

FFRIENDS & FAMILY TEST RESULTS FOR MAY 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:

May 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★★	207
93%	3%	4%	★★★★☆	21
			★★★☆☆	6
245 Responses/Ratings			★★☆☆☆	2
212 Comments/Feedback Provided			★☆☆☆☆	8
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:

212 REASONS/COMMENTS PROVIDED

Understood the reason for my visit & agreed a way forwards
Friendly, helpful and kind
Expecting a bit more.
We were seem promptly and treated me with respect
On time appointment and the Doctor was very good explaining my problem
Nurse was very kind and helpful. Appointments was on time no complaints at all
Was seen quickly
I was given a longer appointment to accommodate a more in-depth conversation. My last two appointments have been to discuss long term ongoing issues, and both health professionals I saw listened and validated my needs and gave me new solutions to my problems and took the time to explain issues I have been having which were dismissed previously. Appropriate onwards referrals made and medication prescribed.
i was happy with the friendly service from doctor phips

Easy of booking. Appointment on time. Nurse very pleasant.
From the receptionist right away through doctors, nurses are all brilliant we're so lucky to have such a good team
Friendly and efficient as usual
i'm not thinking too muchvery clearly clearly
My appointment was good and on time
Useless
Left me without vital medication for 3 days which will cause me extreme sickness, anxiety and depression and stress
At last I got a doctor who knew that I had an infection and gave me the medications needed. Thank You.
Dr Emore was thorough, efficient and friendly and helpful
Doctor was friendly and helpful
Very satisfactory appointment with Dr Phipp.
No waiting time and a very professional and nice nurse.
Because Dr Bendi listened carefully and gave me good advice and prescribed something that I'd heard would be useful.
Doctor did what he could.& explained things
Because Dr Bendi gave me some literature to read and ordered me a blood test and will follow up with another appt soon. Very efficient. Thank you
The nurse was very friendly, helpful and well informed and I felt at ease with her.
I found that I was able to relate to the advice I was given . Thank you
Dr Musvibe was kind and helpful
As I've said many times that all of the staff doctors and nurses at the surgery are very professional and considerate regarding your paticularly situation
Sorted issues well
Very informative explained in the way I could understand (layman's terms)
Reassurance given and medication prescribed during consultation but waiting times still very long.
Staff polite and friendly Excellent service no waiting
I haven't been rushed and have been understood, motivated
Seen early. Dr Prabhu got straight to the point. Demonstrated genuine empathy.
Dr Phipp is very efficient and covers everything, very friendly and puts you at ease.
fast quick service and helpful staff. I got the service I required
The guy (Irish guy) genuinely seemed interested in finding the problem, was really thorough and showed me some great exercises
Dr Prabhu was interested in my situation and clearly explained issues with my meds review. Thank you
Dr Emore listened and gave advice
On time. Efficient. Very pleasant nurse
Very friendly and nice nurses
Exceptional fast and friendly service
I have a very bad chest and doctor mishibi all ways helps me out
Excellent nurse
Prompt and polite attention
I can think of anything at the moment but you are doing very good job thank you for a very good service
I felt quite uncomfortable during my recent appointment. I had booked the visit to discuss a sensitive gynecological issue, and as an American, I had questions about how care differs in the UK. Unfortunately, the doctor appeared irritated when I asked for clarification, and his tone came across as dismissive. At one point, he remarked that he "should have paid more attention" when discussing how this condition develops, which did not instill confidence and actually increased my anxiety. As a patient already feeling vulnerable, especially discussing this with a male doctor, the interaction left me feeling unheard and uneasy. I hope future patients in similar situations are met with more understanding and openness.
Be cause you are the best always helpful
I was sen on time
Always polite and friendly staff
GP showed a lot of care & was very helpful with giving me information
Pleasant, no fuss, over and done

