

FFRIENDS & FAMILY TEST RESULTS FOR FEBRUARY 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:+

February 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	200
95%	2%	3%	★★★★☆	36
			★★★☆☆	5
249 Responses/Ratings			★★☆☆☆	7
217 Comments/Feedback Provided			★☆☆☆☆	1
<i>Patients responded online, in paper format and via phone text</i>			☆☆☆☆☆	0

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

217 REASONS/COMMENTS PROVIDED

The asthma nurse we had was excellent! Great knowledge, friendly and really helpful. She even helped and booked Philomena in for another apt as I was concerned about her weight. Thank you so much

Dr Phipps

Things are always sorted out for me

On time, efficient, good advice, friendly, direct.

Appointment on time, nurse was good and fairly efficient.

I felt reassured after my visit

The dr was very helpful and put my mind at rest he was very thorough and showed empathy

Always efficient and helpful

I was seen pretty much on time, and Dr Daniel Lavelle impressed me with his calm and thorough professional approach.

Really friendly reception staff and helpful dr

Friendly, helpful staff both reception and nurse, timely appointment and efficient blood test with no bruising.
Louisa was lovely and professional performed tests quickly.
Dr Prabhu was incredibly attentive and professional, very knowledgeable
Very good attitude towards patients, especially at the reception desk. Thank you very much for your concern
Helpful unformative
Appointment was cancelled on the day and rescheduled for next Wednesday
Polite staff, clean environment. I was told what side affects I could possibly get with thee injection I had.
Reception really helpful
the nurse was very gentle with the wound
Queries dealt with
Really friendly and helpful
It was very good the doctor who did my blood test did very well at dealing with me she was very patient and kind
All on time and very thorrow
At Lakenham Surgery I had a very good experience with them. Doctors ,nurses and receptionists are kind and professional. Thank you very much.
The kady who saw me was really friendly, helpful and most importantly non judgemental.
I was able to get an appointment which I really needed at a convenient time & Dr Musvibe is always very kind & understanding.
The doctor examined me thoroughly and gave me medicine for the pain, but until the test results are known, I don't know what's wrong with me.
Polite, friendly welcome and clear communication
Nurse Sarah made a procedure that has previously been extremely painful MUCH more bearable.
I was sent on time and an appropriate course of action taken.
Lovely nurse on time friendly and very professional
Great Doctor, great advice, top quality service
Iistened to me not any rush
Good consultation with the doctor
Nurse was very friendly
I had a really smooth experience with a blood test which I usually hate. Thank you
Appointment was at 9:30 didn't get seen until 9:50
I was seen very promptly and provided with mental health help the same week at the surgery. Everyone was very kind and helpful and I'm greatfull for prompt help.
The nurse was brilliant at getting my blood which normally I don't give it easily.
Wasn't kept waiting.
Because they are always very good and helpful
As soon as I got in I was seen immediately and was given great advice and the lady behind the desk was very respectful
I feel like the mental health like I saw really listened to me and gave me good advice
Caring and swift attention
I was happy I was called in on time, the appointment was quick and nurse was very friendly
The nurse was very good in giving my daughter her vaccinations. Truly appreciate everyone 😊
East to book & the appointment provided what I needed
Had to wait 3 weeks before appointment, having said that the gp was really pleasant and polite, and now I have to wait until March for next appointment. I'd like to know why it's so difficult to get an appointment?
The nurse practitioner listened well and did a thorough ex lamination. Thank you.
Easy to check in, lots of text reminders about the appointment, Doctor Phipps was very kind and genuine and helpful. Thanks
Speedy , efficient, extremely helpful
Very satisfied and helpful.
Rachel is always friendly and helpful

