

FFRIENDS & FAMILY TEST RESULTS FOR SEPTEMBER 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:

September 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	195
91%	4%	5%	★★★★☆	19
			★★★☆☆	6
			★★☆☆☆	6
234 Responses/Ratings			★☆☆☆☆	5
201 Comments/Feedback Provided			☆☆☆☆☆	3
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:

201 COMMENTS/FEEDBACK PROVIDED

Happy with the attention given to me
As always very efficient service
Informative, helpful, relaxed.
The nurse i had for my appointment was friendly, chatty and made me feel relaxed throughout the whole appointment
The nurse, Jasmine, was very skilled and proficient. The blood test was done straight away with no fuss or pain. Excellent!!
On time, the Nurse who took my blood samples was very gentle and sympathetic towards my concerns,
The nurse was kind and caring listening to me
As everything was explained and understood which made me relaxed and of ease.
Amazing service
I had to postpone appontment have arranged for an appointment later in september
Because the nurse was amazing and gentle

No longer allowed sleeping tablets, absolutely ridiculous!!
It was the usual pleasant professional patient care that the surgery provides.
A very friendly nurse
Nurse practitioner on time friendly and put me at ease
I was seen by the nurse at my appointment time and she was very professional and jovial. Excellent.t
Because it was! The appointment was exactly on time and Rachel very efficient and very good.
Jasmine was very reassuring, understanding and helpful
Deep apologies I couldn't make my appointment my plane back from holiday was six hours.
Punctual examination. Medicine delivered to my local pharmacy in Poringland. A great help.
Friendly staff. Appt on time
All very good 👍
Arrived this morning & it was yesterday I'm so sorry, left you some chocolate biscuits and I hope that makes up for it. Booked me in for next month now. I do believe there should be a £10 fee for missed appointments so I would be happy to pay. The receptionist was really understanding, thank you
Efficient service, friendly service, and all questions answered clearly and patiently by the lovely physiotherapist. I couldn't have had any better experience.
As the nurse was really made me feel at ease
Friendly and polite
Help put my mind at rest and answers all my questions.
in terms of what i was expecting my experience was overall poor, not that i'm blaming the GP here as he was just doing his job but my expectations simply were not met ok!!
Very friendly and professional nurse
Richard is absolutely lovely and really listens to what you have to say and explores all options to get the absolute right result every time. He makes a trip to the doctors a pleasure, not a chore.
I just moved back to Norwich after I lost my partner a year ago, speaking to someone and Doctor has been ok. Friendly staff.
Very happy with the actual vaccination service. However when i arrived on time, your receptionist Tia sent me home again saying i had come on the wrong day! I checked and returned. I think you should have a word with her.
Everything was done well
Efficient. Attentive.
Had a fantastic chat with my Asthma nurse and all the staff were most helpful thank you all so very much x
Appt was running late but I was treated with time and patience not hurried out.
Very quick appointment and the appointment itself was great, Mark was extremely helpful.
My doctor was excellent, very honest and down to earth
Booking in for my appointment was uncomplicated. The Waiting Room was clean, quiet and airy, with a fan for added comfort. My appointment was in good time and my GP was welcoming and very helpful. He was a good listener and gave sound advice in a thoughtful way. I am grateful to Lakenham Surgery and to Dr. Phipp. Thank you.
The health check nurse was very kind to my son who has learning disabilities
Swift on the day appointment no waiting , professional friendly staff and a great Dr , who listens and cares .
Just take more tablets that it'll sort you out
I had a blood test appointment 8:20, as 1st that day. It was 15 minutes delayed. Why? It affected my next appointment 8:30 with physio, because I was late!
Nurse was Excellant during recent smear test
because i was taken good care of
because i was taken good care of
The receptionist did her best to help me ❤️.
On time appt, nurse listened and received good advice and information.
X
Lilly is always relaxed around Carolann and always very helpful
Doctor really listened to me and gave me time
Appointment was in time Dr listened. Addressed concerns. Reception staff friendly and helpful as always.
Very polite and professional

