

FFRIENDS & FAMILY TEST RESULTS FOR JUNE 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:

June 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	208
93%	3%	4%	★★★★☆	18
			★★★☆☆	8
			★★☆☆☆	5
243 Responses/Ratings			★☆☆☆☆	4
213 Comments/Feedback Provided			☆☆☆☆☆	0
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:

213 COMMENTS/FEEDBACK PROVIDED

Staff were very pleasant, doctor near to time and I was dealt with in a professional manner.
Staff pleasant and timing good for my appointment
The doctor I see was nice and very kind to me
Very quick and efficient.
There were very good and I got what I ask For ` beeing the answer
Because our doctors have always been good especially Dr Musvibe
The doctor I came to see was brilliant it's the second time I've seen him and he's so kind, caring and informative really wants to help resolve your issue. The receptionist desk workers are also the same. Always feel well looked after when visiting Lakenham surgery, I know my family are in safe hands
I was seen the same.day I rang, I was treated with care and kindness.
All at Lakenham surgery excellent
Efficient nursing care and friendly reception staff

I had a shingles jab . The nurses were lovely.They didn't rush me and answered all my questions.
Always find staff very helpful and nothing is too much trouble well looked after
Doctor was quick, efficient and friendly with little one which made the whole situation easier to handle.
Doctor BENDI is a very thorough and excellent doctor a credit to the practice
All way polite, and appointment sorted in good time
DR MUSVIBE IS WONDERFUL VERY PROFESSIONAL AND MY SON WITH AUTISM WAS VERY COMFORTABLE THANK YOU DR MUSVEBE AND ALL THE STAF IN LAKENHAM SURGERY
Dr. Bendi sorted my scan as soon as possible. She is very helpful.
Helpful and informative
Very good nurse answered any questions and also pessary ring changed without a problem
found something I was unaware of
The appt with physio was booked quickly. But I'm not sure it's just muscular as told. I have had issues with back on same side & my leg on this side is shorter than the other
Answered every needed
Just always excellent.
Quick to be seen, rapport with the nurse!
Seen promptly and professionally by doctor
Response was quick
Because it was very good
Best dr I've ever seen. Always friendly
Seen promptly. Dr Emore took time to explain.
I was seen promptly and the nurse practitioner was friendly, efficient and informative.
My appointment was cancelled and hour before
Seen promptly and on time. Receiving mental health support was extremely valuable and gave me a lot of helpful resources to work with. Ottie the recovery worker was a great listener, offered real useful advice and perspectives and was very thorough. This is an excellent service and I feel very lucky that it exists.
Staff always lovely from booking appt to seeing gp
Staff were professional but friendly and put me at ease ... when I rang to book appointment receptionist was very helpful and made sure my appointment fitted in with my needs .
I was treated with respect and dignity.
Dr Emore is a good dr
Carolan was lovely and friendly. I did t have ages to wait. Good clean waiting room and reception
A very helpful appointment withDr Musvibe, who as always, listened carefully and gave time, care and attention to everything.
The doctor was on time efficient and very thorough. All staff extremely helpful and friendly
Richard was very helpful and answered all my questions
everything I needed to know was explained
I received all the help I needed
Although I waited 15mins longer than my appointment time. When I saw the doctor he didn't rush me, gave me time to talk my problem through.
Didn't wait long , very efficient got on with blood test, pleasant nurse. Friendly , all good Thanks Tricia
Because I didn't wait long and I met the doctor and he did his duty and was cheerful
Very lovely polite approachable nurse
Appointment on time, the doctor listened carefully and responded promptly .
Seen quickly and treated very well
Appointment cancelled on last minute
Everything went as expected and to time
The nurse was very helpful and understanding
Because you are the best
All your staff are extremely pleasant and friendly and the service was first class Derek
Due to unforeseen circumstances, I had to cancel my appointment at the last minute. When I contacted the receptionist to reschedule, I was informed that my late cancellation would be treated as a missed appointment, and I was unable to book another appointment. I understand the importance of adhering to appointment schedules and the impact of cancellations on the practice. However, I believe there should be some flexibility for patients who face genuine emergencies or unavoidable situations. It would be greatly

