

FFRIENDS & FAMILY TEST RESULTS FOR AUGUST 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:

August 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	191
96%	1%	3%	★★★★☆	28
			★★★☆☆	1
226 Responses/Ratings			★★☆☆☆	2
195 Comments/Feedback Provided			★☆☆☆☆	4
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:

195 COMMENTS/FEEDBACK PROVIDED

Really happy with appointment, was just difficult booking next one with nurse due to work and available appointments in the time frame I needed.
Friendly, helpful and polite
Because the staff are always very helpful and friendly and I didn't have long to wait for the doctor
Richard was very kind and informative
I have been with this surgery since 2016, and the staff are incredible across the board and could not be more helpful or welcoming.
As always, no waiting, very nice and quiet reception and very kind Dr who listened carefully to my situation.
Great surgery always there for you thanks
I WAS SEEN ON TIME,ALSO THE STAFF WERE NICE
Doctor Phipp recognised i was having symptoms of dementia and was referring me on to further care
The nurse was kind understanding and thorough
On time and good patient rapport

Seen on time. Professional yet friendly Louisa did my review.,smoothly done yet I had time to cover a couple of other points. I didn't feel rushed. Very pleasant young woman at reception sorted out my request for a urine pot.
The doctor was very calm and excepted my dizzy spell
The nurse was polite, professional and friendly as were the office staff, giving the surgery a relaxed atmosphere making it easier to feel relaxed, and less anxious.
Annual diabetic check up and blood tests for various issues, =30 mins, this was misbooked by you to a blood test only. Meaning I had to book another appointment to be checked properly. It is not down to a patient to
Doctor was patient and kind
The doctor always listen
Dr M was so lovely and listeria to my concerns. She was very thorough and explained things properly
Answering all my questions
I didn't have to wait long to be called and the procedure went smoothly.
The appointment was on time, and Dr Emore was as helpful as ever.
Yearly diabetic check up and blood tests, appointment not correctly listed and was blood test only. So I have to have another appointment. It's not right for the patient to have to ensure the surgery gets it right, which it weren't this time
On time, and a very efficient lovely nurse.
On arrival at the surgery the receptionist was very friendly and helpful. Dr Emore not only explained the cause and proposed treatment for the reason for the appointment he also took time to listen and advise on other issues .
Nurse made me feel very relaxed, she was caring and explained everything clearly. She was very mindful of my feelings and compassionate. Excellent experience.
Signing in was easy and didn't have to wait for more than five minutes to be called in thank you
On time and pleasant experience.
No issues, all smooth, minimal wait and addressed everything appropriately
Helped me to fill in form and sort my blood pressure out
I have received help to resolve health problem
welcoming & informative
Caring staff who spent time & with patience for my friend, saw Dr Bendi this time & Sarah last week. Both excellent
Lovely nurse, kind, friendly and helpful. Thank you.
I was asked what I wanted to do next and having had no feedback from blood tests I wonder What's is wrong Two occasions I have passed out S as lap if if blood tests required re oral medication for very bad fungal infection to both feet so bad I can't actually get enough for a lab test I came away disappointed as 1) unresolved re my two black outs and can't progress with my sore crumbly toes I can refer myself to the Parkinson's nurse but don't think there's a connection (or is there?)and having no feedback I seem to be back at square oneDisappointed
Richard was kind and informative
Hopefully I will start to feel like myself as doctor is acting on this problem
Very helpful and professional advice
Appointment on time nurse very helpful
Quick easy
Quick and easy
Answered all my questions gave me a diagnosis
Very efficient, hardly no waiting time
Easy sign in,, wait your turn, be seen, go.
I went to see the nurse for a blood test,she was very friendly and professional. Excellent,as with all the staff who have to deal with me !!!eal with
Prompt, polite and perfectly precise!
Very prompt, friendly, made to feel at ease with all my queries answered. Thank you.
Always excellent service, im deaf,and always need help
Went in on time staff were cheerful and helpful
Everyone was very cheerful and the physiotherapist was very helpful in explaining things to me
Seen on time, very pleasant nurse and no problems
Booking in easy, seen before time and treatment very

