

FFRIENDS & FAMILY TEST RESULTS FOR DECEMBER 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:

December 2024				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	132
90%	5%	5%	★★★★☆	20
			★★★☆☆	8
169 Responses/Ratings			★★☆☆☆	4
147 Comments/Feedback Provided			★☆☆☆☆	4
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:

147 REASONS/COMMENTS PROVIDED

Please can you tell us why you gave that answer?
Didn't feel I was being rushed, no ' you can only talk about a single condition' and action taken for everything. Calm, always smiley, kind.
On time and efficiently completed
The nurse remembered me, made it very personal and friendly
On time and really lovely staff
On time and really lovely staff
Everything explained to me. If I didn't understand nurse explained it so that I could. Very patient, kind, caring, friendly, and professional. First class thank you.
Excellent manner of the nurse, very efficient
Because it very well explained to me
Saw the physio whi was warm, friendly, thorough and has good communication skills. Very happy
Well received and efficient

Perianal wound. Go to walk in center. Done that before. Always ended up in hospital. IT IS A WOUND THAT NEEDS DRWSSING TOPRWVENT INFECTION AND REDUCE COST TO NHS. COMPLETE FAILUTE.
Very professional consultant
Waited too long and a very painful injection
Lady that took care of me was very very nice, was late by 10 minutes but that's alright. Great service
Staff are helpful and friendly
Because I was seen and delt with on time
Very professional & quick. Thank you
Staff at the surgery is always polite, helpful and kind. What else can you ask for? 😊
Very helpful & understanding
A good conversation
The health advisor was very energetic, clearly had knowledge and the structure for what's next was clear
Courteous and explanatory
Able to chat to doctor easily about my health and was listened to
I was seen timely. Dr Musvibe immediately identified the pro land and now, just a few days later, the symptoms are ameliorating. Thank you so much.
Dr Phipp very though and reassuring and puts yoou at ease
Helpful receptionist gave me a swift appointment
prompt appointment, on time and Penny was empathetic and covered all the bases
The Dr took the time to listen and answer my queries for my treatment. Everything was full explained as to what was happening. How I should expect to feel after the treatment. Any concerns reassured could see the doctor. Overall relaxed fully informed went away with a fully settled outcome.r
Explanatory enough for me
The doctor listened to my symptoms and arranged an appointme to look into the cause.
Friendly efficient nurse.
Because the service you get always is
On time. Staff very helpful and approaching.
A very thorough check up, and reassuring assessment
Gave me good service and did not waste time there as well
The doctor is very good helpful and listen .
I was seen timely in a courteous and professional manner.
Seen by a caring doctor.I felt comfortable.
Quick appointment and follow up physio
Doctor was nice but didn't accommodate my needs during the appointment, they have access to my medical records and would have seen I am medically deaf therefore a lot of the time I had to get them to repeat what they said and even then there was a missed opportunity that day to get an ECG and bloods booked, if they had said to book them I certify didn't hear them therefore I had to phone the reception team after receiving a text from them, surely there should be policies in place with people such as myself with deafness and making sure I was aware of the next stages or even double checking I was aware of the next step. Some places would actually point me in that direction or at least take me to the desk to book
On time, friendly, efficient & encouraging
All staff were very helpful and friendly at all times
Katie, the nurse, was very kind and helpful
Effective support and service from the physician I saw
As now always easy to get in a week but I got in same day so hope will feel a lot better before Christmas , Thanks
Excellent service from Dr
Was seen on time and the nurse (Katie) was extremely professional but kind and caring and made me feel completely at ease .
Got an extra service
No problems logging in and Doctor Emory was very professional and explained situation to my understanding
Lots of my questions were answered, and I was reassured.
Great friendly service
Nice person easy to talk to