appreciated if the policy could be reviewed to accommodate such instances, ensuring that patients can still access the care they need. Thank you for your understanding and consideration.
Doctor informed me of results with care but truth.
Dr answered all my questions clearly
When I arrived I was told that my appointment was made in error and needed to be a month later.
Dr Emore always listened
Quick and easy
Doctor listen to my problem and dealt with it friendly and efficiently.
The person was helpful and explained everything to me
Receptions are extremely friendly. Didn't have to wait long for my appointment. I thought the physio could have been a bit more thorough. Still in a lot of pain, numbness & tingling
Always helpful
Contact with surgery and the nurses that dealt with me were excellent.
I had to wait over 29mind for my appointment even though there was no other people going through
Both staff members were very friendly and efficient, quick in / quick out.
Appointment on time, very informative
Excellent care and listened to me
Helpful, informative. Very proactive GP
Because it was positive
Dr Bendi was very attentive and friendly, the reception staff are always lovely aswee
Appointment was on time. Nurses explained everything very well and answered questions fully. Very thorough examination.
Answered all queries, didn't feel rushed.
I was seen on time, felt welcomed, had the procedure clearly and fully explained.
Friendly and professional service. Useful discussions on disease and treatment
The GP was informative but brief and wanted to end the consultation at the earliest opportunity.
I was able to see Dr Bendi who is familiar with my issues. Dr Bendi Is always approachable and professional. Dr Bendi is very thorough and always cares. Thank you. e
Dr Musvibe was very diligent, proactive and clear in explanation and actions
Went in on time doctor was very helpful in explaining things to me
Councillor is great and making appointment directly works
Because that's how I feel
Rachel was very helpful and polite and nothing was to much trouble
Easy appointment. Nice dr
Very professional and helpful.
Nurse was very nice and helpful
Easy registration and seen on time by nurse
The doc was efficient and to the point and had a pleasant manner .
Jasmine was very efficient, welcoming and friendly, instantly putting me at ease
Very prompt callback from receptionist and GP after filling out an online form, and then given an apt the following day. Brilliant service!
Because I don't need to be asked so many questions by a receptionist about what's wrong and do I really need the appointment could I not just go to a chemist
Because as always the care was given with great care and compassion
Annual call up was timely, seen on time, efficient service and I was notified of the results of tests
Waited some minutes
Nurse practitioner appointment re my asthma, lovely, kind, knowledgable consultation. Good discussion about challenges (with my asthma) in the future and how we might manage them
Always fantastic service from Dr Bendi and the team. Thank you.
Always treated brilliantly and quickly,Thankyou
Nursey was very good,listened to all I had to say etc10/10
Quick & efficient, friendly and informative
Because they are excellent!
Because they are excellent!

Dr Prabhu was excellent and very helpful, listened to my queries and helped me.
Timely and friendly
Compassionate, caring, thorough and hugely helpful. Thank you. I am so lucky to have such a great surgery
The appointment was 15 minutes late and I was uninformed it would be a long wait
Lady was lovely; really supportive
The doctor was extremely good with my mother treating her like a 91 year old should be treated and I thank him for this
Time accurate
Your Nurse practitioner was excellent. He listened carefully and explained things clearly. I felt that he cared about me and wanted to help me. I feel that I am in safe hands. I arrived very anxious and left feeling that I would get better.
They listened
Great treatment, both medically and personally
The sign in screen was logged out so there was a small queue but the receptionist was polite and explained they were short staffed so I didn't mind. The wait time was about 10 minutes which was fine. Penny was apologetic and made me feel very comfortable as always.
Everything was very thorough. Questions answered promptly and professionally.
It was a pleasant experience
Efficient and friendly . Good advice given .
Appt was initially by phone and I received a face to face appt the same afternoon
Nurse was kind and accommodating
Post partum checkup for mum was really rushed
I was treated with compassion and listened to.
Everyone was kind and friendly and the nurse took her time to explain everything
Good In one way but as was injection s I both hips really painful and hard job walking for few hours and still Painful but if it do the trick will be worth it, not Doctors ft had them by him and Not so bad having them but few days of terrible pain but got much better about a month thank you .
Very kind and took the time to listen and supportive
The physio examined me knee /leg, was concerned, and asked the doctor for his opinion. Dr sent me off to A&E. It was all so efficient and I felt I was getting the best attention.
Doctor is always very understanding and attentive I am grateful for the help I receive
On time appointment clear discussion on treatment going forward
I thought to book appointment was far too long
Having missed my original appointment (crashed out on antihistamine) the receptionist could not have been kinder about rebooking. At appointment seem promptly and nurse efficient and friendly.
On time , nice welcome , I was kept relaxed and informed throughout my appointment!
Prompt and friendly appt
I was seen timely and treated with courtesy and kindness.
All the staff were really helpful and friendly
Staff so helpful and on time thank you
Had time to talk and felt listened to. Also advice shared was very interesting.
Very helpful and quick
My GP is the best
Very comfortable with mental health nurse
Our doctor's surgery gives excellent service. Always helpful & polite.
Good reception service and my appointment was on time. The doctor was both kind and thorough.
Dr Phipps was excellent. listened and took action where required
Very efficient and extremely good care and support.
Very helpful efficient and friendly
The nurse who did my test was very kind and considerate of me listening to what I said.
Came away feeling more positive than when I arrived.
Quick and nurse was friendly and patient with our autistic boys
Nothing was too much trouble for her
Great service

