

FFRIENDS & FAMILY TEST RESULTS FOR JANUARY 2025


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:+

January 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	209
96%	1%	3%	★★★★☆	36
			★★★☆☆	3
255 Responses/Ratings			★★☆☆☆	1
207 Comments/Feedback Provided			★☆☆☆☆	4
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:

207 REASONS/COMMENTS PROVIDED

Appointment was on time. Friendly staff.

Allways brilliant service

Dietician was really helpful and very professional.

I was offered a same day appointment at a very busy time. Dr Phipp was reassuring and listened to my concerns

The Doctor was very sincere, and very approachable.

Receptionist very pleasant, Dr was very thorough and caring

The surgery staff are always willing to help Very caring and professional

Appointment on time plus nurse Sarah was very pleasant and done what was needed

Had a telephone appointment with diabetic nurse at 8.50am 02/01/2025 I waited for the call which never happened instead I received a text message stating my blood results were satisfactory, there was questions I would have liked to discuss with this appointment.I think the service is very poor as when booking the appointment was told it will be a double appointment one at the surgery for bloods and one shortly after via telephone for results buy nurse. Not happy with just text messages.

I was seen shortly after my appointed time but that is not important. The nurse was very courteous and performed the blood test efficiently . All was achieved smoothly and without fuss just as I would have wished excellent
The nurse was brilliant and understood my fear of needles.
Comfortable experience
Nurse was very friendly, well informed and helpful and discussed medication and potential options.
I didn't how to wait long and Nursing staff were very helpful
Didn't have to wait long and Nursing staff were vey good.
Efficient service both from reception and the nurse.
Kind & helpful staff.
Seen promptly
The doctor was unable to fully diagnose the problem but eliminated several possibilities, to b re-evaluated if the problem continues
Primor appointment, efficient and kind care.
My appointment was brief the doctor didn't really seem approachable to ask to many questions nor have much experience with my problem, he was basically just reading the same information I had previously read on my NHS app. I'm sure as my problem persists I will see him again soon.
Rachel the nurse is very good she always on time and looks after her patients
Nurse was very helpful and knowledgable. Took the time to listen to me and kept me updated throughout my procedure as to what she was doing.
Very thorough and considerate
Empathy and answers to help me gain less pain
Nurse Katie is a very professional caring and kind member of staff and is a credit to Lakenham surgery . She has given me huge support during my weight loss endeavours .
The consultation was very informative and thorough
My new Doctor Daniel was excellent. Knowledgeable and thorough.
It's always good there
Happy with a correct timer and with a doctor consultation.
Friendly, professional welcome
I was very satisfied with the treatment I received
Always treated very well, staff are always happy to help always polite
The nurse was very professional, made my son feel comfortable, he didnt notice he was given boosters in both arms
Because dr Amore was very helpful and listened, which is really nice as a female not being gaslight into thinking I'm overreacting with what's wrong with me
Friendly, efficient.
On time,an efficient friendly nurse
The service from the gp and nurse was great, but ive had to come back to the surgery a few times and i feel it could have been organised better to save time for everyone
The doctor was thorough, friendly and informative
I received a text saying I was entitled for a health check and when I called I was told there was no record of that. I was given a consultation with a Dr. Musvibe who has absolutely no empathy plus she put a lot of obstacles in the things I needed. I miss my Surgery in London. They used to book me a next day blood test. In your clinic I'm going to have to wait two weeks. Also I showed a report of a head MRI that my GP in London requested in order to send me to a Memory Clinic. I asked Dr. Musvibe to refer me to a clinic or request an update of the head MRI but she instead said she wanted to perform a memory test before that. She sent me back to the reception and the earliest consultation is Feb 4th. To do what? A memory test? This is not what my case requires. Memory loss is just part of my health condition. A memory test will not prove more than my last head MRI. Plus my GP in London never performed a memory test. We talked about my symptoms and she said I would need to be referred to a Memory Clinic. The GP in your clinic was not interested AT ALL in learning about my symptoms. I left the clinic with my JAW DROPPED.
Allway very helpful and take time to sort things out
I saw Penny who always makes me feel at ease and comfortable
Because they're very efficient
Although my appointment was late the Doctor was very thorough and put me at ease from the start very professional and very satisfied with the consultation .
Checkin, wait time, treatment, environment. Thank you
Excelente service. Highly recommended