Very easy to get through and book an appointment. Lovely nurse and reception staff.
Staff always friendly and happy to help
Gave me information to solve my issues
Professional and friendly.
I always get a very good service from all staff
Very helpful friendly staff
Because members of staffs very helpful and supportive ,,, nice people,,,
Very caring & pleasant manner,clear explanation given.
Although slightly later than booked the phlebotomy was done well,, painlessly and quick
The midwife was very lovely and helpful although the doctor seemed more concerned with expressing her personal frustration than considering my medical or emotional wellbeing
I did asthma review online and scored but to be honest didn't really need a appt. Respiratory nurse could have rung me thus freeing up appt for somebody else.
Check in is easy , I was called on time and all went smoothly, thank you
The nurse gave me a lot of encouragement and answered my questions
I was in a telephone queue for 47 minutes
The lady was amazing with pheonix
The practitioner I saw did not provide adequate care at all. I had to go back to the walk in centre today due to my tonsillitis symptoms worsening and the lady kindly gave me an outline of whats wrong, what i should be eating and drinking, what medicine I should take including when and how, wrote down an action plan to help relieve my symptoms and offered a follow up appointment on Tuesday. She was very empathetic and provided me relief and hope that I would get better. Meanwhile the practitioner at Lakenham rushed through my appointment, took a quick look at my throat and failed to see the white infected spots and told me to take ibuprofen. I have since then been advised to not take ibuprofen as it will irritate my stomach especially on a lowered appetite. I wish the practitioners at this GP would be more patient with people and provide more information as well as be a bit more empathetic. Overall very disappointed
Seen promptly
I was very nervous about my appointment but the nurse was lovely and she made me relax and feel comfortable
Seen on time and positive outcome; further investigation
Appointment took place at scheduled time
I was able to see a doctor on the same day I asked for an appointment and started taking antibiotics later that day. So grateful you dealt with my chest infusion quickly.
I was seen on time and was seen to by an experienced practioner
The nurse I saw was very informative and very kind.
Always a high level of care and lovely people
Always great people and excellent care
Very well organised. Helpful staff Thank you
All very efficient and everyone helpful and friendly
I intended an ECG . I was seen on time and told what would happen and was kept relaxed .
The nurse refused to do a blood pressure test despite the problems I have been having in the last few months. I have regular blood samples taken every few months for Rheumatology at the NNUH and other nurses have checked my blood pressure voluntarily or on request. On this occasion she spent a long time saying why she would not do the check, it would have been quicker to do the test in the first place ! Not the great service I normally receive at the surgery.
Staff very helpful
Felt very victimised not happy at all
Seen promptly and my query dealt with efficiently and effectively
On time and quick informative appointment
Dr Emore is wonderful
The Physio therapist was very good no complaints he explained very well and also gave me some exercises to help me
No delay and Dr was excellent.
On time
Very good consultation

Did what needed to be done with a smile
Quickly dealt with, happy smiley doctor!
Professional, efficient and friendly
Nice clean surgery with excellent staff
Quick and easy and on time
The Doctor was patient in listening to my concerns and explained everything I needed to know well.
Doctor was great
The nurse explained everything
Nurse Sarah listened,asked, answered, and advised. She was 1st class
They have always been good
My nurse (I think her name was Sarah) was very kind and chatty, putting me at ease. She was also able to answer all of my questions about any required follow up, which was very helpful.
Very helpful staff
Great service on time
Very good service.i am very pleased
Always have blood test anxiety however Sarah got blood out the first go which was excellent!
It was very quick, efficient and the nurse(?) looking after me was lovely!
The nurse answered my questions and followed up the following day.
I had had two appointments one after the other, and both were thorough and very informative and I came away satisfied with my visit. This I have experienced on every visit I have made,and not forgetting the receptionists..and
Did not have to wait long to be seen and was treated very well my tests were done efficiently and I was treated with respect
Thorough examination from Dr Bendi, who has a wonderful manner! She was very reassuring and approachable. Also saw nurse Sarah who was really lovely and clear when giving clinical advice.
I was seen quickly and the staff were lovely and very helpful.
Because the nurse was so kind and helpful
Long COVID ignored again. Same for last 4 years.
The GP took the time to hear me out, probe and do some basic tests, with some to follow.
...
Excellent care,I was seen on time, did not feel rushed, I was treated with kindness, and I particularly appreciate an appointment on a Saturday as a follow-up from the removal of my stitches on Friday. Thank you.
The nurse was very caring and explained everything she put me at ease you are very lucky to have a wonderful nurse she is a credit to your surgery
Warm welcome and got the necessary help
Excellent surgery from reception to the nurses and doctors
I was early for appointment shouldn't have come for another 2 months but nurse Sara was very understanding
She was helpful and well informed. Dr. Musvibe is whom I have been seeing.
The nurse was helpful and gave me positive health advice
Speedy appointment. The physio dealt with my knee + 3 exercises two of which I can do in the kitchen.
I am very happy with the service I get you are doing a wonderful job thank you all
Explain to details
I got the information I need
Appointments arranged and seen quickly after experiencing problems and rest organised too. Dr Musvibe has kept in contact regarding referrals needed
Excellent discussion and explanation of all topics.
Excellent service from the staff thank you so much
Very nice doctor. I will give 5star for him.The doctor explains the clear and thorough explanation about the treatment.
Very thorough, had a solution and a lovely doctor
Easy to book the appointment online in advance. Professional and friendly nurse who made me feel at ease throughout the appointment.
Didn't have to wait too long
My doctor so helpful to me today

