

## Friends and Family Test Results for November 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:

November 2020				
Recommended		The Numbers		
<b>98%</b>		Rating	Totals per rating	Response
Neither/Don't Know	Not Recommended	★ ★ ★ ★ ★	195	Extremely likely
<b>1%</b>	<b>1%</b>	★ ★ ★ ★ ☆	26	Likely
		★ ★ ★ ☆ ☆	1	Neither
225 Responses/Ratings		★ ★ ☆ ☆ ☆	2	Unlikely
139 Comments/Feedback Provided		★ ☆ ☆ ☆ ☆	1	Extremely unlikely
Patients responded online, in paper format and via phone text		☆ ☆ ☆ ☆ ☆	0	Do not know

A follow-up question asked patients to provide a reason for their rating and to give any feedback comments:

139 Reasons/Comments Provided
Very simple process, nice people
Prompt and friendly
Helpful
Always looked after me easy to talk to staff 5 star
Excellent care provided quickly in a Covid safe environment.
Jan is very good
Always efficient friendly staff and doctors.
My husband and I have never had to complain about anything with our surgery. When I've spoken to friends that go to different it is unbelievable what they get
Caring and the whole place appears to run well. Thank you to all.
Straight in no queuing safe environment excellent thank you
Well organised and felt safe
Felt very safe in these times. Thank you
You follow the rules very well. Thank you.
Very professionally, friendly and helpful staff.

Everything was on time polite and efficient staff
Efficient and polite staff on entry. Impressive hygiene rules applied. The nurse was a calming influence and offered a flu jab which I hadn't expected.
Very fast and very efficient
Fast efficient delivery of flu vaccination.
The lady on the door was very efficient scanning everyone who entered the surgery making me feel safe. thanks for Diane bringing me a chair to sit on I while I waited
I was dealt with promptly and also with friendliness.
Lovely friendly service and all safety measures in place.
The staff were polite friendly and efficient. There was no waiting around.
As always, from entering to leaving the practice, all personal were polite and efficient.
Because they were all friendly
Always polite and helpful
Well organised and safe. Went in on time checked quickly and very pleasantly. To table for jab, nurse straight there, jabbed arm and went out the back way
Great friendly and caring surgery
Rapid friendly and efficient, as always
Felt very safe and Great to see Jan
It all went like clockwork and everyone was very kind
"The GP was excellent. She was efficient and listened and explained.
During Covid the Reception System needs to be made more discreet. The buzzer is good"
All the staff at the surgery are all very helpful and at this time were the health service is stretched to the limit there doing a fantastic job.
Dr listen and checked blood pressure and checked prescription and adjusted it to help dizziness
No rushed appointment.
Thank you for being there.
Stay safe.
Thank you.
Good experience. Very helpful Nice staff
Hand sanitizer on hand. Temperature taken. Saw nurse within minutes. Keep up the good work stay safe
Person on reception was friendly and helpful, everything seemed very Covid safe lots of space
Quick, polite, Covid secure & above all else still friendly.
The procedures at the entrance made me feel safe once I was in the building
No wait, really caring nurse
Dr. Phipp was great.
Good Covid precautions and pleasant staff.
Good Covid precautions and helpful staff
Very good staff, doctors too. thanks
Excellent service had to bring my mum and everyone was friendly and helpful and polite
Well organised. Staff friendly and helpful.
It was a simple blood test but I saw Jan and she is such a nice lady
Exceptionally clean and all procedures in place felt a lot more relaxed about being there then I thought would be
As usual, excellent and polite service from all staff at the practice.
Apart from not being able to hear what the receptionist was saying through closed doors(!), the nurse was friendly, efficient , as I would expect from the surgery
As always you keep us safe from Covid 19 and have not had any problems with the surgery
Excellent service pleasant and helpful staff able to see my GP of choice particularly the phone back conversation regarding my problem.
Friendly efficient service