The receptionist was very helpful with a query I had after seeing the dr
Friendly efficient informative.
I find it difficult to discuss my personal information.
I had an ECG done and the nurse/doctor was very professional and kind. Very satisfied
I was happy with my appointment because I was seen on time and I got my issues sorted.
The nurse was really helpful really nice really pleasant
I did not wait a long time to be attended and was given information about the injection and was asked for consent before everything started. The nurse was friendly and everything was done in privacy
Fast appointment and friendly doctor
Empathy and rapport with staff very good
Asthma nurse is amazing - so kind, listened to CeCe treated her with respect And aimed all the questions at her. Let CeCe have the space to advocate for herself
efficient
Caroline was very kind, knowledgeable, personable and smart to help me make decisions about my health going forward.
Very friendly and explained the process
Louisa my nurse, went out of her way to reassure me when I had to come into the surgery for tests.
Manage to go through a few ongoing issues with gp. Who listened & took on what I was saying
The person I saw was really interested in my health and friendly and I didn't feel rushed
This was my first appointment with Dr 'Daniele listened to me initially and was very relaxed. However,
He kept repeating how little time I had and basically stated I had the tests with ENT and I should just use the Mometosone spray. I explained that it went down the back of my throat. It was only a few days later that I was chatting to a friend who explained that I was administrating the spray incorrectly. Dr Daniel' should have picked up on that. Also he didn't appear that interested and as he just wanted my partner and myself out of the door. I only saw him as I was informed Dr Bendi is off for the foreseeable future.
Reception staff always polite & very helpful
Did what was needed nurse was very helpful
I had a shingles vaccination which was arranged quickly and the nurse explained everything to me thoroughly
I was seen on time. All the tests were completed efficiently. The nurse was very pleasant. The only thing that was not great was the dreadful bruise from the blood test.
It was very good doctor who vaccinated jasnoor
Lilly felt really relaxed and comfortable with the nurse
Was challenging but in a positive way
Louisa was very patient and understanding which allowed me to relax and achieve the best results thankyou
I regret my husband is unable to reply to messages. We were grateful to Rachel for her care of us both and I would like to thank Dr Amore for removing the end of my hearing aid from my ear. Thank you.
When the original appointment was made I was booked in with Dr Bendi a few days later it was changed to Dr Daniel who I've never seen and also Dr Bendi was there I couldn't really understand what the doctor was saying either so it made it a difficult appointment as not really sure what's going on as he asked me to get another appointment to have bloods done for what as he kept talking to me whilst typing so I couldn't hear what he was saying
Was seen on time. The nurse was very sympathetic and supportive. Thank you
The member of staff I was seen by was exceptionally empathetic, informative, understanding and respectful. This is not always the case when I've had appointments in the past with other staff and I would try to see this person again in future.
I had walked into the reception saying I suspected I had a urinary tract infection. I was told I would get a phonecall from one of the doctors later that day. I received that phonecall within minutes of returning home and offered an appointment later that day. The doctor I saw, Dr. Bendi asked me for a urine sample which tested immediately and asked me to bring a second one the next day as I had only produced a small amount and she wondered if that was enough to show up any problem. She then suggested it might be a good idea for her to examine me which she did and discovered I had a prolapse. She gave me a sheet of pelvic floor exercises to take home with me and reassured me that the prolapse wasn't too bad and that I should

notice some difference after a while doing the exercises. I feel that within a couple of hours of my popping into the surgery I not only knew what had been giving me some puzzling symptoms to having a diagnosis and help to deal with the problem.
I was looked after by the nurse taking blood from me.
Great service
Felt listened to and cared for
The nurse is helpful, professional and friendly.
On time, good work & caring
Very helpful session
Quick, efficient and friendly
Brilliant service as always
Dr Mushbe was very nice
Easy checkin process, short wait and helpful, informative consultation with GP. Thank you!
Don't use doctors all the time they are there when needed
I was listened to and progress was made on improving my condition.
Same answer as every other time, just an excellent practice
Mark Conlon was very polite and thorough in his examination
Made me feel so much better about myself
Friendly staff and doctors are amazing
Felt listened to
I didn't feel judged, my Dr took the time to listen to my concern and provided reassurance
As always from the reception staff to the medically trained staff every is very helpful
Doctor is so rude.
Everyone at the surgery was very helpful and courteous.I telephoned the surgery in the morning to arrange for my annual blood pressure review and was given an appointment that afternoon. I also attended to request that my prescriptions were synchronised, and the receptionist went to significant efforts to sort it out for me.Overall a first rate service!
On time. Very good experience
mark was very helpful, friendly and instructive
On time and thorough
The doctor didn't seem professional enough. His english wasn't the best, so I had to repeat several times what I said. I feel like I was overlooked with not so much of a guidance.
It was easy to check in, I didn't have to wait long and my GP was helpful and informative about my diagnosis and the way forward. Thank you!
Carolena very knowledgeable about my Condition Very please with service Thankyou
The nursing team have been looking after very well
Very polite understanding and listened also treated my condition
Dr Musvibe is very thoughtful and caring.
Doctor was helpful
Reception Team, very pleasant and helpful as always
Professional kind service
Sarah was lovely and friendly, made me feel comfortable
A little waiting time, but had quick and easy injection no problem
Receptionist very helpful when I called. I got an appointment within two hours of calling. Thank you all for all you do.
Very fast and thorough treatment
On time and very friendly nurse
The nurse was running late but apologised and explained they have one less staff member. She was very nice and put me at ease.
Receptionist was very helpful
it went well. The doctor was kind and friendly
Brilliant service...Nice people.
Top doc. Really kind
Easy book in, all staff very polite, engage in conversation, explained the procedure.

