

FFRIENDS & FAMILY TEST RESULTS FOR FEBRUARY 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:

February 2026				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	196
93%	4%	3%	★★★★☆	37
			★★★☆☆	11
250 Responses/Ratings			★★☆☆☆	4
204 Comments/Feedback Provided			★☆☆☆☆	2
<i>Patients responded online, in paper format and via phone text</i>			☆☆☆☆☆	0

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

204 COMMENTS/FEEDBACK PROVIDED

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.
Suportive
Friendly Ness, excellent customer service .
Jasmine was very upbeat and informative an efficient and pleasant young lady.
Jasmine, our nurse was very personable, professional and thorough in telling us what would happen and why, talking through the process and delivering great service. She was an absolute star and so reassuring
All staff very friendly and helpful

They are good at their jobs
Good experience all round, Rachael was very apologetic for running behind and very efficient during the apt
As usual. many thanks
Nurse was fantastic
See earlier than my appointment and was very happy with the doctor.
Asked for appointment and got in same day
Nursing staff very good and kind
On time, stitches removed no problem pleasant nurse 100 percent happy. (for a change)
The nurse was efficient
Nurse was caring and kind thought out consultation .
A very caring medic
Nurse was friendly and attentive, check in was quick and easy, and appointment was on time
Seen on time, nurse excellent, very helpful.
Time of appointment was kept too, the nurse was thorough with her questions, polite and caring during my appointment.
Staff was friendly and arranged meeting timely and efficiently
Dr was very informative ..upbeat..friendly
3 weeks after my app the meds no longer seem to be working,possibly due to medication being reduced from 6 day to 4 a day have been near calling ambulance twice in last 7 days
Spoke with Richard who was very thorough and detailed about his explanations. It was a very positive interaction and was a nice experience. I left the appointment feeling heard.
The appointment was very useful to discuss what has been happening, the support I was given was very comprehensive and I would recommend the mental health service at Lakenham to anyone who needed it!
Had my injections with plenty of information about the items
Speedy, polite & knowledgeable service.
On time , greeted warmly and felt completely at ease .
Was seen quite quickly.
Everything about my appointment was excellent. It was easy to make, the waiting room was warm and comfortable and the nurse was fantastic. Shexwaa friendly, sensitive and informative. I could not have asked for better.
The appointment was on time, the clinician was friendly, polite, and efficient.
Very good and helpful service. Very friendly.
Lovely friendly nurse.
As bad experience previous, sat for 1 hour , asked receptionist was there a problem, to be told I hadn't booked in, which I had, so consequently told I couldn't be seen, and to ring again in morning , which I wasn't prepared to do. Later in the day a message came up, saying as you hadn't come for the appointment, would I like to make another one. Still very angry I telephoned the reception to explain the situation, she apologised (not her fault) and said would I like to make an appointment, which I did but had to wait another week .
Appointment on time a pleasant practise nurse put you at ease and everything brill
Such a lovely caring doctor as alwaysx
Very helpful & caring.. referred to general surgery but i need at N&N & when chose them .. ' No appointments available!!' So....?
Very helpfu& caring but when I chose N&N for my referral reply was 'no appointments '!I need close as possible. So not happy. John Peart
Swift appointment, excellent as always
Lovely staff
Nurse really considerate
Swift courteous service by sam
The doctor listened.and had good communication
I turned up on time didn't have to wait to see. the nurse she examined. me was very Curtis to me I was in and out in no time no waiting around
I was very satisfied with the outcome
I was given good advice on how to work on my knees