The care I received was first class, both in the clinic and in reception. The booking system was very efficient. Many thanks.
Everything very good as always. Thank you.
Efficient organisation , safe environment, didn't have too wait long
Staff Helpful as always
Very helpful appointment altogether. Put my mind at rest considerably.
My medical history was checked and now I am up to date
Online form straightforward. Clear entry instructions, good spacing in waiting room, Dr had ppe.
Only had BP check so didn't feel any higher rating was needed
The nurse was very friendly and nice. Well organised and safety measures taken. Staff professional and friendly.
Quick, efficient and very pleasant staff
Went for a blood test etc, told reception I had lost my taste, and was sent home.
I saw a very good doctor hopefully I will get sorted out
Doctor was efficient and explained what my problem was in a straightforward fashion and wrote the appropriate prescription and discussed future steps!!
Friendly professional efficient staff.
Well organised especially
No waiting
Great doctors always helpful and had my flu vaccine today was very quick an easy
I've been a patient at Lakenham surgery for many yrs always find the staff and doctors very professional and understanding will help you to the best of their ability
No problems straight in and out in 5 minutes.
They were polite and I was treated quickly Thank you.
Super quick, safe and efficient process for getting flu jab
Friendly professional efficient staff.
Quick efficient and friendly
Very speedy, no waiting, felt safe with good social distancing, very easy to book
Got both blood test and flu jab done at same time instead of coming back to surgery next day as arranged
Prompt and painless.
I really appreciated the friendly atmosphere and help i received. :-)
Doctors asked if I can have the flu jab when the doctor should know .
They are organised when I came. Someone taking body temperature and giving sanitizer. Straight to the reception and then Flu jab, easy and quick. Thanks.
Be-cause i have never had reason to feel un-happy with the practice.
The appointment started slightly late but the nurse was very good
Straight forward safe access. Keep up the good work
Very organised with current situation. Lovely staff very helpful very happy to be with this surgery well done to all
"Always an excellent service from Lakenham surgery.
No pain either with Jan
Thanks John"
Because Dr Phipp and the reception staff were really helpful as always
Everything was very well organized, thank you
The surgery is very well organised and the doctor was friendly and sympathetic to my issues. Everything is always done quickly too
Professional, quick efficient blood test-followed by my technology question being answered. All with politeness and kindness.
The staff n nurse Jan u r so kind n thoughtful, they really make u feel safe.
I was satisfied
Because she was very kind under the circumstances

Got to be correctly treated by my doctor
Asked for unscheduled attention, quick helpful response from Dr Empire, efficient and safe taking of bloods
Professional staff yet friendly. The ease of access to appointments and general correspondence through website. Felt Covid safe
Doctor was pleasant and very efficient
Good receptionist and very good nurse all good
Always put patient first.
I saw a GP on time and felt I was dealt with well
Very pleasant and helpful
The doc done her job....
"[1/2] The reason is because the Receptionists the Nurses and the Doctors all know me.
Also because I don't have trouble making an appointment or any other diff"
"Efficient, helpful friendly and practical service from the doctor and receptionist.
I was treated with respect when I felt vulnerable."
The consultation was quick and efficient, started on time. Completed all within 15 mins. Very pleasant nurse
I hand my smear and the nurse was very patient with me. She took her time and was very kind. She made me feel better after what I felt was an awful experience.
My blood tests were done quickly and efficiently. And all my questions were answered. But I very much admired the receptionist for the brave and calm way she had.
The nurse was really lovely and made me feel super comfortable.
Never had a problem with anyone or anything at the surgery
Nurse was kind and quick to b seen
Polite staff and doctor ...
We appreciate the caring and tolerant..nature."
Efficient
Because the COVID precautions were very good & Doctor Munn always listens and explains his meaning very well. He puts my mind at ease and helps to reduce
Because my appointment was brilliant never been so well checked over
Re Covid: very ordered and well thought out. Felt safe. Efficient and friendly staff. Doctor listened patiently and was very efficient and explained thin
Quick, safe and efficient.
Lovely nurse. Very informative, on time and good bedside manner.
Because I think you lot are brilliant!
Appointments always available, wonderful happy admin staff and nurses, greatly pleased with my GP, Dr Entire, good atmosphere
Safe, prompt attention, competent nursing. No bruising after blood samples were taken.
The doctor listened to me and addressed my concerns.
Very good Covid control measures. Prompt attention. Friendly nurse
Very smooth process, and the person who took my blood was absolutely lovely, thank you
On time & efficient !!
The nurse was so kind and caring to my daughter on her first blood test. She was lovely.
I was treated very well and was spoken to like a human and was in and out in good time
Always.very.helpful
Even with Covid they still have time to see people who really need it
I was greeted by a friendly gentleman at the door taking my temperature. Inside the same a friendly nurse and another lady. It was quick and very efficient
Staff were friendly, quick service
I like the service they gave, the way they replied. The lady at reception and in blood test was very responsive
Professional friendly prompt
On time and efficient. Thankyou

The staff were friendly and professional at all times
Felt very safe and staff always helpful
Prompt service and response
Had to wait for nearly 15 minutes after my appointment time but once I was seen the service was very good.
It was early morning and I was dealt with promptly for a simple blood test. Thank you
Very helpful
I had a call back from the doctor in the morning and saw her in the afternoon. Thank you.
The nurses were so supportive informative and knowledgeable