

FFRIENDS & FAMILY TEST RESULTS FOR DECEMBER 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:

December 2025				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	155
95%	3%	2%	★★★★☆	9
			★★★☆☆	5
			★★☆☆☆	2
174 Responses/Ratings			★☆☆☆☆	2
151 Comments/Feedback Provided			★☆☆☆☆	2
Patients responded online, in paper format and via phone text			☆☆☆☆☆	1

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

151 COMMENTS/FEEDBACK PROVIDED

I have never had any problems with the surgery or staff since I joined your surgery many years ago , you all do your very best for your patients , so in all I have nothing but praise for all your staff , doctors and nurses and Thank-you.
Quick friendly service.
I managed to get through promptly and was given an appointment. At the appointment the GP was helpful and caring.
The person who took my blood samples was so kind
The Nurse was very polite and knowledgeable, she answered all my questions and made me feel very comfortable. She is a very good addition to the team.
Extremely welcoming & caring staff. Always go above & beyond.
Was seen on time nurse was very polite and happy
Nurse was very pleasant as usual and very positive..Very likeable person which make experience so much better .

I was very impressed with Dr Prabu's friendly and professional manner. He gave very good advice regarding potential long term effects of my medicine.
The customer service from staff is excellent
Great service, friendly and helpful staff.
The reason is this all the front desk staff are friendly and helpful.The Nurses are brilliant and the Docs are also good.That's it ok.
Excellent service as always
Very well looked after thank you
Because it was normal
I was given an appointment very quickly. The doctor listen to all my problems and referred me to the relevant places.
All the staff are very helpful and polite
Bad communication
On Time, professional, kind and caring.
Very knowledgeable, nice staff. They listen and care
My first time at this surgery and i didn't find it particularly welcoming. A had a doctors appointment for my baby and her first jabs. After the consultation we were sent back into the waiting room and a nurse will call us for the jobs however 30 mins later still nothing. I asked at the reception and she said we weren't checked in for the jabs which should have been done by the doctor but the tone in her voice made it seem like it was our fault and very unapologetic. The nurse who administered the vaccines wasn't wearing gloves and didn't even talk about the vaccines or provide leaflets with information. The building itself has a very old smell - not pleasant at all
Louisa was kind and prompt.
Sam was very professional and informative and left me with some great exercises to complete
Very resourceful
I was seen by both a Doctor and a Nurse who listened to my concerns and took immediate action to deal with my issue which was successful and I can now move forward with no pain and no horrendously long wait ( a year !) for the same procedure at NNUH which is exactly what I believe GP surgeries should do .
Appointment on time Saw nurse Sarah who was very pleasant as always
They are always good and helpful every time I come there
The surgery is always friendly, the receptionists are kind and attentive.
Was listened to and helped
Very friendly excellent service
Cause whoever i see are so good and nice
Dr Bendi is so kind and explains things really well.
Physiotherapist was attentive and listened happy with exercises and outcome
Doctor answered all questions happy with diagnosis and outcome
DR was very helpful, explained things really well .
Because Dr Benji listened to my problem and acted in a positive and sympathetic way
Easy to get a same day appointment. Got quick and effective treatment
The doctor, dietician and reception gave different information about when I should return samples, so the dietician tried to advise me with no test results. My blood had been taken on the same day as the dietician saw me and the doctor told me to not return the blue sample until after the dietician's appointment, so that is what I tried to do. It felt as though the dietician was flying blind and giving vaguer, unassessed information and recommendations. I also haven't been able to access my test results myself and trying to get them has taken me over an hour without success and no route for me to flag to the surgery that there is a problem with me accessing them as it redirects to an out of hours 111 page. For the avoidance of doubt the dietician was helpful and has made a massive difference but there was a lot of unsurety as the test results weren't available.
All the staff are welcoming and helpful
Very in depth discussion about my condition and test results, a comprehensive way to manage it and a very friendly and helpful nurse.
Doctor very easy to talk to very pleasant.
Doctor fully understood my condition, issued a new prescription & asked me to book a follow on appt
Nurse very Professional and Polite and Cheerful
Dr Musvibe listened well and took helpful actions
Listened to my. Concerns

