

FFRIENDS & FAMILY TEST RESULTS FOR APRIL 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:

April 2025					
			The Numbers		
			Rating	Totals per rating	
Recommended	Neither/Don't Know	Not Recommended		140	
92%	3%	5%		22	
				5	
					
176 Responses/Ratings					
Comments/Feedback Provided					
Patients responded online, in paper format and via phone text					

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

147 REASONS/COMMENTS PROVIDED

Good nurse
The nurse made me feel very comfortable
Quickly organised. Very good advice and reassurance and physio programme
Good communication, good advice, professional boundaries and respect
Everything worked as expected
Sarah was incredibly helpful, ensured I had all the information I needed and explained everything that would happen during the appointment and gave fantastic advice for some follow up actions I could take regarding vaccinations for my travels. I'm not the biggest fan of needles but Sarah was quick and professional, making for a painless procedure. Couldn't recommend more!
The nurse (Rachel) was friendly and efficient gave me my shingles jab and explained clearly what to expect afterwards.
Injection was delivered on time and virtually painless.

The physio was very polite and helpful
Dr Prabhu was very helpful, and very gentle with Cory. He was flexible with his prescriptions and gave helpful advice and asked useful questions too.
I was seen by a friendly and knowledgeable nurse who gave me all the information I needed in a way that I could easily understand.
Doctor professional be long time since we last me knew about me
I especially appreciated the professionalism and amicability of Ms Jeanette Hare: I am really impressed. Thank you.
My appointment was with Dr Bendi, she is such a lovely caring person as well as professional doctor
My appointment was cancelled but no one informed me until I actually turned up to the appointment.
Good service
Mark Conlon was very helpful and knew what he was talking about
Tests done very polite finished before my appointment time
All ready answered
Phoning for appointment not very nice also at surgery have to use computer to check in.
Nurse took blood without leaving a bruise. Plus very helpful.
Be cause he was very good at his job
The doctor was to the point. He completed the necessary form
Dealt with politely. Taking a blood sample needed to be attempted twice , was somewhat protracted and a bit painful. This is unusual as compared with previous experiences at Lakenham surgery.
I was seen 20 minutes later than appointment time with no apology
Very professional & informative
I was 5minutes late because of schoolruns but I was still permitted to see the GP
Nurses were friendly & helpful - made me feel comfortable throughout my appointment
Kind and friendly, professional
The nurse that attended to me was very cheerful and helpful, thank you.
I scarcely felt the needle and also had a chance to relate to Sarah some of my worried and problems. I feel very insecure with absolutely no support, no family help. Nobody to talk to most days
I have been sent a negative text message blaming me for not attending this appointment, and the nurse marked me as DNA, despite me emailing the surgery a whole day in advance to say I was unwell and needed to cancel. Kindly check surgery emails before firing off accusatory messages, especially messages scheduled to be sent after the surgery closes for the weekend. You have also deactivated my repeat prescriptions on the NHS app for no reason and with no notification, so I am left without kkey medication. I am also waiting for a private referral requested October 2024. So not only is my mental health needs are ignored, I wasn't safeguarded when reported coercive control or being reported missing. I also experience high levels of my physical health issues being dismissed due to diagnostic overshadow on account of my bipolar disorder.
The nurse was efficient and knew exactly what to do and put my mind at rrst
Very kind doctor, helpful admin staff
Sometimes I don't feel listened to or taken seriously, particularly by the male doctors and nurses.
The nurses who I had to remove my staple after my knee replacement were so kind and caring
I'm hearing impaired.
Professional and friendly staff
Everything was explained well to me
On time and very thorough
Dr. Bendi is always professional with a nice personality .
I have never had to visit the surgery
Always polit and helpfull ,the physiotherapist was very good at explaining things and was seen on time, thankyou
The staff are very helpful And efficient
No problems. All went well.

Rapid friendly and efficient service
The nurse was very kind very professional and very helpful
Because you're always looked after well
Excellent 1st class Practice Allround.
Very good and thorough with Dr Phipp
Surprised to get an appointment with physio
Attentive doctor
Didn't get help I needed as been mths of worry and still not any answers
I found that the Dr I saw was running behind she was so stressed and rushed and didn't help at all, in fact I left the room very sad, more confused than before I went in and disappointed.
I have very small veins and the nurse who took my blood found one first time with no difficulty and was very patient with my poor veins sometimes it can take 3 or more tries before they get any blood!!
Nurse was friendly, conversational and made me feel at ease. Took care to make the procedure painfree and fast.
Very helpful ECG nurse
The nurse Sahara was wonderful she made it such a calm experience and overall was just nice and positive
Felt listened too , giving the time to talk about my concerns and action taken
GP was attentive, listened to my concerns and explained queries in detail.
Lakenham surgery is the best
Because the nurse I saw was lovely
My nurse was very pleasant and efficient in and out all on time well done
No problems in and out.
I did not realise that the surgery had their own Physio which is not only convenient but also very reassuring to see an expert so quickly
The nurse was very attentive and professional
After months of presenting with fatigue, loss of muscle, pain in muscles and skeleton, I've no clue as to what's wrong and no confidence that there is any plan to help me get well again
I received professional care on time
Took my mother for her Covid vaccine very quick and helpful
I was happy with the way I was attended to when I was there
Quick and Easy
I was seen quickly, the doctor was friendly and double checked if I had any other concerns.
Staff always friendly and efficient
As expected repeat monitoring
Friendly staff and they changed my blood test appointment to have on the same day I had my physio instead of the next day as I was in pain with my back and hip and fibromyalgia thank you for changing my blood test appointment
Git an appointment when I wanted it, saw a lovely friendly doctor, and felt at ease
On time, no waiting. Pleasant apointment
THE NURSE WAS VERY GOOD AND GAVE ME ALOT OF ADVICE
Very professional treatment
Dr Pureb was nice, patient andconsiderate
Virtually on time , positive, informative and polite
Extremely efficient systems in place in terms of getting an appointment, being seen punctually on arrival. Willingness of the GP to explain and refer.
Very understanding doctor
Nurse was friendly and of a cheerful disposition, was very clear as to what was to happen with minimal invasion. The appointment went a lot quicker than I expected due to modern technology, and to top it off the results were good as well. Put a lot of anxiety I had had to rest.
Efficient and effective.
Lots of info given , answered questions i had. Polite and well spoken.
They always good and very friendly
Staff are helpfull. The counselor is very knowledgeable