Friendly and knowledgeable staff
The patience shown was excellent. Everything concerning my treatment was explained perfectly. Every question I asked was answered thoroughly. I really couldn't have had a better appointment. I certainly have no complaints whatsoever. Excellent from beginning to end
Efficient and friendly
Dr Phipp is an excellent, knowledgeable and reassuring GP
Great care from Dr Bendi.
Dr Phipp answered all my questions and arranged for medication that will remove the leg pain he also answered many outstanding queries that i had. Well done Dr Phipp.n
Phoned for an appointment on 17/6 and got in that afternoon
The nurse was very friendly and kind, she had excellent interpersonal skills
the lady that gave my daughter her jabs is amazing! so lovely and friendly, and has seen us through all my daughters vaccinations so far. Incredible lady!
Carolann was amazing very chatty and friendly and happy to offer advice
Always good with Dr Phipp
Very kind nurse, very efficient and very quick appointment.
Have every faith in Dr Phipp and Dr Bendhi's advice.
Warm welcome. Procedures explained put at ease by friendly and knowledgeable staff
Kind thoughtful professional listener. Reassuring and keen ti find solutions
I was seen by Dr. Phipp and as usual he is excellent
Saw Dr Musvibe on the 17/06 who gave me a examination and explained everything to me what she was going to do she was very professional as always thank you
Treated with care throughout
The appointment was just a box ticking exercise. I couldn't actually understand the doctor for most of the questions and I felt rude to ask him to repeat himself but he kept mumbling. Pretty sure that some of the answers will be incorrect. Dr didn't really explain what he was looking/checking for when examining my daughter, would have been informative to know what checks were being done.
Excellent service provided. Great and happy people couldn't ask for more
software down for ecg
Received great care
Very friendly and professional service. All my questions were answered
Doctor Emore showed a genuine concern of my position and was very ready to assist me in any way he could. As always with Doctor Emore, an excellent response and service.
Lovely doctor, very thorough, listens to your concerns.
Doctor was knowledgeable, informative with a good bedside manner.
Doctor was polite and respectful
Prompt at appointment time, was seen within a few minutes. Did all the usual checks and was out within a short time
Dr.Musvibe was very clear, kind and reassuring.
Bandage fell off in heat
Dr Musvibe is always so understanding and thorough. She takes time to listen and is a great GP.
Doctor was very good and listened to my questions. Also offered advice and change of prescription along with additional help.
Very quick ,efficient.
Dr. Phipp is an excellent doctor, understanding, with excellent people skills. I felt at ease with him and the ointment he gave me has worked a treat.
Friendly staff appointment was behind by a small amount but due too how helpful and friendly the one who I had appointment with I was not concerned with being a bit behind schedule for my appointment
The Doctors and staff are very helpful and polite
I was made aware my appointment had been cancelled 15 minutes before, but which time I was already in the car driving to the surgery so didn't know until I had got to reception. Absolute waste of my time.
Swift appointment and received prescription I believe I need
Very happy with the help many thanks
It was professional and kind.
Very Friendly, polite & proffesional service.
I got an appointment on the day and was very happy with the care and service I received

All very pleasant and polite
All very pleasant and polite
Appointment was on time and I could understand the Doctor
Seen by a very efficient nurse, who was very kind and friendly, and took time to explain procedures
Told me everything I wanted to know
The nurse who took my blood was an absolute dream, really kind and funny, made me not worry about my blood being taken
Seen on time nurse was lovely kind friendly and reassuring
My description was early! My Nurse was so helpful, with good practice and blood pressure taken. Thank you Jasmine!
Took multiple emails and calls just to arrange for a telephone consultation, when I missed the telephone consultation due to being on a plane, I was told I had to wait another two weeks after waiting 2 already! I then had to wait over two weeks just to have the blood test. Completely inefficient
Prompt attention
Nice behavior
Just fantastic services all the time
Although I saw different doctor .the one I see.seemd very thorough. And helpful
Informative and top quality advice and treatment
Excellent service and treatment
The physiotherapist was very good at explaining everything
Staff are excellent and very polite and helpful
Dr Phipp is very kind and thorough. Really helpful and reassuring.
I was quick to be seen, the nurse was friendly and professional
Because I was seen on time and no problems at all
Spot on with treatment and care thanks
Dr Musvibe always goes out of her way for me
Did exactly what was needed
Both appointments were caring & helpful.. thankyou
On time
On time