

FFRIENDS & FAMILY TEST RESULTS FOR NOVEMBER 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:

November 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	212
95%	3%	2%	★★★★☆	29
			★★★☆☆	6
253 Responses/Ratings			★★☆☆☆	0
219 Comments/Feedback Provided			★☆☆☆☆	5
<i>Patients responded online, in paper format and via phone text</i>			☆☆☆☆☆	1

A FOLLOW-UP QUESTION ASKED PATIENTS TO PROVIDE A REASON FOR THEIR RATING AND TO GIVE ANY FEEDBACK COMMENTS:

219 COMMENTS/FEEDBACK PROVIDED

Efficient and friendly
After almost 4 yrs getting nowhere with my breathing problem it was great to discuss treatment with someone who seems to know many of the answers/questions
Was seen only a few minutes after appointment time - staff were very friendly and reassuring and still professional.
As usual, the service was efficient, friendly and helpful.
Dr Prabhu was fantastic. Excellent mental health knowledge and a caring, professional approach. I was also particularly impressed that he called me to check up on the affects from the medication a week or so later.
I was listened to and referral has been made thank you
Friendly, knowledgeable, positive, kind, caring
The doctor took her time

Everyone very helpful
Great staff
Ididnt have osteoarthritis itwas rotator cuff tendinopathy
I got an appointment firstly. The GP was thorough and explained things to me.
Great service and advice
Great service, on time and good advice
Nice and friendly staff
Welcomed & politeness
Although the attention I received was excellent, I had to wait 15 mins past my appointment time until I was seen.
Efficient and friendly
Dealt with promptly and efficiently. Everything explained to me.
Doctor listened and referred me to hospital
I was attended immediately and left under 3mins
Ran to time. Nurse very cheerful and knowledgeable.
Polite, on time
Appointment on time and nurse was very grit and thorough
Jasmine was kind, helpful and efficient
Didn't have to wait to see the nurse, seen promptly.
She listened to me and was helpful
Richard listened to my concerns and I thought his forward everything was covered. And I came away thinking it was the best care I could have been given.
The nurse, Jasmine, was so kind and supportive, I am very nervous about blood tests and she made the whole process easy and relaxed. I really appreciated her friendliness and expertise.
Appointment on time very friendly and helpful staff
Quick and efficient
because it is correct
Helpful, friendly informative staff
Good nurse & efficient
I was Sean on time and the nurse was very pleasant
Always a calm and welcoming atmosphere at the Surgery, and the practitioner was friendly and professional.
Reception staff and nurse were all lovely as always
This surgery is exemplary in its care and attitude.
Because Richard gave me time and explained things in detail
Excellent doctor
The staff at the surgery were efficient as always
Appointment has always been found for me
I am finding talking therapy very helpful
Staff pleasant, on time appointment, thanks.
Staff were friendly and communicative. Able to get the health support required.
Did exactly whst was required
Nurse very kind and put me at ease. Explained some things and gave me an information leaflet.
4 minutes late and the doctor wouldn't see me which I think is disgusting considering I visiting because the medication they put me me on is giving me suicidal thoughts..... I do hope it doesn't spiral
Nurse penny is lovely
The nurse was rude, I have very bad mental health and she asked why I didn't work, making me feel so useless, she asked if I was on drugs, looked down on me, horrendous, no wonder people commit suicide, with staff like that. My blood pressure was high, no one could even tell me what tablets I was on, just a total joke, don't do the job if you hate it.
Excellent service from receptionist to the doctor
A comprehensive consultation with advice
Good service from nurse
I was reminded well advance about requirements for vaccination and I was offered flexible options

