

FRIENDS & FAMILY TEST RESULTS FOR AUGUST 2020

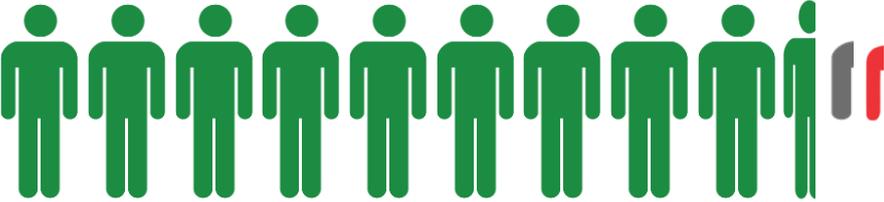
QUESTION ASKED:

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:

August 2020					
			The Numbers		
			Rating	Totals per rating	
Recommended	Neither/Don't Know	Not Recommended	★★★★★	150	
96%	2%	2%	★★★★☆	14	
			★★★☆☆	4	
			★★☆☆☆	1	
171 Responses/Ratings			★☆☆☆☆	2	
104 Comments/Feedback Provided			☆☆☆☆☆	0	
<i>Patients responded online, in paper format and via phone text</i>					

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

104 REASONS/COMMENTS PROVIDED
Nurse very pleasant and helpful
The staff and nurses are doing a good job.
It was a very pleasant experience in the present circumstances
Prompt response from Doctor Munn. Reception clear instructions. Nurse took blood quickly no pain
All Doctors and staff are doing an amazing job through these uncertain times. Bravo.
I saw a nurse, she was very helpful and caring.
Always courteous and professional.
Kind and considerate
The service was 1st class
Very prompt efficient service. No hanging about. Friendly nurse.
On time professional greeting mask sanitizer
Always get good service Doctors all very pleasant

During these worrying times everything is done very safe and well thought out
Polite/kindly staff. Sensitive reassuring consultation.
Everyone polite knowledgeable and helpful
Excellent reception from booking and then dealing with me on arrival. H. C. A professional and personable. Excellent P. P. E and precautions. Thank you
We're new to the practice but feel it's efficient and friendly and looked after, much better than our last place.
Because they are very professional and make you feel safe in this unpredictable time
Very to the point, which is ok , but felt the doctor was in a hurry for me to finish
Because I'm always treated with respect & get an appointment very often same day.
Very pleasant and good staff
The process was well organised and I was seen on time and felt comfortable and safe with Covid safety measures
Very well organised and safe environment
Went for a blood test nurse noticed plaster on my knee took a look and dressed it. Brilliant service thank you Diane
Hygiene safety, and quick responses is why i gave the score
I felt safe with their precautions. The Dr. had allowed enough time in the appointment for me to cover different topics, although the main reason for going
Pleasant nurse, timely, professional
Nice people, helpful service and easy instructions
Doctor easy to talk to. On going inquiry into diagnosis.
Quickly seen by doctor, polite staff.
I was feeling very anxious due to having to wear a face mask due to my anxiety and the receptionist and nurse really made me feel better. Thank you..
The Visit was with my Teenage Son . The subject hard to talk about , Dr Munn as always was very kind and listened. The outcome was a fair place to start
Always get good service
As always the staff are amazing, and with new procedure explained clearly we felt very comfortable and looked after
Very clear instructions from receptionist, nurse pleasant and friendly, put me at my ease. Only criticism - it's incredibly hot and I sympathise with the staff.
Clear and simple instructions from very helpful staff ensuring safety of everyone concerned
All staff were polite and very efficient
Many people are coming they can't even see a doctor but my husband and I are very pleased with how our doctors have handled appointments
Excellent and efficient service, lovely staff and same day appointments.
Always a good service
Reception staff very helpful. Doctor supportive and thorough. Good consultation overall.
The doctor put my mind at ease by confirming my thoughts about my problem.
Had to wait an extra 10minutes after my appointment time but once in the appointment was quick and helpful.
You go above and beyond
Checking temp two people waiting. In and out quickly.
Friendly and helpful device
Routine blood test nothing remarkable in that all went smoothly
After submitting a request to speak to a nurse/doctor online, was called same day with appt time. Felt safe with enough precautions being taking in the s
It felt very secure in the current circumstances. All staff were courteous as always. I also find Dr Phipps an extremely kind and attentive person. Thank you
All staff and Doctor very pleasant,COVID-19 safe, safe examination helpful and understanding. Couldn't want for more.
It was the 1st I have visited the surgery since last year and everyone was very helpful
I had to do temperature before I went into the surgery, a member of staff turned up, no checks done on her she walked straight in. (Staff go and check their temperatures upon arrival behind the scenes).
An unbeatable force of power able to send hope to those that need it, bless you all.