I had a 16:30 appointment I turned up 10 minutes early and was seen immediately. I was checked for 3 issues, referred for the first, booked an ecg for the second, told to monitor the third and come back if the problem continued. I left the surgery before the time of the appointment!
Treated with respect and understanding of disability. A good consultation.
Used the doctor's for a few years can not find fault and nursing very good
Doctor listen at me and gave time so I won't worry so much
Very quick to respond to me with appointment
Penny was amazing on explaining and following up
I've always found Lakenham surgery to have a very calming atmosphere and very helpful and kind staff
Very well looked after thank you as always
It's hard for me to ask for help. But I feel that I need help, that's why I went to the hospital. I took a test that the hospital sent me so that the specialist could understand how exactly I could be helped. I waited a month to meet with the doctor, reassuring myself every day that everything would get better soon. We met for exactly 2 minutes. The doctor asked me to sit down and stood above me, creating incredible pressure. As if I were a small, barely noticeable detail in the office. He asked me why I came and what I wanted from him. But I took the test specifically to simplify this communication! He asked me if this could help me, but if I knew the answer, I wouldn't have turned to specialists... He asked me if I wanted to commit suicide. I said no. He said: okay, but if you want to, call 111. Seriously?! I was shocked by this! Believe me, if I want to do something bad to myself, it will be my conscious decision and I will not call anywhere. I need help now, when the state of constant depression has not yet completely broken me. I cried almost the whole day after those 2 minutes with the doctor. Unfortunately, this is not the result I was hoping for
The nurse put me at ease and took the time to ask me about my general health as well as administering my B12 injection.
No. I've assessed as such. That is all.
I gave this answer because I missed my recent appointment
My doctor listened to all my questions in a solid way
Dr Phipp questioned me thoroughly and examined my hip and knee to try to identify the cause of the discomfort and pain I've been feeling since I injured myself. Ultimately, he wasn't sure, and referred me to one of the practice physiotherapists. I felt a bit guilty that I may have taken an appointment from another patient with greater need; my symptoms were not as strong as they have been recently, but after 7 weeks, I have been feeling anxious about longer term deterioration, and want to try to safely do all I can to keep fit and mobile.
My appointment was on time, the doctor was very professional but friendly which when your ill is what you want.
The issue was dealt with quickly and efficiently
Friendly and helpful staff
The doctor I saw was so understanding and brilliant put my mind at rest.
I found out things I wanted to know
Nurse was excellent and friendly making it a positive experience
Because I managed to book an appointment with a doctor
Dr Bendi is brilliant. She did a thorough investigation and I left feeling like my health is being taken seriously.
I would like to see my owner but find it difficult to get an appointment 😞
I had a good visit with nurse Rachel she checked my legs with care and gave me good news. They have healed nicely.
Claire has always been extremely kind & supportive
My appointment was on time, the nurse was lovely Thank you
Short wait then my diagnosis was dealt with efficiently and a referral was sent
Nurse Rachel made us immediately feel safe and comfortable. She gave us the information we needed and answered my questions and was very kind to my daughter Charis.
Lack of understanding how neurodiversity affects decision making, planning and behaviours. Also that often we have more than one condition at a time but specialists only see their specialism not the holistic nature of the mind body. Often set measurable goals not easy for all.
The Lakenham Surgery team are so caring and supportive to patients , I saw Jeanette yesterday she is excellent at her job and so are the receptionist.
Calm environment and very nice staff
I liked how the appointment went.
The appointment did what I expected. The nurse was friendly

Service with a smile.....all very efficient and smooth. Well done.
The physio who helped me was very kind, it was a comfortable environment and I got the information I wanted out of the appointment
Because they were understanding
doc listened to me and did a thorough job, (he went well beyond the minimum) . the support staff were great, as well as the other dept.s . BRILLIANT !! TOP class service . :)
Always helpfullx
No waiting time and seen promptly.
The doctor was very good
New Doctor,thought I would have to explain all,wasthe best experience Ive had in long time in surgery,cant emphasize enough how pleased I was10/10....her diagnosis is already showing results of whst could have been serious for myself
Easy to make the appointment and very attentive treatment from the GP.
Doctor listened well and understood. Appointment began on time. I felt like I was taken seriously.
The doctor was running late and I didn't feel i had her full attention
I was impressed by the doctors clear actions and good communication skills
A sympathetic and thorough investigation
Just very good Rachael was very professional and very helpful
Very good communication skills, smiley, warm
Dr BENDI understood my issue and was very proactive in try to resolve it. Booking an MRI and physio appointment. A great experience.
Nothing was too much trouble the nurse was very efficient as was the doctor. Excellent service.
Nurse very helpful and positive
Because I felt that the dr cared and treated me with respect
Unable to book a visit to doctor
Very helpful and good advice given
The doctor was very attentive and pleasant and organised the appropriate tests.
Didn't have to wait long and the very nice Nurse taking my Blood was excellent
Physio was very informative
The doctor I saw was gentle and kind and referred me to the NNUH
Everything was done efficiently
The doctor didn't check basics like, BP, sats or listen to my chest when my symptoms suggest possible chest infection. The Dr didn't ask what else could be going on in my life make me so rundown and unwell. The GP asks what I wanted and when I said a blood test asked what different vitamins etc did I want to test for! I'm not the Dr. the Dr should know what to do not me. Disappointing and will not book with this Dr again.
The physiotherapist asked a lot of questions and had me do some stretches plus gave me some exercises to do at home.He diagnosed a muscle strain which was within his remit.
Did not have to wait too long.
I was seen by a doctor and not just a call
Same day appointment and follow up physiotherapy appointment the same week in the surgery.
Dr Phipp was very thorough and helpful, which I found reassuring and positive. He also made a follow-up appointment after tests.
Sam the physiotherapist was very knowledgeable and was able to give me exercises to help improve my condition.
Penny was very helpful and kind
Seen on time staff totally put me at ease
Excellent....wasl made to feel very comfortable
Nurse was nice and friendly and got into my appointment early. Excellent service by who I saw.
The nurse was very polite and caring and I didn't feel a thing.
All my questions answered
I saw the respiratory nurse as I was bringing up phlegm she checked my blood pressure and oxygen. Then asked doctor to check my lungs slight crackle was found antibiotics prescribed.
The counsellor is very good knowledgeable and helpful
My nurse is very caring

