

# FFRIENDS & FAMILY TEST RESULTS FOR JANUARY 2026

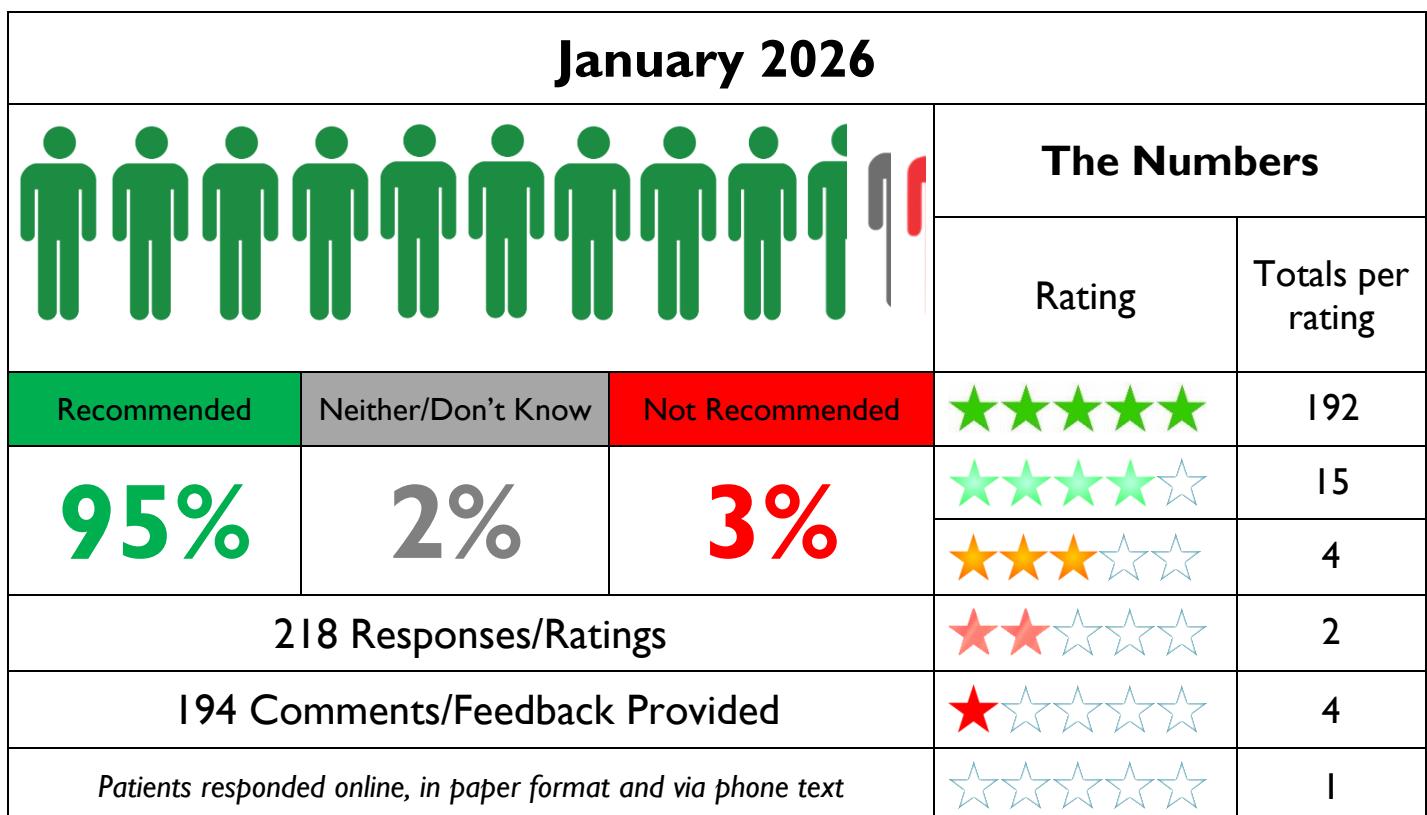
## QUESTION ASKED:

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:



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

### **194 COMMENTS/FEEDBACK PROVIDED**

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| I felt I had good care and doctor and nurse were informative and friendly and made sure I got an ECG on the day of appointment and doctor followed up same day to give me results  |
| Appointment on time with friendly and professional nurse.  |
| I got an appt on the day. The doctor was good  |
| Always efficient friendly staff  |
| The nurse who took my bloods was polite friendly. Followed my heart wishes (not telling me when needle going in) it was the gentlest bloods I've ever had taken first time I haven't bruised. Was a little late in but only about 10mins |
| Richard was kind and professional. Eg diagnosis of bronchitis, booked an x ray and blood tests. The results came back quickly and Richard kept me updated.   |
| Very good is a very special appointment...I determine based on how functional the appointment is.  |
| The good service never falters. Everyone is always helpful and considerate. I count myself lucky to be a patient there.  |

### Timely nurse efficient and friendly

Dr Emore was very unpleasant to talk to. I was called into the room and was not greeted or spoken directly to at all, until I had to uncomfortably ask him how his day was. He then told me to sit down and gave a massive sigh like he did not want to be there. I then told him why I was there to see him. He had a look at the area and told me that it was harmless, which was a good thing to hear. He then started telling me to 'leave it alone' as my problem is a smidgen of the NHS and implied that the NHS does not care about the problem. He also slanted the previous doctor that I saw when I was younger who dealt with the same issue (who did it because the issue was uncomfortable to live with). He also told me whether there's anything on my breast, which I said no and he told me to lie down without telling me why. I was worried that he was going to touch my breast but luckily he just felt the area, but he should have communicated better. He kept telling me it's not dangerous and that I should just leave it alone, which I said okay. However, even when I said okay, he kept telling me to leave it alone and how it's too small for the NHS to deal with. His tone implied that I was arguing with him, even though I was trying to leave. He then left out another massive sigh and took off his glasses and started rubbing his face, which I then asked him whether he had a rough day, and he just replied with "it's not dangerous, just leave it alone okay"? This was very odd. As I was leaving, he then asked me whether another doctor had seen me, and I had to repeat that another doctor saw me and treated my issue when I was younger, and he started questioning me as to why another doctor would do something about it, and again started telling me to leave it alone. Overall, Dr Emore is very comfortable to talk to and seem to lack social skills or compassion for his patients. I don't believe he is suitable for his role.

Because it was! Strange question.

efficient and met expectations

Waiting time (20 minutes) although short staffed so understandable

Great service over and above

Dr Musvibe was kind and understanding. Thank you

The nurse was lovely explaining everything to me Made me feel very comfortable

It was helpful and provided me with information

Responsive, I wasn't waiting long. Cheerful staff, doctor listened and was helpful. Quality service, thank you 😊

Had to wait six and a half weeks.

I had a blood sample collection which was collected by Jasmine she is really great at work, very well spoken also i didn't even feel painful she is really good at work and empathetic.

I thought give why my appointment was made I would be booked with a female doctor.... Just something to think about when it comes to certain health matters

I've been a patient at Lakenham surgery for many many years and always find the staff and Doctors very helpful and only to happy to help you anyway they can

Seen on time, very friendly nurse.

Got appointment quick

Very helpful and efficient doctor

Excellent service. Not long waiting times.

Everything as expected, efficient and professional

The efficiency of the staff member

Good always do the best with such complex long term problems as I have .

professional staff

THE NURSE WAS VERY HELPFUL AND FRIENDLY, THANKYOU !

CAROLANS TREATMENT TOWARDS ME WAS EXCELLENT

It was first class

Swift and friendly

Friendly and efficient service

Quick efficient

Everyone was polite but they couldn't extract my blood.

Everyone was professional and effective

Richard is easy to talk to

He listened he answered my questions and was very polite. Excellent

Always warm, helpful and professional

Because the surgery is very efficient and very friendly

The treatment from the advanced nurse practitioner was excellent. The reception team are great. My only feedback for improvement would be that the waiting area is looking a bit run down, but the treatment was good and that's all that really matters.

All the nurses are kind and reassuring 😊

Richard, listened carefully and taked me through things.

Felt listened to and a follow up appointment booked with the same GP in the appointment rather than having to phone back.

Great profesionalism and all set in time and good services and advice

Good to have a doctor who is knowledgeable of my conditions

I felt that the Doctor was very thorough.I came away feeling very reassured

Efficient

I was given an appointment to physio which wasn't meant for me

Very thorough and listened well

Good doctor and I'm happy with

From booking my appointment to seeing the doctor the staff were kind and listened and I felt that my care was important.