I've had a stroke I find it difficult to make new statements
Very helpful staff. Felt covid safe. Nurse was very good and answered all my questions.
I was expecting a dr appt for a drug review. I got a nurse bp check.
Was prescribed meds am allergic to and the complaint I've been treated for started January and still not gone
I felt safe with all the restrictions
I felt totally safe and the staff are excellent
Helpful, nothing a problem even when I didn't know what I was doing
Quick and efficient
Very helpful staff . In and out within 5 minutes . Well done
Very efficient
Because everyone one is so kind and helpful
Harder getting into surgery than getting into royal mint, confusing instruction, and staff unable to convey instruction concisely, and appear frustrated.
Professionalism, speed and friendliness as always
Very efficient and friendly staff
The receptionist was clear giving the clinics protocols and was efficient and the nurse kind and efficient too
Did not have to wait to be seen
Always an excellent service with the whole team every one is kind AND CARING john
Good friendly service
Very good service under current condition all staff members are helpful and polite
Brilliant surgery and staff
Excellent staff especially under these circumstances. Safe. Great consultation
Good prompt friendly visit
I appreciated you seeing me at the Surgery and being kind.
Because the reception staff and nurse were so friendly, professional and smiled which is something you see so little of these days .
Excellent doctor. Listens to your problems & is very helpful!
Always very professional, get you seen quickly if you have a problem! Very good surgery
Had an appointment with the nurse which I was very anxious about but she was very helpful and made me feel at ease. She was also very quick and professional.
Fast service and friendly People
I wasn't expecting to be seen the same day because of the pandemic, reception was very professional and made sure i had sanitised before coming in doctor
Always get prompt service and clear answers to any issues
In spite of Covid the usual professional and friendly care
Great service.
I was seen within 5 mins of arriving and covid procedures explained prior to visit. Very efficient.
"Sufficient unto the day is the evil thereof"? Is this really a surgical practice or Tesco?
The surgery is more than helpful every time
Smooth COVID procedure for visitors to surgery. No waiting time once through the door. Friendly staff and nurse.
Efficient and safe service
At last I talked with a doctor who was willing to do more than just prescribe more pain killers. I was very pleased with the visit.
Been with the surgery since the day I was born
I appreciate kind and good service.
Felt listened to, respected, not patronised, given time. Given options w/out having them imposed on me so I've come away & made my own decision
Very friendly efficient and painless
I was seen quickly and the nurse was efficient and nice.

There are COVID-19 risk assessment put in place. Most importantly, the nurse that did my smear test was very nice and lovely. The waiting room is clean.
Excellent care and treatment. Thorough and friendly nurse and doctor. Felt safe in their hands.
Staff were very kind and well organised regarding Covid and safety. Just sad that it's taking so long to get physio..
Following initial reticence to see me, they fitted me very quickly. GP was clear and understood my needs. And asked my opinion.
Very helpful and friendly.
Helpful & profession.
Locum nurse was informative about asthma and arranged extra blood tests
10/10 Service. Speedy replay and query answered. Thank you!