I was seen on time and the practitioner carrying out the routine blood test explained the procedure clearly and efficiently.
My dad said the nurse was very nice, friendly and he didn't feel the blood test. Thank you
Prompt and efficient.Thsnk you
Nurse Jasmine was very caring and was very pleased with the healing of my legs.
Polite and professional doctor who listened to my problems. Explained diagnosis and treatment. I was very reassured after the appointment. Thank you.
Visit went well all questions answered.
Knowledgeable staff who took time to explain questions asked
Smooth booking process from online request, friendly reception staff during the visit and Dr Musvibe was brilliant as always. She listened to my concerns and was very supportive.
Because there were no problems whatsoever and the nurses were excellent.
Very professional, great service and good experience overall
We had a conversation and I was listened to and did not feel hurried.
I find when I ring for an appointment some of your receptionists are very rude and abrupt with meof your receptionists are very rude and abrupt
Appointment went well and ran on time
The nurse who saw me was very friendly and put me at ease
It was very helpful.
Normal
Very efficient but unhurried and informative....appointment
Always satisfied with the treatment at the surgery
There was a delay for appointment as the computer system was causing trouble.
Partially lip read, spoke quick, phoned reception, she filled in the blanks
Seen on time and receptionist and nurse were very helpful as always
The physio is helping me
I need to come back for another appointment
I saw a trainee who was very good actually.She explained everything as she was going along as well.She knew what she was doing and I was very impressed.Well done.
Appointment took place about 10-15 mins after scheduled time for no apparent reason
It was productive and I felt a good relationship was forming.
Quick and friendly
Friendly Dr. On time.
Richard was very informative.
Best surgery in the city
it was quick she had my blood sample taken with no problem. well done nurse
This was the most thorough examination
I was late, so I had to re-book
The Nurse was extremely thorough and pleasant x thankyou
Because it means what I said
Easy access. Beautifully clean. Pleasant atmosphere. Prompt appointment. Cheerful, caring and careful nurse. Painless injection.
Pleasant surroundings, easy parking, cheerful and very clean, quiet, efficient atmosphere, kind, careful and caring nurse
So hard to try & get a doctors appt
So hard to see a doctor recently.
Jasmine was very friendly and helpful
Nurse trying to help me .. with diabetes and weight
Jasmine was very nice and put me at my ease when I had my blood test. I also didn't have to wait too long before being called in.
As always very professional
The service is always good with friendly helpful staff and doctors.
All staff very helpful, polite and puts you at ease
Nurse was friendly kind ,explained, about the injection,and future injection.

The doctor was very helpful with getting me help for my son xx
Because everything was explained to me
Efficient, bright and cheerful
The nurse, Rachel, was so friendly, she apologised straight away for keeping me waiting and put me at ease throughout the appointment.
Nurse Jasmine got my blood straight away.
It was good
Called just after 8 - was in queue but choose option for callback and received call within 30 mins - excellent. Explained why I needed appointment, your colleague was empathetic, engaging and friendly - got an appointment for 4pm same day. Saw Dr Musvibe (wonderful person!) I felt listened too, understood and left feeling less worried and very supported by the follow up initiatives (referrals, etc). I feel so fortunate to be a patient of Lakenham Surgery ALL the staff are lovely, friendly and engaging - I am a huge supporter of the NHS, it is so precious and we are so fortunate that we still have it. Thank you to all!
Professional and punctual
Treated me very well
Treated me very well
Treated me very well
Nurse was excellent
I was looked after by a very helpful and courteous nurse who couldn't do more for me.
Carolne the nurse was very helpful and treated Mrs Roe with great respect the visit was very informative and we were happy that you could explain fully to Mrs Roe
I have. Not been to the surgery for a long time however I have found. The
I. have not been to the surgery in a long time however I have. Always found the Receptionists extremely helpful and kind Thanks .
Treated me very well
Faultless
I was seen on time, the doctor listened to my concerns and the feedback/advice given was clear and I feel confident about what I need to do and feel that I can contact the surgery again if the condition does not improve as expected.
The surgery staff are kind and helpful, the doctors are good, they listen to you and especially if you have worries, and they care
Reception staff very helpful, doctor listened and showed empathy
I saw Rachel concerning a very uncomfortable wound from a lesion removal at NN Hospital a week previously. Rachel confirmed my suspicions of why it was so particularly uncomfortable and sorted it out. She was kind, caring, practical and reassuring
Not kept waiting, greeted by practitioner and assessment carried out efficiently. I'm also impressed that the results of tests were sent to my phone later that day. Many thanks.
On time and useful information.
I had text reminders so that I wouldn't forget.
Would not expect anything else
Followed up on referral and doctor Phipp gave me print out of test result
I was actually there early and went straight in, had blood test and out again. All very efficient!
Professional and courteous
She was kind, sympathetic and listened
Proposed blood test at the end of March! What kind of sense is that, when you need to check potential illness today?
Dr Bendi was very good she listened to me and prescribed I for
The doctors at Lakenham Surgery are very understanding, they listen to concerns, and especially doctor Musvibe, she is brilliant, kind and caring!!