My doctor was so helpful with the help that I need help get to the transgender clinic.
The nurse that done my son's vaccinations was extremely kind, and informative!
Dr. BENDI was empathetic and helpful
The practitioner was friendly and professional
Friendly and professional
The doctor listened to all my concerns, treated me with seriousness, answered all my questions, and helped me get referrals to the specialists I needed.
Rachel a practice nurse could not have been kinder. Her help and reassurance were exemplary.
Dealt with in a friendly and professional manner.
Friendly professional and informative service
Accommodating staff
Pleasant nurse - very professional
Medical knowledge was very good and helpful, recommended an item for application which agreed with me without promise it would work but to return if it didn't.
Very helpful and professional
Lady in reception wasn't very polite
Reception staff are very helpful and Richard the nurse is very, very good
quick time to get into the appointment and the lady was very nice
Excellent service by doctor after a call back by her the day before. Also a big thank you to lady who stayed behind to do a ECG for me.
Doctor was very efficient and answered all questions I put to him....very happy!!
I was not really told why I'm in such pain. X-ray and mri showed nothing major. But my pain is off the scale on any movement
In and out in no time for blood tests and results posted online the next day
Dr Musvibe is so kind and caring as are all the staff
Very professional staff
The appointment was informative and not stressful
Friendly and prompt attention
The staff are very friendly
Reception staff are brilliant Dr Amore is fantastic as always very caring very thorough 10 out of 10
He was pleasant kind and very understanding,
I was pleased to get an appt with the physio as soon as I did. Sam gave me info and advice so felt I was able to go forward.
Excellent service, no waiting I was called as soon as I checked in. The nurse was excellent in all ways
The lady was very nice really listened to me and gave me advise. .
I was taken in on time and had a good visit
Excellent service as always
Professional, helpful, friendly
On time good service
It was good and also the service was neat and clean. Hygiene is maintained and staff were good
I saw the dietician on the 15th Dec. She gave me a lot of information and answered all my questions thoroughly. She was also very easy to talk to.
In and out in about 10 minutes. Pleasant nurse.
I didn't get a diagnosis and I've been living with this terrible sound in my head for 11 days.
Jasmine the nurse was very kind
Dead on time, and the nurse was brilliant.
Quick, efficient and friendly
Got appointment quickly
Nurse was kind, informative and put me at ease
Kind, cheerful, reassuring and respectful staff.
Promptly seen. Advice given and more information about food to eat for a vitamin deficiency. Felt reassured not a serious problem.
Efficient and friendly support from the nurse who took my blood.
My doctor took me seriously and is very kind and attentive and informative.

All staff are efficient, kind and helpful. Many thanks.
Respectful and polite
In and out easy to make next appointment with Rachel the nurse
I couldn't get an appointment until over a month in advance, and when I did get the appointment, my experience was very poor (see complaint sent 17/12)
Pleasant, clean and tidy waiting area. Seen promptly and procedure explained clearly.
Got the treatment to resolve problem and staff were very helpful
Superb service
I was seen very promptly, and dealt with professionally. Asked what I wanted from the meeting and then was questioned and treated well. I came away happy with all I was told.
Punctual and friendly
The nurse was very friendly and professional.
Got seen straight away very good
I have been going through a mental break down and these doctors , nurses and admin team have helped me and continue to help me. They are wonderful.
Good nurse practitioner
Always great service
Staff kind and professional and efficient
Because the surgery and staff did their best to help my situation. Were courteous kind and responsive
Listened and reacted to my issue .
Dr Emore was very thorough
Nice lady
I saw my own GP who was very thorough and dealt with my worries with empathy
On time. Informative and efficient service.
My appointment with the psychiatrist was very helpful and informative.
On time. Professional and pleasant nurse
Very friendly
I was given a prompt appt with Dr Bendi who listened to my concern, did an examination and explained her diagnosis and management plan . I was prescribed tablets which I could collect at once from Boots
Came away feeling completely satisfied , thank you
The doctor I saw listened to my concerns and answered my questions fully.
Saw me within an hour of requesting an appointment
I we feel so privileged to have such a wonderful practice all the staff are so supportive and professional
Nurse was very helpful
Knowledgeable, had read notes, efficient, plan moving forwards
Always good and helpful every time
Very friendly and helpful and efficient
All the staff office staff nurses doctors all very very good all karen old school very good
Dr Bendi was very supportive and helpful, while waiting for my fit note, the reception staff were very helpful
Absolutely excellent as always. Nurses are all lovely!
The surgery is always incredibly helpful and always take calls and make appointments promptly
Excellent customer service and top doctors
Rachel knows what she talking about
Easy to book in and seen in good time
All tests came back unuseable
Lovely nurse so helpfullx
I found nurse to be very caring and helpful
Was very nice.this is how it should be??????
24 december 2025
Very helpful and professional healthcare
Prompt visit, great consultation. Felt like I was treated with respect and care.
SUPERB TREATMENT

Excellent service from start to finish
The doctor listen to everything I had to say and booked me relevant future appointment
Hopefully got to speak to someone and get things sorted thanks
Picked up I had trouble on the ECG and iam now having treatment
The male nurse i saw had a very good manor listened to what I had to say and appeared very knowledgeable. Generally a good experience
Time was taken to fully explain what I had gone to the practice for. I was showing images, and then was given a visual demonstration on how to observe any changes that would give cause for concern.
Jasmine put my mind at rest and gave me lots of advice
Both nurses I saw were wonderful!
Professional and friendly service. Gained a lot on dietary needs and choices
The nurse who took my blood was extremely pleasant
because its true