The discussion was very impressive with the nurse practitioner
The nurse was polite, funny , nice to talk with during my visit. Only a little late , to be expected. She seemed caring and attentive.
I was seen in a friendly way well dun thank you all at lake ham surgery
I needed a test on my ankles to see if blood was going in my legs I was told by receptionist after they had tried to read writing a urine pot to bring back within a week with my blood pressure results for a week did brought to drs a week later. Phone call asked why have I done a urine test to go to hospital??????
The nurse practitioner, Richard, was very thorough and reassuring and also managed to get me an appointment for the same afternoon for a cardio gram just to make sure all was well. It proved to be the case, and the nurse who did the cardiograph was also very efficient and pleasant and reassuring.
Dr Bendi was patient, understanding and kind
The doctor listened to everything I said and is sending me for tests , good service thank you
Doctor was very kind, caring and helpful
I was able to see the Dr at a time that suited me, during what turned into a very busy day.
Nurse had great interpersonal skills and very informative
I was given an appointment for 350 waited 20 minutes in the waiting room and got told that they can't do the bloods. The bloods have to be done by 3:45 and yet my appointment was made by the receptionist for 10 to 4.
Appointment given promptly
Waiting was minimum
I had appointment on day of asking and will be seen again soon to help my problems.
Appointment on time Dr.very understanding
Nurse who took my blood was very friendly.
Punctual friendly and caring
All smooth, nurse very friendly and helpful
Because Mark was very good.
On time and friendly nurse
Brilliantl doctors always help me
On time and professional
Friendly and efficient service (as always).
I had time to discuss with the Dr what was going on. He was curious and interested and agreed a plan for further investigations.
Excellent professional and empathetic consultation
Nurse was very friendly and efficient.
Polite staff & all was sorted that needed to be
Dr Musvibe actually does her job and pays attention to her patients
I didn't wait long. Louisa was a delight to meet efficient and informative.
Dr phipp was very helpful
I was seen on time and everything was good
The doctor was very helpful
Nurse actually listened to me
On time and welcomed me to surgery
Nice doctor. Asking about history. Gave proper medicine. No delay
Reception neither good or poor booking in machine not working to much background chatting but medical attention from nurse first class
The physiotherapist was helpful and pleasant
I had a full consultation with the Doctor and left reassured!
As sent me to hospital and always really good she listen
On time, good consideration
Everything went well
Everything satisfactory & happy
had a very poor experience with the receptionist on 26 of April . I was on the phone for over 30 minutes just trying to book an appointment with my doctor and to arrange for the whooping

cough vaccine. Despite explaining that I am pregnant and had seen my doctor a month ago for strong antihistamines that are not available over the counter, the receptionist refused to book me an appointment. She insisted that this was not a valid reason to see the doctor. She also refused to book me for the whooping cough vaccine, saying she didn't know if I was eligible, even though I explained that my midwife had advised me just the day before to arrange it. The receptionist was extremely rude, unhelpful, and seemed to lack basic knowledge. Overall, it was a very frustrating and disappointing experience.
Quick, efficient but friendly service
Very helpful and friendly service 100%
Getting full support on a diet diabetes program.
Was prescribed a different inhaler that would suit me better
I had been to pharmacy with minor problem but sent to dr. No nurse available and given dr appointment.
Consistently a great service from helpful receptionists to friendly clinical staff.
The nurse was very pleased with my recovery and I'm looking forward to the time when I'm completely recovered
Easy to contact and book an appointment. Friendly and helpful GP and admin staff
The nurse I saw was brilliant she helped me with questions I wanted to know
Overall got impression gp had no time to listen to me & just wanted me out the door so he could meet his performance targets...
Good service and advice
Because it was, from reception to the doctor.
I was easily able to cancel the appointment plus re-arrange.
The appointment was on time and quiet and pleasant waiting room. Very kind and helpful Dr Emore.
It was very well planned and sorted
Jake is so lovely, an asset to the surgery. He listens well, talks in an understanding way and makes you feel at ease. I can sing his praises enough.