Nurse was too good and made the whole process of screening very comfortable
Because all staff were efficient, happy to answer questions and help without rushing.
Very helpful indeed
Jeanette was very friendly and has a great sense of humour.
Although was expecting to see a female registrar as i had female problems, the doctor i saw was respectful and called in a nurse for the examination. I think i would have preferred to be informed before the appointment if the doctor i was to see had been changed from female to male, especially due to the nature of my appointment
Friendly staff, when in more or less on time. Nurse was brilliant, helpful and lovely.
I am grateful for my surgery every time I visit. Today I managed to get an appt to see the nurse about my coil and then waited a few minutes to see the acp about my chest symptoms. Both were thorough and helpful, and efficient. What more could anyone ask for?
Seen on time
On time, same day & very polite & helpful
Dr was very thorough and explanative to my needs
Professional and Friendly
The doctor was very nice and helpful
It was a quick and efficient appointment
Physio was excellent. Explained really well, listened and was friendly.
After some years trying to diagnose my chest problem I feel the doctor is now getting to the point of suitable problem which.after 3+ yrs is great
Excellent call back service by the duty GP, who also saw our little one the same day we called. Dr Emore is kind and empathetic, took our concerns seriously and put us at utter ease. Thank you!
Didn't have to wait long before being seen, doctor listened to ke
The doctor was very polite, I know now what to do
Service was very good the nurse was very helpful and she has cancelled any further appointments as no further treatment is required
Timely appointment and helpful consultation
The appointment was on time, I had a good conversation with the doctor, resolved any issues I had and went home satisfied.
Knowledge and expertise trust
No problems
The surgery is great and as a home patient they are brilliant all the professional medical staff that come to my home are always friendly and polite
Doctor understood my problem and has requested an ECG before deciding what course of action to take.
Everyone was pleasant appointment was on time. I would've liked to know which area to wait in as walking is a problem for me. No one was on the desk to ask
Yet another fantastic member of the lakenham team!m
The doctor was very understanding and listened to me as usual. She is great ❤️
Always so efficient
The two doctors helped me understand the situation and offered a solution
Rachel was excellent
Richard and all the team are very good
The nurse was very friendly, helpful and informative about the vaccine.
Registrar trainee GP was extremely thorough and a lovely person.
First class service through out my visit
Speedy and efficient
All staff were friendly and helpful and I left the surgery with a smile on my face.
Because you haven't got time for people that need it and why have you cancelled my stroke medication, you want me to have another one like the last time you told me o didn't need them
The nurse who met with me was very polite and enthusiastic.
Your always have interest of paisionts at heart
The nurse who gave me the jab,was very nice and very calm 😊
The GP was friendly and good
Reception staff were extremely helpful and reassuring, the doctor was wonderful, kind and reassuring

Made to feel at ease from the start. Felt no pressure to hurry answering questions. Very pleasant.
Very efficient
As usual, everything was exemplary. Thank you.
Seen promptly and clinician explained everything
Caring listening and assurance
Wait time was short...felt very comfortable and confident with doctor took time to listen and administered planned injection very good...
Bridgett has been fantastic at assisting with my epilepsy
Surgery was extremely busy and appointment times were running late by about 45 mins. But once seen I was very happy with the service. On the whole, Lakenham
On the whole Lakenham Surgery is good.
Quick appointment, seen on time and friendly staff and nurse.
Very friendly and Informative
Lovely staff and helpful
A polite and helpful physio .
Listening to me. Professional. Informative. Patient. Thoughtful. Talked through actions and decisions together. Reassuring friendly.
She was very good
The reason is because all the staff and Doctors are very good
It was very good. I am satisfied with the doctor. The lady is a good doctor, but my treatment is continuing. I am waiting for the endoscopy appointment.
The nurse was brilliant, made me feel heard and relaxed while having a unpleasant procedure. Thank you! 👍
Always helpful and kind
Quick and helpful
I had to cancel my last depo and it was going to be two weeks late. The lady on reception called me to see if I could come in as they had a cancellation, I was so grateful she took the time to call and ask me if I could make it which I did. So awesome receptionist and as always the nurse who saw me was lovely, happy and friendly! She remembers me and makes me feel very comfortable. Two lovely people.
Friendly staff
Dr Emore is a real cool cat. He always listens and is really helpful. He has nice face
I was in and out of the surgery in a very short period of time, no sooner than I had sat down in the waiting room than I was called for my inoculation jab by the nurse, who was very caring and considerate. I cannot think of any way my experience could have been improved.
The nurse was on time and also helped me with another problem I was suffering from
Easy to book appointment, very helpful receptionists
I had 2 injections for shingles and pneumonia, the practice nurse was very reassuring, explained well.
Delightful friendly professional and informative
Louise was extremely efficient and helpful.
The blood nurse was lovely, reassuring and ahead of time. In stark contrast to the doctor I visited 2 weeks prior who had the worst bedside manner and gave me no information.
Because they always do their best
It took several attempts to book a Dr appointment
Understood clearly and felt at ease
I felt heard by the doctor. They asked me what I thought the problem was and what my fears were.
I've been a patient of Lakenham surgery for many many years the staff are very helpful and helpful with any enquiry you ask of them
I always have good service plus staff very polite
Seen promptly, prescribed medication and advised to attend for review in one month
Nurse explained things well
The nurse explained everything
The whole team at Lakenham surgery are very caring and good
Dietician was very knowledgeable and helpful
Super service
Richard was very helpful and sorted everything out for me