The nurse was welcoming, efficient, kind and everything you could possibly want. She took blood without my feeling anything or bruising me, which isn't always the case and was very encouraging about my fitness.
Nurse was very efficient and on time
Friendly and professional service
Because it was okay, no issues
The physio therapist was very helpful and said if nothing comes from the exercises to make another appointment
Appointment on time, Physio Mark pleasant and informative
Very friendly and professional
Staff was very professional and friendly
Very prompt and early with time keeping
Appointment on time, Mark informative and helpful
Because the nurse was very patient
The appointment ran on time, really lovely nurse who answered all my questions.
Very polite and professional
I was treated with great kindness, courtesy and professionalism.
Always polite and helpful
Dr Bendi always takes care of me.
I saw a doctor I had seen before. She listened and didn't rush me.
Kind caring and thorough service from the nurse I saw
It was a pleasant, friendly atmosphere.
Nurse was extremely nice and friendly but front office lady not very nice
Quick service
Katie the nurse was very pleasant, we had a discussion about myself and my medication 🧐 all was fine 😊
Staff on reception and Dr Bendi were very helpful, efficient and had time for my issues.
Walk in sign in
On time..very efficient..
Because I'm not being listened to and being fobbed off with health anxiety after ongoing multiple problems for months!
Running a few minutes late
Prompt, efficient and friendly
Friendly nurse. Makes all the difference.
It's just that the service was ok
Dr very nice
Lovely friendly helpful nurse
I was given blood forms, In a letter from N&NUH to A doctor at Lakenham surgery 27.08.2024 these checks were requested to be carried out in 2 - 4 weeks. In the same letter There was an instruction to manage my Baker's Cyst I was told at my appointment that no management was possible, which leaves me wondering which of these professionals is correct? The senior Consultant at the N&N or the Lakenham GP.
Very friendly and helpful staff. The nurse I saw explained everything to me. The service was highly efficient with regular reminders of my appointment time.
Very good service
The nurse was very informative and helpful
Very polite and professional
Dr Musvibe responded to my initial call very promptly and listening to my concerns offered an appointment first thing the following day Excellent. It was a very satisfactory and thorough consultation. My sincere thanks to Dr Musvibe . I know of the "peculiarities" of doctor to doctor consultations .
On time. Good advice. The whole surgery seems well organised and efficient.
Very good and thorough professional and helpful doing the exercises told to do to help thank you
Very understanding
Listen to me and very good respond and treatment
Good communication with professional boundaries, respect, informed choices and was given time to express my concerns.

My GP gave me good advice and explained the next steps we would take.
I always get looked after
Dr. Bendi always takes her time and makes you feel valued.
Appt was cancelled due to staff illness
It was easy to make an appointment.
The Dr was kind and thoughtful
Appointments on time and helpful doctor
I found the appt most helpful
Listen too explain things and sorted
Doctors lack of enthusiasm.
I was seen in good time. I felt that I was given enough time in the appt.
Friendly service
Doctor is allways positive friendly and sympathetic
Lovely nurse, very quick and efficient, procedure was carried out professionally with minimal discomfort.
Excellent service
Polite and most helpful.
On time, friendly & efficient.
Got a message canceling appointment due to illness. Rang up to rebook and was told they can't do it there and I need to go to hospital. Some mixed messages coming from the most useless reception I have had the misfortune to use. I have had other recent problems with their incompetence and I am not happy with the service.
Kind and patient.
I had to beg to get a appointment
Doctor was very thoughtful and thorough in her analysis of my condition
Easy to book in vaccination. Nurse was quick and lovely!
because I am happy with the attention I received
Informative and efficient
Nurse called on call doctor in to my appointment to check on a health concern. Which was answered quickly by the doctor. It took him 5 minutes and didn't need a whole appointment.
Dr Phipp was excellent very knowledgeable and helpful. Took time to listen and made me feel at ease. Also all the staff were very helpful and friendly
Apart from being almost 10 minutes late in seeing me everything was done efficiently
I've been ill and the doctors and nurses are helping me with everything and are very polite
Well my app didn't run to time I understand that u cannot get in always on time but mine was over half hour over time if I'd have been late gor said app well it would have been cancelled
I was called for some test results , they got me in straight away DR was wonderful as always
Pleasant visit, understanding and caring
I literally only waited less than 5 min to see the doctor
Dr Bendi, excellent
You cancelled it for the second time
I was sent a message offering the health check and appointments were made. The nurse was very thorough, friendly and helpful. A very reassuring service
Informative and prompt.
Unfortunately I felt a little like I'd wasted the doctors time despite being worried about my 2 YO
Nurse Linda was wonderful and with a sense of humour which I appreciate. Reception staff are extremely friendly and helpful. Plus room to park the car.
Very friendly staff and helpful to me,, thank you
Efficient communication
The doctor just ruled out the pain stating viral infection and didn't prescribe any medication to treat the problem.
The nurse was very helpful and informative
The lady who was my nurse was extremely friendly and comforting. I'm scared of needles and it was a vaccination appointment and she distracted me and made me feel safe and heard.
Easy to make appointment and nurse was friendly and chatty and made appointment a pleasant visit
It was that noisy in the waiting room. I got forgot some of the questions I was gonna ask the nurse.

It was that noisy in the waiting room. I forgot about the questions I was gonna ask the nurse.
Had to wait 20 minutes
Very professional and nice Nurse
I brought up that I had a couple lumps behind my ear that have been there for quite awhile and one on my neck the doctor never checked the one on my neck I will keep an eye on it for now and if it gets bigger will return
Quite simply Sarah. She can draw blood when no-one else can and is always pleasant and friendly.
Was seen on time
Got an appointment on the day that I called, saw the doctor on time, the doctor was very good