Receptionist was very welcoming and helpful. Nurse practitioner was very thorough and kind

Appointment on time, doctor pleasant,

It was a lot less painfull than i thought Dr very good

Friendly staff and excellent care provided. Thank you

Friendly and efficient throughout.

Quick and friendly

Appointment was on time, all my questions were answered satisfactorily.

The doctor gave me plenty of time and seemed genuinely concerned for my wellbeing

Jasmine the nurse was very very nice x

Friendly staff and prompt timings

Staff friendly and clean surgery

Dr Prabhu is wonderful always brilliant with my family goes above and beyond for us. Wonderful doctor

Though I found the appointment constructive and appreciate the fact I was treated, I found the issue of a needle injection of medication hard because I have a phobia of needles and couldn't take the self injection. I am continuing to try to sort out my diet as agreed.

30 minutes over run but otherwise very good

Because its always good

The service is very excellent I'm happy with midwive

Mental health nurse was very thorough and attentive. 5\*

Dr was so kind

Usual good service

On time, cheerful, painless

Efficient and friendly service.

Everyone was lovely and it was well informed and quick

I really wanted to come to the surgery to have a test for hepatitis C, but was told the doctor would order me a test. The reason I wanted a doctor to do the test for me, obviously with gloves on, was so I would be sure that the test was taken properly!! I am not sure about doing it myself, as I have never taken blood from myself and don't know if I can!! Tbh I know that there are risks with blood, but I thought that a doctor would do it, as I haven't got a clue how to take blood from myself!! NOT HAPPY !!

Faultless service

Called after receiving an voicemail, and was given an appointment that afternoon

Because the staff are always lovely and Dr Musvibe is always very caring and easy to speak with

Appointment time kept to.Rachel was very friendly and efficient

I had a fantastic nurse, I have anxiety but she always makes me feel like she cares she is a credit to the surgery

Dr Musvibe is very thorough and has a wonderful manner. I really appreciate the service she gives

Very efficient app with a very friendly medical prac

Doctor put me at ease right away.

Very efficient and kind nurse

Jasmine is great

I didn't have to wait days for an appointment and was seen promptly as nt and ws

The nurse who did my smear test was so kind and understanding. I can't thank her enough for the time taken to ensure it all went smoothly and pain free. I will be requesting to see her again! Thank you so much!

Friendly and helpful

Quick and efficient

Seen promptly and efficiently dealt with

I had excellent service from beginning to end. All the help that I needed and explanations given. I was listened to reassured and offered further help. Excellent.

Caroline was very supportive and caring

I really appreciate the attention and time given by the gp

The service I got was first class.

Friendly and on time

Helpful and kind

The Doctor was ver helpful.

Although only a simple blood test, the service was efficiently provided in a very friendly & supportive manner

From booking the appointment to the care shown by the GP over the issue i presented

Very efficient, staff all very friendly, saw Penny the nurse she was so kind and patient and very helpful in my appointment.

GREAT TREATMENT

Everything was excellent!

Dismissive and not good

The practice nurse Penny was very professional, empathetic and explained everything very clearly. She arranged all appropriate appointments I needed at the consultation and made my next steps clear. I would like to thank her.

She was helpful and kind

Had a problem overnight and the 111 service recommended me to see my GP which was arranged very helpful

Helpful and friendly

Felt comfortable, listened to and he was efficient.

Great service all the time

The doctor was very friendly and helpful.

Thank you so much for Nurse who is very helpful to me and very kind,,,

Having waited so long for this appointment at the doctors request ! I was relieved to know my long awaited results were not too concerning ! Sorry the doctor got stuck in traffic !

The nurse who took my blood was the best I have ever had ! Very kind aswell

The GP had time and was supportive and understanding

Because the nurse I was due to see, was running late, I was seen by another nurse at my scheduled time.

Lovely nurse who explained process & was on time

Friendly staff, seen on time.

Seen on time & receptionist very helpful

Kind and helpful

The nurse Rachel was absolutely superb. She was professional yet friendly and went above and beyond. I am extremely grateful for her care

Can't fault it in any way.....

I was impressed. Dr was professional, efficient, supportive

Professional, reassuring, empathetic .

On time fast and efficient.

The physiotherapist took time to assess my physical condition and offered helpful advice

The doctor listened well and gave lots of advice.

Excellent advice and very helpful

Everything explained well, action taken for issue there and then.

