

FFRIENDS & FAMILY TEST RESULTS FOR JULY 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:

July 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	216
93%	2%	5%	★★★★☆	32
			★★★☆☆	6
			★★★☆☆	9
266 Responses/Ratings			★☆☆☆☆	3
226 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:

226 COMMENTS/FEEDBACK PROVIDED

Lady dietician was very helpful .
Pleasant and listening
The appointment was on time and treatment prompt
Very friendly
During our appointment , my non verbal complex need son had a meltdown in the waiting room. He was very upset and I (mum) also felt upset. The staff couldn't have been nicer. The doctor even came out to try to see us in the car park. Absolutely wonderful staff - they are always fantastic there. I felt really lucky to be around supportive people during a thankfully rare difficult time with my child yesterday. 10/10.
The appointment went swiftly with no hitches
I felt listened to and understood
I was seen quite quickly and received an efficient and friendly service
Appointment was on time, friendly staff and helpful advice
Doctor was sympathetic, quick, didn't question me but also gave me the facts.

I had a good chat with Dr Bendi about my high cholesterol levels. I didn't want to take statins and we agreed that I would see a dietician to try and bring the levels down.
Great banter with the nurse, made mum feel more at ease.
Dr Emore was rude he said a swesr word didn't let me talk about nothing my mentle health is off the radar now I know why ppl end up committing suicide they can't get the help no one listens just like Dr Emore I had so much respect for him not anymore I'm changing my gp but thankyou lakenham surgery for ll you're fantastic help
I did not have to wait too long.
Dr Emore abrupt rude
Thorough examination and questioning and a sensible solution.
The doctor answered the questions about my blood tests
The Nurse was very hospitable and had a nice sharp needle for my injection !
The doctor was really kind and patient and made me feel cared about
Staff are always lovely and helpful
X
Charlene took time to answer my questions and give advice.
Waited 5 weeks for an appointment to get a very important disability form for my uni signed to be told by GP that GP can't sign it. I had checked with Reception before making the appointment. Very frustrating to hear on the day that it can't be done even though form clearly states that it must be signed by a GP.Waste of time and an appointment. Very stressful for me.
Arrived waited for 5 minutes and was called for my appointment, GP was great so friendly and easy to talk to
I was seen on time and the advise I was given was very helpful and reassuring
The consultation was very good, but I waited 15mins so that is why I select "good".
Friendly receptionist and nurse, appointment ran on time.
Very happy with the service thanks
Richard the practitioner nurse is very thorough and friendly. Really listens to your concerns.
Very helpful and polite Doctors and Staff
On time and nurse was very efficient.
Because I have great faith in Dr Phipp
Taught me through came to conclusion that I understood and was happy with. Always on time, courteous and reliable..
Everyone was friendly
They are always good there always helpful
Prompt, and very nice staff
It was all good
The doctor listens fully. Has a good insight of understanding how you are. Puts you at ease and fully explain her finding..looks fully at your sympton regularly checking in and always present.s
The Doctor, was thorough.& asked many questions!!
Great help and understanding received
Very thorough and efficient.
Health care worker was very good kind and caring
I had to come for a smear test which obviously are crucial but not the most pleasant of procedures, Sarah made me feel calm. And was very considerate and able to advise me. Thank you Sarah.
Everyone was polite and helpfull the doctor explained everything to me and I left happy with the way I was treated
Took the time to answer my questions thoroughly.
Got an xray next day
It all went ok
Because it was very good...
No wait, friendly staff
4th meeting to discuss my issue, new doctor who had no idea of my issue and said 'I feel you doctor should be seeing you'. I did ask the resptionist when told I had to come in if this could be a phone call. She said the dr wanted to speak with me. They gave no new information and it wasted everyone's time. No need to come for a meeting to say nothing is new and we are still unsure what has caused it!
Excellent help& care. Thanks
The doctor took the time to explain things to address my concerns about taking a new medication

Everything explained clearly, friendly nurses.
Professional, empathetic and efficient
Friendly helpful appointment
GP didn't seem particularly 'with it'
Appointment on time. Friendly doctor
Helpful Dr. Friendly staff. On time.
Dr Bendi actually listened to me! 😊
The doctor was just so lovely! The best iv seen, since moving to Norwich!
Felt listened to empathetic
Nurse Rachel gave me prompt and professional treatment
Doctor was sympathetic and explained everything clearly
Very helpful Staff and Doctors
I was told to book an appointment to discuss abnormal blood test results. When I came in, the GP had no idea what the appointment was for & said the blood test results were fine. The GP I saw was lovely but I don't understand why it was necessary to waste mine & the doctors time with the appointment.
Nurses were extremely helpful, knowledgeable and friendly.
Filled in the form online a month ago and never received a response except confirmation. Had to call to make my appointment in the end. My husband has had the same experience.
Excellent appointment and quickly resolved my health issues
Excellent
The best
The counsellor I'm seeing is knowledgeable and helpful
Dr Phipp he sees me and my husband and he's a fantastic doctor
GP listened and was understanding
The doctor actually listened to me. And has booked ordered a lot of blood tests to try and find out what is going on with me.
Wasn't sure how much the doctor connected with my brother who has learning difficulties.
The therapist she very good at listening and understanding about my problems.
It was quick and friendly.
Dr Emore took time to send explain everything. And the reception staff were, as always,, great
Dr Phipp was very helpful, I sent an email with feedback
it was good....effective
Because you all good and helpful thank you
I saw a counsellor from Mind and she was great. I was able to discuss everything that I needed to.
Dr Musvibe was patient, thorough, and professional, and although the outcome was not what I hoped for, I respect the way she came to her decision. Trust and respect are the key issues
It was easy to book the appointment with my emergency request. Thank you
Moved a previously booked appointment to accommodate doctor's wish for an earlier blood test.
Nurse was lovely
Responding immediately
Very prompt and pleasant consultation
I was seen timely and treated with kindness, thank you.
Easy check in lovely staff
Was very well cared for. Lovely staff
Professional, friendly, helpful
My appointment was on time everything was efficiently carried out.
Made me feel at ease for blood test
Nurse was really good
Nurse was very friendly
Can't speak highly enough of the surgery. The staff are always so polite and helpful. The GP I saw and later the physio were excellent.
The GP covered everything!!
As always have such a good and thorough time with the GPs at the practice