I had 2 visits: one good, one not so good
Having Richard on board has made a tremendous difference and I feel really comfortable with him
He was amazing, he went through every symptom, even through my sons history and knew everything before the appointment, made my son feel at ease and comfortable, felt reassured and my son looked after and we were supported
Nurse was lovely talked me on what's happening and very professional
Quick, efficient and professional
Ran to time & doctor was very understanding
Jasmine is very good and I would rate her 10/10 at her job.
No problems, straight forward
I was impressed by how the physiotherapist had read previous notes, listened to my concerns and offered thoughtful advice.
I had Time to Talk to the doctor who listened to my Health Problems
The nurse was very kind and efficient with a very good bedside? Manner
On time appointment and informative
My GP (Dr Prabhu) is an outstanding practitioner, highly knowledgeable and willing to listen to the patient's concerns and act upon them in the patient's best interest. Thank you.
The nurse who did my blood test was lovely, and very skilled. No bruising!
I had cancelled the appointment because of due reasons, so once I finish it I'll probably be able to give feedback
Very helpful
Thorough examination and relevant strengthening advice.
I registered myself and waited. Slightly late but I got the blood tests required.
As always Dr Musvibe was very reassuring and friendly
Describe my symptom's growth was a wart and booked my future appointments
Doctor took time to help
Excess always!
Prompt, happy and as good as ever
The nurse who took my blood sample is a lovely lady, polite, kind and caring. She's a credit to the surgery.
Friendly, efficient, professional, with a very kind nurse
I left in tears as felt not listened to at all. Was very upset
The nurse was very good and explained everything
Doctor understood my problem & has started treatment.
Appt the day I applied. Previous problem referred to hospital in May 2022 but no response from it. GP offered to carry out minor surgery himself at a later date. Only comment I make is that it might be an advantage for surgery to progress chase referrals and not leave it to the patient.
Our nurse practitioner was so kind and informative. We were there for travel vaccinations and she took the time to explain all the wider requirements. I am also quite bad with needles and she was very gentle and kind.
I thought he was very thorough, knowledgeable & polite.
Disappointed that my physio appointment consisted of five questions and being sent an email, no explanation of exercises given
Always friendly professional advice
Very polite & understanding
Doctor was brilliant but getting an appointment was awful
Very friendly and professional
The dr Dr Enmore was totally listening to me gave me good advice and made sure things needed to be tested. Thank you. Lakenham surgery is always excellent
I had my worries sorted out
All good but 15min delay on appt time
I wouldn't expect anymore than fantastic as it always is, I met a new nurse in Tracey, and was very lovely, thanks to all.
Very good on time
Very friendly and was put at ease for whole app
The nurse was very good

The best surgery, always kind & caring!
Quick painless and pleasant.
Very helpful and knowledgeable nurse and receptionist.
The nurse was very helpful and friendly
Pleasant and helpful staff as always
Super service
I was treated well and the nurse was very helpful
The efficiency of the staff and politeness
Dr Phipps was available
Friendly, efficient and helpful
Seen quickly
Super fast and nice. 10/10
Excellent service from the doctor but had to wait 5 weeks to get the appointment
I had a phone consultation booked with Dr Prabu last week. When he rang he said he needed to see me to discuss the results of an MRI. I came to the appointment and there was nothing he told me that we couldn't have discussed the previous week over the phone. A waste of his time and mine
Great service friendly staff
Carolyn was good and explained my result which put my mind to rest
The physio was very kind and sympathetic to my condition and helpful in giving me advice
Because that is my opinion if you don't like it don't ask
I was happy with the way I was cared for. Thank you.
Good communication, good response, respect, boundaries and informed choices given
Appointment on time and problem dealt with .
Got a quick appointment
Lovely surgery staff from front desk to gp
Prompt and professional
Dr Phipp was very kind and listened to my concerns, then arranged an appointment for a scan. Also, it's very calm and quiet in the waiting room - and seen on time.
Everything was explained so well.
Listened, professionally curious, detailed explanation of the process and created the friendly atmosphere required for me to feel comfortable asking further questions which will avoid confusion down the line. A superb practitioner
I was feeling very poorly, I Nurse's and Doctors couldn't be more attentive, for an hour and half they gave me a room to lay down in, and trusted me as I did them and rescheduled appointments. Top marks, they checked on me every five 5mins or so.
Staff from reception and the physiotherapist Sam very good and I came away with some positive help for my problem and felt I was listened to and given thorough information and treatment plan.
Very good communication and excellent service-speedy in getting an appointment for my 1 year old before the weekend.
Friendly staff.
Because it was
Seen almost immediately. Waiting room clean and tidy and the staff were all very friendly
I found the nurse a bit abrasive but everything else was the normal excellent standard
It was ok. Started off strange as no introduction
Perfect service