From the reception staff to the doctor, everyone was extremely helpful and patient with my mum. Bernadette has been arranging blood tests and calling my mum regularly, This is the 2nd time we've seen Dr Mushebo, she was kind patient and spent time listening to my Mum.
Professional, very thorough.. thank you. :)
Walk in, be seen, no fuss. Thank you.
Good service
In and out with the minimum of fuss and a lovely nurse.
Had excelle gt visit to nurse as usual
I had my first smear test and was very nervous about it but the lady I had was great, very friendly and I felt relaxed the whole time :)
Answer says it all
I was anxious but Rachel made me relax by the way she talked me through everything. She wrote relevant details for me so I didn't leave worrying about what was said. She was so nice and reassuring.
Very good care and help
I was seen very promptly and the check was completed similarly efficiently
The lady was very calming and reassuring during the whole procedure.
Nurse was really lovely. Put me at ease and was really welcoming.
The nursing team have been very good and helpful with my care
I was attended to on time staff were nice
Incredible staff , had my dressing and stitches removed, no pain and made to feel very comfortable, can't fault Lakenham Surgery
It seems to be a good team 👍
Seen quickly and efficiently by a doctor and then a nurse yesterday. Both listened well and were very helpful
Nirse very candy lady
Reception team helpful, both on the call etc. Dr Phipp brilliant & supportive. He was practicable & professional whilst remaining approachable. Remembers he is dealing with a person & a patient. Thank you 😊
Doctor listened and explained, gave me time. Nurse very efficient and friendly
The physio that I saw was very helpful and explained the exercises clearly.
I was listened to and spoken to respectfully. The Physiotherapist was kind and knowledgeable. He explained that the hip replacement could take up to a year to completely recover from and he suggested I resume doing the exercises I was given at the time of the operation.
Appointment was quick and easy
the care I received has been excellent
Great surgery
The nurse was very good gold star
Staff and doctors always so helpful.
Answering my question very well and made me feel as we are getting closer to sorting my problem out
Helpful staff. Minor wait. Quick treatment
Although I did raise a few concerns - straight away there was time pressure stating it would be hard to instruct over a foot and snoring concern I had. During the majority of the consultation he was typing but the experience wasn't the best.
I am one of those people who never wish to relinquish my blood but once again Sarah(the ace) drew blood at the first time with no bruising and very little sensation. I pray she never leaves 🙏
I felt listened to and cared for.
All questions answered
my appointment was cancelled just few hours before the actual appointment. so there's nothing for me say good or bad
Very quick and professional service
Reassuring
I had a good visit. The doctor checked me out very well. I hope I get good results.
I wasn't left waiting for too long and was able to speak to the doctor.
Dr Elmore very attentive.

Like an old school family doctor 😊
Not rushed. Doctor took time to talk
Very kind and friendly staff
Slick & friendly appointment.
Appointment on time and good service.
Because the doctor listened to me.
Simply the nurse was very efficient done a full check and blood test
Nurse was very kind and helpful
Very good,information good.
As always efficient and helpful
The athsma nurse we always see it's wonderful
I had a very good consultation with Rachael. I felt confident that my outcome will continue with her advice.
She was very informative and knew what she was on about
I was offered a same day appointment and saw the GP who was through and made a timely onward referral
I got appointment same day after calling before 11. The advice I was given and the prescription enabled me to have a good night sleep
Got some answers and hopefully some help.
The staff at the surgery are extremely efficient!!
Very friendly and helpful staff. Quick turn around for urine sample testing with a helpful follow up call.
Richard the nurse is very good he knows what he is talking about he cleaned and dressed my wons for my and he was helpful
Very well look after thank you 👍
Very good
Was seen at time of appointment dr was polite and very helpful and understanding
Always very prompt, appointments are available readily and staff are professional and nurses are very kind
Appointment was rescheduled twice, doctor was uninterested
Always very professional
Jake was great - he's an excellent counsellor - and the reception staff were great too.
Nurse was professional and friendly and put me at ease for my procedure. Appointment was prompt and on time.
The lady behind the counter was helpful and the doctor understood what was the matter with me. And he didn't seem bored.
Very long wait took the shine off it
Helpful and informative
Friendly and great service
I had the doctors full attention and he was thorough and listened carefully
Staff are very caring Doctor Phipp is an amazing doctor Carolan is excellent Nurse
Friendly, caring surgery
Dr Musibe was very good explained my symptoms and was excellent.
I have always found everybody at the surgery Very efficient,friendly & helpful especially when booking & appointment. My last appointment was with nursing staff who gave me helpful advice.
Richard listened to my worries, gave helpful advice and hopefully put me on a path for further investigation/treatment
Always on time courteous and cheerful !
The staff are always friendly and efficient.
Good booking online. Excellent text reminders
Because it was very good
Very polite nurse, very efficient. And understanding. Couldn't be better at her job.
She explained all the questions to me in details
Fairly thorough

Had bloods taken very friendly nurse
Dr Musvibe was so patient with my Mum, she really took time to listen to her. Thank you.
Prompt timing and very helpful staff
Perfect GP and quickly appointment booking