem made sense.
Efficient and effective
Dr was very helpful, & was easy to talk to.
I found out all I needed to know
The physio was very helpful, took the time to review my condition and provided some constructive feedback.
All went well just needed to wait beyond my appointment
The doctor was very helpful, nice and efficient. She did an extra test that I was going to have to book another appointment for.
The GP was welcoming and very understanding. He helped me with my problem very quickly and advised me how to monitor any symptom progression. He was a very friendly person and it was delightful meeting him
Always efficient friendly service

Kind professional and efficient service as normal, thank you all.
Dr Phipp was very friendly and efficient
Friendly staff and very caring doctor
Was advised that due to time limit only 1 issue would be dealt with meaning I had to give up to request another appointment
Good doctor.
Was told I would have a phone call never got one
Good friendly service making me feel a lot better for the visit
I had staples out and the lady who did it was brilliant
Rachel the nurse was very good helpful friendly and caring she went out of her way to help and she is always running on time
The doctor was very good. I hope that I will get a good result
Given inhaler but felt I needed antibiotics as I find it hard to get over these coughs which keep me awake at night I'm. Very prone to chest infections
Easy to get appointment, reception staff polite and helpful, GP was thorough, helpful and kind.
Treatment at the surgery is always very good and thorough.
Reception most helpful, straight talking doctor with answers to questions
The nurse was very pleasant and efficient. However I am disappointed that my GP hadn't chased up my chest X-ray.
Able to see a doctor on Saturday, short waiting time and offered a follow up check up
The doctor was helpful only to take the appointment is very difficult to get
Friendly nurse, nice waiting room, not too long a wait
Every time I call for appointment always available and superb customer service.10 star
Both nurse and HCA were kind and considerate, during my appointments.
I met Dr Musvibe for the first time, I found her to be very understanding of my issues and we had a very informative conversation about my health. I like her and are happy to have her as my GP.
Awesome response and they helped me in all the way .
Louisa was very efficient, kind and friendly.
appointment time met bang on time. Dr Musvibe had a firm grasp of the problem and probed how I felt. prompt diagnosis and prescription sent to pharmacy
Dr Musvibe was very kind, listening to all I said, and gave me medication
Staff helpful
The Dr clearly explained the results of my ultrasound. Always checking in with me whilst explaining if I understood. After explaining giving me a choice of how I would like to go forward with my treatment. At all times present and above all listening.
The nurse was very good and helpful and friendly got my dressing changed
Dr on time very polite, no problems at all.
Very nice man
Short wait, friendly service
No long waiting, Clear information given, and very friendly.
Always accommodating
Doctor gave me the insight I needed
Very good service and considerate staff
as always the nurse was very good
Doctor Bendi is great with my mum
GP very thorough and friendly. Reception staff friendly and helpful
Nurse very good and kind.
Great listening and empathy and prompt action with referral
There was nothing to complain about!
Nurse was lovely and went above and beyond
Unwilling to help to the degree needed. Fobbed off with low level medication that's useless and couldn't get an appointment with mental health worker
My Family and I are very LUCKY to be in a surgery that's totally Amazing from the receptionist all the doctors are fantastic, especially Dr Phipp old school doctor, helpful amazing man
Appointment went well and I got what I needed very satisfied

The doctor I saw was very thorough
On time, friendly, open discussion
Excellent doctor very helpful and efficient
the doctor was reassuring helpful and fast on the diagnosis
Penny listened and talked through and we agreed what we needed to do calmly. Very reassuring and have a way forward.
Very good service for all doctors. I very happy
If it wasn't for the nurse Carolan it would have been poor as I have had my appointment cancelled or changed and I didn't know if I was coming or going I have had alot off appointment like that so she has written them down for my as I had so many on my phone no wonder people miss there appointments
Efficient
The Dr I saw was prepared to listen to my symptoms and my request. I did not in any way feel pressured to hurry I just as give time and afforded kindness, consideration and respect. Thank you.
The nurse I saw was brilliant and so good at her job.
Booked easily and wonderful, friendly and reassuring GP. Very happy.
Doctor was very thorough and had a very nice manner
The doctor listened to my concerns and was very helpful. Excellent attention overall
Doctor was very engaging
Staff attentive, informative- all expectations of my visit fully met
Efficient
Had a vaccine, I was made to feel very calm and didn't hurt at all!
I was treated well and with respect for my opinions too. I was disappointed that the X-ray I had on Wednesday 23 October 2024 at NNUH had still not arrived . But that was no fault of any one at LAKENHAM Surgery. I would be happy if the hospital X-ray department could be contacted to send LAKENHAM Syrgrry them please. Thank you. Otherwise 100% satisfaction
Very pleasant med person,quick but most helpful
Very good medic
Because I had not seen this new nurse before ! However she was excellent. The worst thing about this surgery is not being able to make an appointment to see my doctor's !
Nurse was very helpful along with surgery staff thanks to all.
Appointment on time and diagnosis made. Prescription written to collect medicine urgently. Thank you.
Excellent all round support and help
Reception was really helpful & the nurse was able to relax me and help me get through it without any stress .
Got seen straight away and doctor was clear what I had to da
Waited 35mins to be seen but had to go prior to another appointment
Friendly and helpful staff
Got friendly reassuring consultation with the Doctor
Good service
Clean, welcoming building. Easy check-in and friendly staff.
Seen on time but more important wasn't rushed at all at consultation and felt listened to - very valuable - thank you
The doctor didn't listen to me.
Cause it was good doh
Little progress was made, since little could be done to check anything beyond my ears. I gave a lot of info about adjacent or accompanying problems (pain, irritation, connected issues), but the GP seemed a bit overwhelmed by the detail.
Physio took time to listen to my lengthy list of what is going on in my life right now. I was not seeking medication. He gave me some exercises to do in the best way I can. Further appointment made to deal with another issue identified. Very pleased to get this appt so readily and do easily at hand venue wise.
Molly has been seen quickly, the doctor was nice and exam Molly carefully. Explained everything whaylt we needed at the time.
The surgery and staff have consistently came up trumps for me, although experiencing difficult times of late and having an important injection cancelled the nurses rallied round and eased my concerns.
Always good with Dr Phipp
Because it was
On time. Staff always very good