Excellent doctors and practice
I didn't wait to long and the Dr bendi was lovely.
Quick and on time
Got seen quickly and sorted
Very helpful, a bit of a long time to wait for blood test (nearly one month) hope its all clear
Can't tell, not really helpful and the receptionists is rude
As usual excellent service from Lakenham surgery Dr Emore was brilliant
Easy check in, appointment on time, lovely friendly nurse.
the nurse was very friendly and the appointment was quick and easy
Efficient, friendly and helpful staff and service. Many thanks.
Because all worked out ok appointment time and receptionist help.
Mark was very good
I could see he was listening to me and wanted help me
The physio gave me exercises to do and answered my questions. I was given an appt earlier than I had expected
Im deaf,and staff were so lovely to me, Paula on reception especially, so kind
The medical staff and the nurse's are very good.
Appointment was on time. Nurse (sorry can not remember name) very efficient and professional.
I was seen by a nurse for blood pressure check up. She explained everything clearly and arranged for me to see Dr. Who also explained clearly and arranged an in-house ecg. The receptionist also explained everything clearly. I left feeling I had been dealt with very professionally by all.
On time, very nice kind nurse
Met Jasmine for the first time she was very welcoming professional kind caring and understanding.
Nurse was very helpful got information that I needed
Member of staff was excellent.
I was contacted about yearly review. Easy to make appointment. Nurse was punctual, efficient and friendly
An amazing surgery and service
Nurse was very good taking care when removing old dressing and re-dressing arm
Very satisfied with physio appt.
Lovely training doctor and nurse practitioner who took bloods, very friendly and efficient
On time, seen quickly and a positive outcome
It's because of the kind, amicable and professional staff I have encountered there, they made me feel very welcome and comfortable.
Dr Emore took time to listen, and I felt well cared for.
I am always stressed and they the staff are reasonably nice in dealing with you
Staff are pleasant polite and helpful.
After last year's disaster trying to get blood this time was perfect and the nurse was very polite and explained everything to me was very good
Quickly confirmed diagnosis and sent prescription for antibiotics through to the pharmacy
Brilliant as always
Efficient and helpful staff
Relaxing and informative
Smooth check in. Seen early. Dr Prabhu very helpful.
Dr Bendi is an amazing Doctor, she listens carefully and is very caring.
Lakenham surgery has always been a good doctors surgery. They are very helpful and informative when it's come to my health conditions.
We were well looked after, as always . Thank you.
Was seen quickly and out within a few minutes.
Informative and didn't feel as if i was being talked down to.
Dr listened and gave me helpful advice
Richard was extremely informative of my situation
Seen on time, processed quickly and efficiently.
Sarah is very professional.

Brilliant as always
Good concise consultation. Very Friendly and warm staff.
The nurse who done my injection was lovely and answered any questions I had
I thought Dr Prabhu was incredible. He was so sympathetic, attentive and caring. He took my concerns seriously. Made me feel heard and understood. Thank you
Friendly and professional nurse
The doctor explained everything clearly, gave examples and prescribed exercises to improve my condition. I am very happy with the result
Appointment on time and all went well.
It was a bit late but otherwise ok
Great help and support
Was attended to on time and in a professional manner
The nurse was very good and very friendly.
Sara was very professional and she puts you at ease.
Expert care and attention, as ever at Lakenham Surgery
I was seen on time and the blood was taken reasonably well although I have a large bruise inside my right elbow joint where it was taken from
Surgery cares about my health & are always kind & friendly
It was easy to chat to my GP plus the staff are so kind big thank you x
Appointment on time,nurse friendly.
Friends service
The GP took time to listen to my concerns, tested my mobility to check what my issue is, and finally provided yoga instructions and told me to what to expect next.
Friendly service
Staff and medical operatives are always nice
I got seen on time
Very good service very helpful 5*
Very informative. The nurse was very personable and gave me lots of tips.
On time and Richard was very helpful and thorough.
Nurse put me at ease immediately. Very kind, friendly and professional. I had to wait for results, which were given very quickly. I also needed assistance from reception, the matter was also dealt with quickly, efficiently and with kindness and professionally.
Although the nurse was unable to bleed me, probably due to my dehydration she was very gentle and helpful
Two appointments were combined so v convenient and doctor Musvibe was reassuring and helpful
Good service
Two appointments scheduled to follow one another so time saving ... please see my other reply
I was warmly welcomed and put at ease by Jasmine . Some difficulty in getting into a vein which has happened before. All managed very calmly . Sample
Short wait,nurse was friendly quick and efficient
Got almost straight in
Very friendly and reassuring nurse
Rachel was excellent, she really explained everything and I felt very much at ease.
Good patient care
Prompt very efficient nurse
In hospital the next day.
On time fast and efficient
Service received as expected
Friendly ,onetime,
Very pleasant doctor and very useful advice.
The nurse took time to explain everything and was very calming
Rachel the nurse was very explanatory and thoughtful during the appointment. Thanks
On time and dr answered all my questions
Josh is ok