On time. Polite. Informative.
My knees have been hurting for a while now. My left one has been sprained and swollen for over four weeks. Besides exercises, I haven't been given any other advice. I have to work and deal with the pain on my own.
Very quick same day appointment and met very polite nurse.
Not a long wait and a great nurse
Friendly and professional team.best surgery practice in Norwich
Seen on time. Responsive reception staff member.
The Nurse I saw was very nice,very helpful and done her job very professionally
The staff were skillful and sympathetic
Straight forward appointment and a lovely nurse.
Lovely nurse who explained everything clearly, thoughtful and compassionate.
Very helpful and informative 👍
Friendly and efficient as always.
Parking was easy, getting an appointment was straightforward and doctor was helpful
The nurse explained everything perfectly
Appointment was on time. Dr Bendi was lovely.
Was seen on time and the nurse was very friendly
On time and effective
The nurse was very pleasant and I was seen on time.
Good friendly chat with plenty of information and advice
On time and job done efficiently.
The nurse who saw bonnie was very friendly and she spoke to bonnie to which was lovely and it helps bonnie to when they chat with bonnie lovely appointment thankyou
It was very helpful to get a physio appointment at the surgery so quickly. Thank you
Saw the physio, and was promptly seen - and was given a quick diagnosis and a helpful set of exercises
I was seen by 2 nurses- one named Penny and one named Rachel. Both weee experienced, friendly and welcoming. I felt very looked after, both women really informed and explained things clearly. I felt very comfortable and relaxed. I was all given a follow up call which was excellent.
I was so pleased to see physio so quickly as I was in excruciating painng
Ok consultation with doctor
Appointment was on time. Consultation was informative and I am satisfied with outcome.
Rang as I was struggling with pain. Got me in to see physio a few hours later. Organised x Ray's. & also helped to re look at pain relief. & even rang after surgery closed to say prescription had been sent to chemist
All medical teams and reception staff are always very helpful and patient
Swift appointment and expert care, and support from Dr. Bendi, as usual.
Everyone so cheerful.
The outcome was that I am left with no access to medication
Good but heard about result of blood test
It was easy to check in at reception and I was seen in a timely manner
Because I came away feeling better than when I arrived,it was good to see Dr Emore,obviously any need to visit the surgery is always concerning,but I came away feeling satisfied with my diagnosis, and hope for a good outcome ! Thank you. !That
Very helpful people
I saw a friendly, kind, sympathetic, doctor. Suitable to my presenting problem
On time, brief and efficient.
Always incredibly lovely team, whether reception or medical team. It always feels that they want to do their best for you. Phone calls are responded to so kindly and every effort made to find appointments or to give support. 100% top top team!
The doctor was very helpful
Dr Emore is one of the empathetic GPs I've ever encountered. A credit to the surgery
3 months later an I am still waiting for the Carpal Tunnell referral to be submitted.
Always treated well and promptly
On time, doctor asking any problems, not limited to one as used to be

Quick
Lakenham Surgery is supr
Good
It's good
Felt listened to
Appointment booked for the afternoon that morning
The nurse very kind and understanding
Dr Emore was very helpful
The appointment was arranged quickly and without preamble, however the link provided meant it was not a click on but one I had to type in myself which generalized the access
The reception team were helpful and fast getting me an appointment. The physiotherapist was helpful in the examination and next steps.
The physio I saw was very helpful with advice given etc
The nurse gave me a comfortable and relaxed atmosphere during the health check and blood-taking. she is very professional.
Minimum amount of waiting and helpful and efficiently dealt with.
The nurse made me feel relaxed while taking my blood pressure and blood test
The nurse I saw was lovely gave me the help and support I needed very nice lady
There allways listen and help
Excellent as always!!
Awesome service
Friendly,efficient staff
The nurse very good really professional !!
Nurse Penny was professional, reassuring and personable. Thank you so much!
Doctor asked what he could do for me but he'd asked what I was there for?
On time
Jasmine was very welcoming and pleasant. Didn't feel a thing when she did my blood test and have no bruise this morning. ECG was straight forward and Jasmine explained everything.
Minimal wait. All staff encountered were friendly and very helpful.
On time very good
Jasmine, the nurse who saw me, was very warm, friendly and kept calm when my veins were being troublesome
He listened and gave me exercises
The physio was very non committal and unwilling to give any real, meaningful or useful advice
Because you have me peace of mind
The nurse was extremely pleasant and helpful
Very short wait time, Jasmine very pleasant and offered very simple advice for making blood test easier, ie be hydratedr
Short wait. Jasmine very pleasant and gave some very simple advice
Helpful, personable support staff and a GP who gave me confidence in their advice.
Very professional
Went for a check up given a unexpected ECG followed by doctors appointment.
Dr bendi was very good and quick with getting blood tests organised for me
Was sent up hospital to get checked out which helped me did have to wait over six half hours which is hard but had a good doctor .
Nurse that took my blood was brilliant. Very personable, professional and caring.
A reasonable and honest answer from the dr.
I was attended to on time
Professional and helpful, thank you very much.
Doctor was very rude
The nurse was very professional and the time to be human well done
I am ok with the service
Thay were quick and very friendly thank you all for a good job
Nurses went above and beyond.