Doctor was so thorough and polite. My questions were answered without hesitation. Very pleasant. Thankyou.
The nurses are always excellent, on time and very helpful. However, having had a recent nephrostomy, I have been unable to get the bags I need which are supposed to be prescribed by my GP. I have had to buy them privately or get them from the hospital both of which are time consuming and distressing at a time when I feel unwell. I have been unable to speak to a doctor about this or other things which bother me as, when I try I am blocked by reception and told to go to the walk in centre - even to get my dressing changed. Without the nurses I would
As I was saying - see previous response - without the nurses I would have felt completely alone and unformed.
The nurse practitioner was excellent and thorough
The doctor was helpful plus resolved a problem - I can take more than one hay fever
I have some items on my repeat prescription but no one has told me that they are there
The nurse was good and friendly at that means a lot when you are coping as a carer.
Good welcome and no problem signing in. Was called in to see the nurse all in Good time
The doctor who did his jabs Katie was so nice
Reception staff are very helpful and accommodating. GPs, although very busy, are polite and attentive and explain options in clear and concise way
The staff are all kind and friendly helpful, I very much appreciate that thank you.
Satisfied.
The nurse I met with, was polite, courteous and did her job extremely well
Friendly, professional, service and care
Friendly, professional, care and support
Receptionist was really helpful and the nurse was friendly and kind.
On time
Answer all my questions and explain well my IRM results
The gp was not ready for the reason I came to see. I had to explain what steps I was there for. I have gone through the same process before but other gp would be a little prepared for what I have asked the appointment for.
The overall appointment with the physiotherapist was quite well. He explained my problems and gave me a good solution.
It was so nice to be able to sit down and be allowed to go through all of the issues I had and not feel that I was being rushed. Thankyou Penny for being so kind, and listening.
This appointment was with a dietitian and this was the first time in 10 years as a diabetic that I was able to look at my historic metabolic health markers and discuss the progress that has been made and how I could change my diet positively.
Staff are very helpful and professional
I had a very good mental health appointment, the sessions have made improvements to my life
Very punctual. Friendly, helpful staff.
Very punctual. Friendly, helpful staff.
The nurse Katie I saw was on time friendly and helpful
I have been a patient and the surgery for approximately 5 years. The service is always excellent.
As a new parent, the well-being of my baby is my top priority, and your expertise, guidance, and compassionate approach have been instrumental in ensuring the health and safety of my precious little one. Your attentiveness to my baby's needs, clear explanations, and nurturing care have given me great comfort and confidence during this significant transition into parenthood.
My son came asking for help and was fobbed of with a card with a number to call. He has a history of depression and self harm
Seen on time, Doctor was really approachable, understanding & open to discussing my request
Grace Stonehill good
Was seen on time and very friendly staff
Nice friendly nurse and receptionist who was v helpful
Appointment on time. Staff lovely and helpful. Available parking
Excellent very helpful and informative
Dr Musvibe was very kind and caring. The receptionist was also very kind and understanding when booking the appointment (even if I had to wait longer for it than I had hoped)
Always excellent

I was seen on time. I was treated with respect and courteously. I fully understood the information that I was given.
The surgery and staff are always very kind and helpful.
On time
Staffs are so good and very helpful,,,
I did have to wait about 20 minutes before being callec
Phoned at 8am appointment arranged for 10:30am. Could not ask for more.
Very helpful surgery able to get appointments
N/A
Efficient & caring
All was good 👍
Appointment on time. Friendly, welcoming staff
Efficient friendly and helpful
Short wait , nurse was lovely , easy check in
The nurse was friendly, kind and explained everything clearly.
No help whatsoever
Dr Phipps is always friendly and helpful and will make time for you
Well looked after thank you
I was treated with care,kindness and respect and the health care assistant to the time to talk though my results of blood test and other concerns I had.
Dr Prabhu is very nice. In and out before appointment time!
Very patient spent time with me . Was happy with the outcome x
Very co operative
You always looked after well
Appointment on time, felt very comfortable in the Appointment felt very at ease
Always good service and feel at ease
waiting time was about 20 minutes behind the appointment time but appointment itself was excellent- the nurse was kind, informative and deft with the needle! Thank you!
Dr Phipp is always friendly and helpful and will go out off his way
Efficient pleasant staff.
I got an appt easily. Mental health nurse was great. Staff helpful.