Not a long wait , janette the nurse very friendly and so professional, got blood first time , she could show a few how to do it as had many bad experiences, no bruise nothing
On time and very professional
On time
Easy to book appointment. Only 20 minutes delayed visit is disadvantage.
Nothing further could be done for me at Surgery. Need to consider going private.
Jacob is ok
Spoke clearly.
On arriving at surgery booked in and excepted husbands appt was 8.30 mibe 8.50 at about 8.40 we both called in by anurse to be told that the person we need to see was on a training day.Why did we not recieve a call or txt to gave cancelled this appt very poor management .
Efficient, friendly and helpful staff
On time appointment, and the nurse had good interpersonal skill
On time appointment,and the nurse had nice interpersonal skill
Very friendly staff and made me feel comfortable during the procedure
The Dr appeared very disinterested in why I was there and didn't appear to have read the ANP notes
Doctor was very kind and understood what I I wanted
Quick appointment, seen almost on time, very nice nurse, did her job very well.
The person I saw was very helpful telling me what was going to happen and how to go about it she was also very polite
Always very helpful thanks very much
Excellent service and professional
Got the appt in good time and achieved what I wanted from the polite, helpful practitioner.
Advice given but advise I can't access .. again!!
It was very good and was what I thought was the problem
The appointment was on time and doctor was helpful.
Was seen promptly and Doctor was very helpful.
Friendly service
there was nothing negative about it
Seen quickly. Given adequate time. Dr listened & addressed issue
I felt listened to, I felt valued
Very professional, one of the best jabs in years no pain. Well-done
My appointment was on time and I was able immediately afterwards to speak to a receptionist to change the date of my next appointment which promptly appeared in my messages.
Counsellor very knowledgeable
I saw the physio for my shoulder because my shoulder was soar and could not a doctor for four weeks i ask him if he could arrange something for the pain he said would speak to doctor but now i have to wait four weeks to see a doctor because i cant phone up at 8am because im at work and live on my own
Maryte
The nurse I saw yesterday a recent doctors have been absolutely incredible especially with me having surgery abroad I didn't think I would get any help here and feel so safe now knowing I have such a good gp service please let them know what I have said and how thankful I am especially how friendly the nurse was I really appreciate it xxx
Staff welcoming, explained purpose of visit as they made appointment not me
Always very helpful many thanks
All Ways welcoming and always take time to listen to patients very welcoming nurses and doctors
Lovely nurse very efficient service.
All went well
Prompt call in, helpful staff ,very satisfied
Because all the Doctors are extremely good at what they do and everyone at the surgery all the staff are amazing they always go above and beyond.
Excellent Service from All at the Surgery very please thank All.
The service was satisfactory
The service given has led to good results for me.
The nurse practitioner was very good. Listening and making sure my needs were met.

Staff are kind and helpful. Doctor was good explaining things so I could understand the problem and treatment, I felt she cared and gave me time no rushing.
The Nurse was excellent
On time, pleasant nurse
Nice doctor very helpful
Very happy
Friendly nurse Rachel
Lovely team