Staff polite doctor excellent and my appointment was on time thank you
Good explanation of my meditation
Communication was average, in and out of the room in a minute.
Excellent services
Because Dr M is always very kind and understanding of me.
I needed physio but it was a triage appointment. Why is it offered as physio when it isn't . I had to wait two weeks and all he did was make referral . This was not what I was told it would be .
I sadly don't remember the nurses name but she was amazing, very happy and put my mind to ease
Dealt with in a professional informative way.
Excellent Service
Very helpful receptionist who made my appointment to fit with other medical commitments.
Well looked after
Hopefully will get some answers when tests are done
Very impressed by the speed of obtaining an appointment. The doctor was very friendly and was able to deal with my health concern very well. Really impressed by the service and would happily recommend.
The Receptionist dealt with my request for an appointment very efficiently and effectively
Informative and very thorough
I was offered a same day appointment. I was given an extremely thorough and detailed review. I was given all the facts and opinions I could possibly need and I was seen with a smile, consideration and total empathy. I have nothing but a very high regard for your surgery. Thank you.
I had 3 appointments for 3 different things every one who I saw were brilliant .Thank you
All as before. Thank you.
Easy to log in, appointment on time
The appointment was early so I didn't have to wait. The doctor was very helpful.
my appointment was very satisfactory
My appointment was on time, the member of staff was polite and friendly. She knew what she was talking about.
Quick and positive response from GP
Because the doctor is very good and help me a lot
On time..
It's always good to see Dr Phipp,I am a bit concerned about the medication I've been given because of the side effects !
Appointment began on time, Sarah was excellent, friendly and informative.
Dr Phipp is brilliant he listens and get things sorted he's the best Doctor at the surgery
Doctor very helpful
Pretty much on time was the appointment and the gentleman I see was friendly
Gp listen to what we were talking about and was very helpful
It was okay
Very Polite Staff and Doctors
Because we had a very helpful response to our queries
Prompt appointment time and good explanation from doctor
Staff always polite. Waited 5mins to see the doctor. Surgery is always clean.
Prompt, friendly, helpful service
I had my first apptmnt with Rachel f and she was amazing made me feel at ease and explained everything I needed to know about my diagnosis .
Quick,efficient and knowledgeable service
Friendly nurse and efficient
I needed physio and was offered the appointment. However, I was not told that the appointment would actually only be a triage appointment having waited two weeks for the appointment and now having to wait another six weeks on the waiting list that is too long wait this should not be offered as a physio appointment. It should be advised at point of booking. It is only triage.
On time and easy
Prompt and caring service
The nurse who dealt with me made me feel extremely comfortable in her presence

Only problem is getting past the receptionists when I need to speak to see the doctor they make me stressed and upset as I want to be well. It takes all my willpower to actually call them.
Staff very friendly and helpful, accomodating my request for an apt
Was hoping for a different conclusion
Helpful staff a pleasure to speak to them
The Doctor asked , many questions !!
No advice for side effects
Appointment was earlier than booked. Nurse was excellent.
Everyone at the Surgery is always so helpful, caring and knowledgeable
Answered all my questions and made me understand what I needed
helpful service got all the medical stuff I needed and gp made sure I was informed of my health needs.
Nurse explained everything needed understand
The nurse was charming, and made you feel good.!!
Appointment on time, all the info needed was given, it looked like an improvement to the past appointments ☺
really supportive and helpful
The doctor was clear and nice, the service was quick
The nurse was very amicable, very skilful, and professional in undertaking duty.
Everything went smoothly. But I feel I should have queried the reason for this blood test as and I quote "The result of your test is satisfactory. No further action is needed at this stage"
Very good at what she did
Alway find everyone in Reception, very helpful and the docter had time to listen and answer my question in a friendly way .
Clean, efficient, lovely doctors who took me seriously
DR Bendi spent time to listen and help
The nurse who I was seen by was extremely helpful and pleasant. I was seen about 10 minutes after my appointment time, but that was fine.
The person was professional and put me at ease
Not a long wait and doctor was good
Had appointment for RSV vaccine, only had to wait about 5 mins, so convenient and efficient.
A lot of help was given
Didn't wait to long, Doctor was smiley and friendly and hopefully the medication will help
Looking out for me
Clear cut and confident diagnosis
It's good
Surgery called me to make the appointment ...All went very well, very happy with the service received I
I was seen promptly and the nurse practitioner was friendly, informative and efficient with the vaccination needle!
The doctor was kind, proactive and helpful
Asked many questions