The HCA/Nurse who attended to me was polite and professional.
Nurse was very pleasant injected my arm I didn't feel it. It's aching today but that is all.
All informed choices and professional advice given
Appointment always available and super service
I came to see nurse Jasmine for a PSA blood test, she was lovely and answered my many questions ! I sincerely hope the results will not be too concerning !!!g !!!
From the always excellent and personal help from receptionists, to my appointment, I cannot fault the service I received. I had waited several months before seeking advice, and was unsure about my symptoms. Dr Bhendi listened carefully without rushing me and I felt reassured by the next steps which she suggested. I am particularly happy to learn that there is access to physiotherapy at the practice.
Dr Bendi was very helpful and provided useful information.
Good experience no problem
Every staff was polite and friendly
I was able to have a chat with the doctor which was helpful and also got a possible solution to a problem I've got with pain. also it was nice to see the doctor I saw as I hadn't seen him for a long time.
good service
The usual professional friendly concern shown for your problems
Lovely friendly staff at reception and nursing staff
Appt was on time and Dr Phipp took the time to listen to my issues and formulate a plan.
Doctor seemed unfriendly. And quick to get me out
DR EMORE WAS VERY GOOD AND EXPLAINED EVERYTHING TO ME
Richard really cares, I felt listened to and well looked after
Nurse was very good at giving the vaccinations I went in for. Also she and her colleague had good communication skills.
On time and thorough
I am not feeling very well and am finding life difficult following the death of my husband. I was seen by the senior nurse who was very thorough as well as very understanding, kind and compassionate. I was given clear instructions regarding monitoring my health problem and explanation of why I have been feeling so unwell. The Lakenham surgery are simply the most well run and good practice with a dedicated team
Good quick service. Went through my health needs and concern. Got my medication all ordered and the doctor was helpful.
Seen on time. Dr seemed up to date with my case and made clear recommendations. Receptionist friendly and professional
Because Dr Prabhu listened to me and found me a solution to my symptoms and was efficient in creating an action plan
Nice and polite
Visit every 4 weeks for treatment, everyone always so good.
Always a friendly and efficient approach
Very polite and doctor, explained a lot
Was for a vaccination. The nurse was efficient and pleasant. She also was able to answer my question on another topic.
The nurse who took my bloods was exceptionally good. In all honesty, it was probably the most pain free I've ever experienced. I had not even realised that the needle had been inserted until I asked!
He gave me advice and a number of exercises to hopefully improve my problem
The physio was good, thorough and explained things clearly
Very thorough
As only polite and professional
Doctor was kind and caring.
Both nurses were friendly & efficient
Receptionist booked me in for a starting blood test at 3:10 pm nurse was very good and rebooked after trying in my poor veins we realised it was a starting test and rebooked me in promptly for Monday thank goodness
Awful.. didn't even look at my discharge letter? Didn't even do a general check up. Was no point in me being there. Also didn't book even ask to book me in for bloods or how my kidneys were. I walked out not knowing what to do.
Very knowledgeable and efficient
Polite staff

Always have a great experience, manage to get an appointment when needed
Friendly efficient service. My partner was having a lot of anxiety and was kept calm with kindness
The nurse was very good
The doctor was very attentive to my issues
The doctor was really caring and supportive.
Very understanding and supportive doctor. Quick and efficient service. Brilliant!
The nurse made me feel easy during the whole course of the test. I was given a detailed description of the test as well.
Profesional, helpful, friendly staff
The Physiotherapist was professional and helpful. He was able to secure an appointment for me at the N&N hospital for MRI
The nurse I saw for a review of my diabetic bloods was highly knowledgeable as well as being very friendly and helpful. She had a great insight into what it is like being a Type 1 diabetic and offered excellent advice.
Prompt attention from a friendly nurse
Prompt attention from a friendly nurse.
Very professional netting
Professional
Professional
Had to wait a month to get an appointment and still no clearer as to why my blood pressure is so high.