Super efficient

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| Because it was  |
| The nurse I saw for my asthma really helped me a lot. She really put me at ease and I was very grateful to her.   |
| So much patience and empathy with Lilly's needle phobia   |
| Nurse was brilliant.  |
| Efficient reception, comfortable waiting area, very satisfactory appointment with doctor, efficient follow up booking system  |
| Nurse very nice . Patient as hard getting blood .   |
| Thorough, useful and informative physio appointment   |
| no delays everything went smoothly  |
| Pleasant service  |
| The nurse was very busy and running late but she tended my legs very well.  |
| Great surgery   |
| Great GP and follow up was great to see the same person throughout my treatment   |
| Lady was very kind and gentle   |
| Richard was very informative and gave me answers to all my questions, reassuring me. I found the experience relaxed and very informative.   |
| You cancelled my appointment and gave me a time without consulting me. I couldn't make that time as it was on that day much laterin the afternoon.  |
| Following a misunderstanding the receptionist was amazing   |
| Go caring and helpful   |
| Seen on time and made welcome   |
| Prompt response to my concerning medical issue.   |
| The Doctor was very punctual and very helpful   |
| The nurse was very friendly   |
| Doctor gave a full and reassuring examination so I left to see if OK latero   |
| NURSE WAS BRILLIANT   |
| Polite receptionist and a Dr that listens.( Dr Musvibe )  |
| Always very helpful   |
| I asked for by blood pressure to be taken and was told I need to book an appointment,   |
| I saw Claire the mental health nurse & it was first meeting I felt listened to, reassured and gave good advice. I felt comfortable talking to her & as I was feeling very anxious thus was so helpful. She spent time listening & helping me. She told me about a sleep story on utube which helped last night.very thankful for this help. |
| I felt like I was listened to and taken seriously this time. I've been given help and a referral for tests  |
| Friendly knowledgeable medic  |
| It was very easy to book a blood test. Jasmine was great and made me feel at ease.  |
| My appointment was for 9am. I thought I was having my blood pressure taken so I left home early ( 8.35) so it would be normal for a reading at 9. I checked in at 8.37 and was then called in by the nurse at 8.41. Amazing. I have never had any issues with Lakenham surgery in the 34 years I've been using it.                          |
| Jasmine was extremely efficient, helpful and willing and able to take into account my needs   |
| Quick, friendly.  |
| The nurse was very patient and did a good job with my legs.   |
| Very accommodating and friendly staff   |
| Appointment on time   |
| My son is beginning to get the attention he needs   |
| Listened to what I had to say   |
| The nurse I saw was amazing , really kind and took her time to explain everything and make me feel comfortable. Thank you   |
| On time appointment very informative and good interpersonal skills  |
| Nurse was very nice   |
| As always I came away feeling reassured !   |
| Running reasonably on time and was very prompt.   |
| Appointment was on time and the GP, as always, was reassuring, thorough and actioned a referral straight away.  |

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| Mark was patient, understanding and pleasant  |
| Wonderful nurse, made me feel really at ease. Very informative and also kind!   |
| Excellent practice - warm, clear explanations, relaxed  |
| Always a good service   |
| Boy bled a lot after vaccines - which has never happened before. She did jabs on the top of the thigh rather than the back?! Nurse also wasn't knowledgeable about the vaccines and didn't have answers to my questions |
| Just had bloods n ecg . Dr forgot to say what bloods!   |
| Health care assistant (Louisa) very professional and approachable.  |
| Friendly and efficient  |
| Very helpful, couldn't do enough for me.  |
| Amazing nurse, he listened to everything I had to say. He listened to my concerns was patient with my autistic son. Couldn't fault him, wish we saw him for every appointment. Absolutely amazing                       |
| Nurse changed bandages on legs and was good.  |
| Sam was very confident and knowledgeable. He knew exactly what was wrong and offered solutions.   |
| I was offered a travel appointment at pretty short notice. The nurse was very pleasant, knowledgeable and helpful. Thank you.   |
| No  |
| Great surgery   |
| Dr. Musvibe is one of the best in the practice. She always help. Highly professional.   |
| I was seen promptly, listened to, assessed, examined and diagnosed quickly and sympathetically.   |
| Nurse Penny is excellent and very caring. However, trying to actually get an appointment via reception can be challenging. But very happy with the healthcare provided.   |
| Supportive  |