The ease of requesting a consultation and making the appointment
My visit to the doctors was fine and the nurse was very kind and helpful.
Polite, professional and efficient.
Very easy to book and was on time
Nurse was friendly, polite and took time to discuss things.
It was fast and friendly
The doctor I saw yesterday was very caring & helpful. Thanks to him for the advice given. John Peart
Good information given by dietician.
Didn't feel listened to.
Practice nurse, really pleasant and helpful
Because the nurse was very kind and done my blood test with no pain
I got an appointment scheduled on the same day
Had bloods taken but ECG machine didn't work so had to make another appointment
Helpful reception staff, quick and easy appointment
Friendly nurse made me relaxed. Good explanations. Tests efficiently done
Gave me all the about b12
I explained to the nurse how scared I was to have my smear test after my last experience with a speculum. Carolan was amazing, she put me at ease, and is a delight to be around! One of my favourite nurses ever!!
I arrived in good time but was kept waiting for almost 15 minutes. The appointment was a simple one but I felt it was rushed because of running behind. I was in the room for a few minutes at most.
All the staff are very friendly and helpful
Nurse Sarah is absolute wonderful- reassuring and professional!
Timely and nurse pleasant and efficient
As always, Dr Musvibe was welcoming, caring, thoughtful and thorough.
Dealt with promptly and professionally.
I was seen timely. Richard was very informative and supportive giving the best of advice to solicit my decision as to how I wished to proceed. Going forward I feel very well looked after .
I saw the nurse for my annual health check and she was so down to earth and friendly I felt really comfortable. She explained the whole process thoroughly and I felt the whole appointment was enjoyable.
Nurse was very helpful
The nurse was very thorough in his questions.
Easy to book appointment, friendly reception staff, lovely nurse who made me feel relaxed for my cervical screening
I was seen on time and nurse was very thorough and helpful
Brilliant lady, made everything go smoothly
The nurse was very thorough and I didn't feel rushed
very informative
The nurse was kind and considerate. She did not rush the procedure and constantly asked how I was feeling. It was something I was not looking forward to but was okay in the end.
The physiotherapist was kind and helpful. He answered all my questions and I was glad that I had made the appointment. It was very useful.
I did not feel that the doctor really listened to me. I did feel that it was difficult to explain everything in the short period of time. Despite saying that I did not want to take tablets that would make me drowsy, the Dr then suggested changing my prescription. Perhaps I was unrealistic in thinking that the outcome would be any different but I had hoped for some help. He did suggest I contact Wellbeing again despite me saying that had not been very helpful in the past, only offering about six sessions which were not enough. I do not really blame the Dr but the whole service. In fact, his manner was considerate but it had taken me a lot of courage to make the appointment in the first place and I felt let down.
Friendly and helpful
Had to tell the doctor what to do, all he was saying it's my age.
Appointment was on time and efficient
I got what I needed. Thank you.
Nurse was very efficient and knowledgeable
Everything was fine.
Friendly and helpful and was seen within 10 minutes of my appointment