I seen quickly, and in a friendly approachable manner as always.
I was seen promptly and hopefully will be referred as promptly
I was seen promptly.
Always a high standard of care, from all members of the team
Able to get appointments promptly, patient caring reception staff on the phone.
Everyone was very helpful and didn't need to wait for the appointment
Dr Bendi was thorough , as usual
I did wait a month for this bookable appointment, but not a problem really
Prompt and professional service as usual plus a genuine interest and care about my health issues.
On time appt, dr Phipps was excellent in explaining my options
Appointment cancelled by surgery due to ill health
The nurse is care about patient's feeling and she was explained the details of my cases in all aspects. Thank you very much for her explanation and suggestion.
Previous smear tests have always been very difficult and painful for me. The nurse who undertook my test yesterday (sincere apologies for not remembering her name) was very kind and put me at ease and it was the quickest and least painful test I have ever experienced.
It was my first appointment at this doctor's and I felt welcome when I went in to see the doctor. I am usually nervous when I go to the doctor's but I felt so at ease
Everything was smooth
It was on time and the health care assistant was friendly and I felt at ease
The nurse had time to talk things through with me
Good savis and care
On time
Well organised with professional but very caring staff
I was very anxious about getting my jabs and nurse reassured me
Because my appointment was bang on time and the doctor was very attentive
Very good service and very professional
All well Organised, calm and pleasant appointment.
I was there to have a checkup on bloods and blood pressure but I have been diagnosed with a tumour and the nurse and the nurse had time for me to explain my situation.
Everyone here is welcoming and kind, thank you.
The receptionist was brilliant got me in with a doctors ASAP in sted for waiting days brilliant thank you
The receptionist got me in to see the doctor ASAP instead of waiting for days thank you
The receptionist got me an appointment asap instead of waiting for days thank you
The nurse was amazing, however when sent away from the hospital we were told to get an appointment within a week and it took 6 weeks.
The doctor I saw seemed like he genuinely cared for what we was discussing and took the time to answer my other questions and gave solutions for them. I felt very comfortable
I made sure I was available to take the call and waited until the appointment time and no one called for at least an hour so I had to continue working
The doctor responded very well to my concerns
Appointment on time, friendly staff, lovely doctor
I did
Doctor explained I wouldn't need a Respect form completed as my health profile wouldn't warrant it.
Just the professional of the staff
Despite tests carried out by the doctor he was unable to identify the issue but suggested a return visit for further analysis if the problem was still suffered after a fortnight
Appointment happens on time and the doctor was very approachable answering all my questions.
Excellent immediate service
Its difficult to find a good vein in my arms, nurse was fantastic
It was nice to be able to get to see physio at surgery.
Very professional
Prompt, efficient, helpful, reassuring
Good standard blood test sample service
On time. Efficient, friendly and informative

Only advice given
The nurse that did my health check was very good and very informative.
Simply that's how it was good
My mind advisor help me
Thanks for the message! The lovely Nurse was so professional and kind. You all are always very helpful. Thanks again! Szilvia
Rachel is always friendly and helpful
Professional service.
Caring, empathetic and professional
Good phone call, when I got a call back instead of wait in the phone. I got an appointment fast and it was a good appointment.
Got appointment on the same day, dr was sort of on time.
Professional. Listened to. Good time keeping.
Booking in no problem, friendly nurse. Listened to my feedback re previous injections. Explained procedure for immunisation about to receive and what to look out for, drink plenty. Vaccination carried out record checked every thing up to date.
Good advice, felt listened to
The lady I had my appointment with was very friendly, explained everything well .
The nurse was friendly, kind, and explained everything very clearly.
Timely, polite. Friendly
Doctor was helpful but am waiting for them to get back to me with some information.
As always I am so happy that Lakenham Surgery is my GP Practice. The receptionists are extremely helpful. The doctors, in particular, Dr Emore are excellent 😊
Dr Emore is very compassionate, understanding and supportive of trying to help me get better.
Everything was on time everyone was very friendly
Fantastic GP who is friendly, knowledgeable and reassuring.
Professional and informative
Efficient and friendly treatment, on time.
Easy to book in. No long to wait and staff are friendly
Friendly staff, seen quickly and all my inquiries were answered.
The nurse was very sympathetic, informative and thorough
Nurse timely and professional.
The nurse is nice and friendly
I got sorted what went i went for with ease, lovely lady
Doctor listened and was very thorough
Friendly helpful staff.appointment on time
I received a swift reply to my contact and then a promptly arranged appointment.
Doctor was very helpful, explained everything to me with patience.
Mental health nurse was lovely and put me st ease
Treatment is always good at the surgery.
Was seen on time and Dr Bendi listened to my concerns and reassured me .
I was calling a few minutes earlier, doctor listened to my concerns and took the right measures to check my concerns
Friendly helpful treatment. Secured same day appointment with a nurse.
My issue I came to see the go about was dealt with very well , and I didn't have to wait long for my appointment
I was seen very quickly and the nurse was lovely
Friendly, quick and efficient.
Appointment did not happen
Staff are always helpful, friendly and kind. Best surgery I've been part of
The member of staff was very knowledgeable and efficient and explained everything to me
Prompt this time
There was no problem with making an appointment early. A good doctor visited me and gave me medicine. I hope I get results. Thank you.