Reassuring thorough professional listening
Because that's what has happened
It was in time and I received the service that I needed.
Always professional, have been for years
I was worried about being judged prior to my appointment but that wasn't the case. The Dr listened to my concerns and was reassuring and helpful.
Had to wait 3 weeks for routine appointment
Nurse brilliant but computer doesn't tell you which room to wait in
Friendly amazing staff I love my doctors surgery as all the staff look after me
Because Dr Musvibe is always kind, and listens.
Because Dr Musvibe is always kind, and listens.
Service quick and efficient. Doctor was very knowledgable but also laid back enough to joke around with.
The staff are always friendly and helpful
The doctor sorted my problem out satisfactory
Louisa is very helpful and friendly and efficient and professional
Doctor was kind and made me feel not scared
Painless blood test by lovely nurse and no bruising 😊
From the minute I walked in, the Dr was present and with me at all times. Exceptional listening skills to what was said and not said. Very detailed at collecting information of your symptoms. Fully explained what was happening and what was happening next. Felt exceptionally supported, came away feeling all aspects of my health supported and listened too.
My appointment with the nurse was very good. I was apprehensive about the smear test but she was very reassuring and made the test very relaxed and pain free. She was lovely.
Appointment was on time, was made comfortable a prompt diagnosis
I am satisfied with the staff, they are friendly, kind and helpful. They do their job well.
Cannot fault the treatment I received free Nurse Carolan.
I was dissy and vomited and the lovely doctor 'Dr Emore' was very compliant
Considerate and understanding
I went for private hire medical fitness checkup. There was a questionnaire form which took 10 minutes to fill up, basically it was common general yes/ no question. Then a blood pressure and basic eyesite checkups. And my surgery charged me £135. I think this is not a service, instead a ripoff. My suggestion please cut down the fee to £50. £50 could be ideal fee for this kind of appointment. Your greedyness making the medical sector a business not a service anymore. Hope you understand.
Seen on time and the nurse was very kind and reassuring.
I was listened to, treated with respect and kindness and was referred to the appropriate services
I was seen on time by a very nice GP
Staff all helpful and a lovely GP
Easy check in and Dr Emore excellent
Prompt, friendly and efficient treatment.
The service you gave me was excellent very quick having testing done very quick the doctor was very helpful and considerate thank you all
Waited slightly longer than usual but otherwise very good
Nurse Carolan was very kind & caring, easy 2 talk 2 x
Always get appointment when ring up and lovely staff
Good doc. Thorough
The nurse took the time to fully explain exactly what was happening during the procedure. Took the time to check in if I was okay. Also, took the time to get me a glass of water on request as quite dehydrated on arrival. Overall express very friendly and mindful of checking in.
I received information on how to prevent a high cholesterol. Thank you!
Friendly and efficient
The practice nurse was amazing with our child and she was really sweet. She really kept us as parents at ease during the vaccination. My daughter particularly loved her.
On time, friendly helpful staff, positive outcome.
Still getting pain in hip.

I had a nurse appointment at 8.30 which Sarah was very good and friendly then I had a doctor's appointment at 9.30 with Dr Phipp on which he called me through early as he saw me already there he was very helpful to and he is sorting me out after my operation
Although ten minutes late going in, Carolann was lovely & very thorough.
Speedy appointment good doctor and moved forward on issues needing action
The staff go above and beyond. I love my doctors surgery.
Reassuring advice from the doctor.
I felt that the doctor understood the reasons for my visit, but nothing positive was offered to help improve my discomfort.
No cause for complaint on the treatment I received.
I was listened to, examined and referred for a check up
I wasn't waiting too long to see Dr Bendi and she was very thorough with her advice and observations
Caroline saw me about the appointed time did not keep me waiting. We talked and she listened to me and noted what was said. This was not the first time I have seen her she is always very nice.
Very professional, friendly, helpful!
Kind and caring
Sarah. Once again performed her magic. First time, once again.
Because it was good
I was very pleased with how quickly my appointment was scheduled. The physical therapist was knowledgeable and took the time to understand my situation thoroughly. I received excellent advice tailored to my needs, along with a clear plan for next steps to support my recovery. Overall, the service was outstanding and has given me confidence in the treatment moving forward. Thank you so much!
Excellent
Came in for blood test. Saw nurse practitioner who was eye through and she consulted with Dr. Bendi who came to see me I had blood test and it was all very caring and professional as always
Prompt attention by the staff. Staff was friendly and professional.
na
Effortless and carried out speedily
Listen and sorted my reasons for going to doctors.
Peaceful environment and good customer relationships
It would be very helpful if medical staff would look at the patient when speaking to them. I'm partly deaf and find it difficult to hear what people say unless they look directly at me. Thank you
Everything went really smoothly. Doctor was friendly but professional. Your team on reception polite and friendly.
As usual Dr Bendi listened to me, did some checks and referred me for blood tests. She is the most thorough and conscientious doctor I have ever had and I feel very looked after. I cannot praise her enough.
It was quick and staff were nice
Appointment was given same day as request. I was seen on time. Nurse was efficient, gave me all necessary information before procedure. Was helpful in answering a follow up question.
Fast service
My mental health has been an ongoing issue, Lakenham go surgery has been there at my hardest times to help and support me in health. I don't know where I'd be without them.
Seemed very professional, happy with the results
Excellent service from phlebotomist, as usual!
Its been ok
Prompt attention very pleasant nurses on both occasions with helpful advice
It would have been very good but I had to wait 13 minutes over my appointment.
As always, excellent service and helpfulness from everyone at Lakenham surgery
Mark was friendly and helpful and gave me the exercises for my knee
doctor didn't help at all
The lady put me at ease and asked how I was getting on. At that moment I really appreciated one listening to me.
Very pleasant GP, but I'm feeling awfully tired
Nice GP but I feel awfully tired
On time and efficient
Seen promptly by Dr Emore who was very helpful in sorting my problems out.

Richard was fantastic and explained everything, asset to your practice!!
I told doctor I have major urine infection and in chronic pain and he ignored no check done by doctor or medication