The appointment was on time and the Practice Nurse was reassuring
The support was quick, responsive and caring which is all you want from a GP practice. Seen by both Penny and Richard (Nurse Practitioners)
The gp really helpful resolving my problem good communication.I am satisfied with my last appointment. They there always ready to help.
Because they always put their patients first
Because it is a rare joy to see Dr Ian, I have great faith in his knowledge and professionalism,also he shows genuine interest and concern regarding my visit.
Very personable, listened to my very long account of current situation. I was aware of the limited time. At the end CBT was suggested. That is not something that I feel I have the wish to engage with right now. Especially with a 3 month potential wait list. The appointment was at the suggestion of OCc Health doctor who was concerned about my mental wellbeing right now. There's a lot going on.
The staff are so good and friendly
It's easy and very helpful.
Was told to come back when my symptoms are worse. Which is quite abysmal service. Complete waste of a trip.
The nurse that I saw was absolutely brilliant. Kept me nice and calm for what I needed to have done. She was very reassuring and kept me informed at all times
Friendly, efficient reassuring nurses.
I didn't have to wait and the session was informative, with actual test results. I would have liked to have more time so that I could discuss my whole health issues including mental health (wellbeing).
Query was resolved through doctor calling me rather than appointment which was always the plan apparently so I'm not sure why the receptionist didn't know that
Excellent professional and reassuring service given, as it's always a worry when you go to any doctor or nurse for a routine check up. As it turned out I had a high blood pressure at the time and I'm monitoring it now.
Very professional service
Nurse carol was brilliant very kind and friendly and experienced
I went for a blood test. It was done on time and I didn't feel anything. No bruising after either.
Made everything easy for me
I was grateful for the advice I was given
The nurse was great with my very nervous toddler :) x
Pleasant staff, no waiting, quick and efficient jabs
Nurse was really lovely.
Dr Phibb has been really great at helping to sort out my son's ears. Really appreciate it and very thankful.
Dr Bendi was very good in sorting my problem I couldn't have had better treatment.
Efficient and pleasant
The diabetic nurse was very good in listening to my concerns and gave relevant advice as to how I should move forward based on my current situation.
Carolyn treated and rebandsged my ailing to
Dr good
On time
Rachel was helpful and supportive. She spent time explaining the procedure and ensuring I was comfortable. She had a friendly and knowledgeable approach.
Because it was
Very good doctor felt very comfortable talking to her
Very timely appointment nurse was very good and explained everything she was doing
Thank you for the care and attention I have received. It has helped me a lot.
Positive and helpful
Filled out the online form and got an appointment pretty quickly
Positive and well explained. Good communication
Rachel (the nurse) was friendly & informative.
Appointment on time and given some good advice
On time. Polite. Nice
The doctor did not really engage with me but he did refer me for an operation on my trigger finger
Friendly and informative service.

I visited the surgery for a blood test. This was carried out by a friendly and efficient nurse.
Appt began on time and Dr was very pleasant and helpful just wish we had longer than ten minutes that is allocated for patients
its was very informative on what had to be done....a good appt thanks.
I saw Dr Musivbe and we had a very good consultation, she answered all my questions and we agreed a pathway forward.
I was able to have a good consultation with Dr Musivbe, she answered all my questions and we agreed a pathway forward.
Quick and simple consultation. Didn't have to wait too long
Receptionist really helpful
Because it was precise and not too long.
I was attended to promptly
Reviewed issue in detail and diagnosed way forward
Welcoming and professional
The nurse is friendly.
The hca was lovely , friendly and efficient
The Dr was very kind, respectful and helpful. I have anxiety around Drs appointments due to previous experiences but she was really great. Thank you. An Addenbrookes appointment came through the next day. Outstanding service. I'm very grateful
My problem was dealt with. Always have prompt and efficient service from my surgery
Allways kind and helpful
Saw nurse for injection I ask about it and she emplaned gave me her time on things I asked etc and came out of doctors feeling relaxed overall a pleasing experience with nurse
Trigram listened very well and gave me back very useful information
Cos I was listen to not just fobbed off
Good service
Good service
Kind & considerate, yet efficient, treatment
Very happy with the service
Sarah was very good making me feel very at ease, also very professional.
It was a nice visit, lovely lady
Because surgery is always helpful and quick appointments anytime asking always getting. Can't recommend enough how professional staff are at Lakenham surgery thank you so much !
They considered my health condition very seriously and guided me well. I got appointments very efficiently on time. I am happy with the treatment.