

FFRIENDS & FAMILY TEST RESULTS FOR MARCH 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:

March 2026			The Numbers	
			Rating	Totals per rating
			Recommended	Neither/Don't Know
96%	1%	3%	★★★★☆	28
			★★★☆☆	1
228 Responses/Ratings			★★☆☆☆	3
200 Comments/Feedback Provided			★☆☆☆☆	6
<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:

200 COMMENTS/FEEDBACK PROVIDED

Receptionist very helpful. Dr Prabu excellent

My problem was dealt with quickly and efficiently

The doctor was very good and professional but it took 5 months of calling everyday with no booking so had to book a prearranged booking and had to wait another 6 weeks on top to get that appointment for a cancer check on a lump found

Always the best care provided.

Lovely, approachable GP

My health problem was understood and advice offered,

I was treated with respect and looked after

On time, very detailed consultation

Efficient and helpful service

Efficient and informative

Louisa is excellent,she takes time with you and listens,a very professional lady
Very helpful and understood my problems
The reception staff are always great. But I've dealt with Dr Bendi several times now, and am shocked at how she interacts with patients. I also have several friends at the same Surgery who have experienced the same thing - one of them I didn't even give the name! I just said how awful the conversations had been with my doctor, and they 'you must be talking about Dr Bendi'!! I have no faith in her. I've had to chase multiple test results, and the reception staff and nurses just tell me 'oh yes, we've received the results, but the Dr hasn't checked them yet. Really? For days?? Especially someone who is being medicated for ANXIETY and will of course be checking the damn app 20 times a day. Awful experience. I hope I can get through this patch of illness, and then I will be moving to a different surgery, and will recommend my friends do so too. Happy to discuss further.
The nurse taking my blood was so lovely. And the reception staff were helpful as always. It was a much needed positive interaction after many awful ones over the last 3+ months
Given same day appt promptly, saw requested GP who was v thorough. Helpful, friendly reception staff. Thank you
Just take painkillers
Dr Prabhu was efficient and friendly
Was on time ,very polite
I was seen promptly and given my injection.
I'm very happy with lady she very helpful to me and very friendly,respectful lady,,, not first time I meet her and she is very nice,helpful person,, thank you ❤️❤️
From the receptionist and the medical team, so helpful, too friendly
I went in early talked over a review of pills, dr was very friendly.
Staff were kind and appointment was on time and punctual.
Great practitioner who was friendly and went above and beyond
Friendly helpful staff
Always get an appointment on the day ,friendly ,good communication
dr phipp is an excellent doctor
I was sent at exactly the time of my appointment
I gave that answer because I was very satisfied with my treatment.
Managed to get an appointment 🙏
All in place. Efficient
The Welcoming way you are received at reception abd the following appointments are always informative and professional
Very welcome in. always got time to listen, very efficient
It was easy to get a same day appt, th receptionist was pleasant and helpful and the dr was very helpful and informative.
The process I had to go through to get the appointment felt particularly uncaring and I had to wait three weeks of worry to see a doctor.
Nice man and helpful
On time. Took time to go through and fully explain test results.
The doctor was very efficient and very helpful. It is solving my malady, hopefully.
Very understanding and helpful with my questions and supportive of my agreed treatment.
I was seen very promptly, and treated with care and courtesy, the nurse seemed interested in me as a person rather than simply a patient.
Very quick and on time and friendly thank you
Appointment 10 minutes late - 09:10 appointment for blood sample.
He listened and took action
Because it was good! Helpful, professional, considerate and kind
Very good
Very good
I think that if I phoned at nine I would expect to see a doctor sooner than three forty five in the afternoon
Sarah is absolutely brilliant. Every time I've seen her, she's been so supportive, knowledgeable and understanding. She's been a key part of our postpartum journey, and I'm so grateful to her. We've had a very mixed experience at this GP - mostly negative I'm afraid to say. But Sarah has been the saving grace and I really want someone there to know that!
Friendly and helpful staff

Appointment on time Nurse very good.
Quick, slick and very professional
Always professional and considerate.
Sarah was very good with my ECG and blood tests and put me at ease throughout.
The appointment was on time. I was listened to and prescribed something to cure the problem.
Prompt timely call.
On time.Good communication.
If this was for taking blood samples..your nurse was excellent & very caring whilst taking samples etc..thankyou
I never have any issues
Reception staff and Dr Musvibe are great - friendly, compassionate and thorough.
In and out before my actual appointment time!!
Didn't have to wait, was seen straight away and Nurse was ver efficient.
I was seen on time with a lovely nurse she explained why I had been called in for a diabetic test .all very patient
It was quick and on-ttime
10/03/26 at 3:50 pm I was on the Blood test with Nurse Jasmine she did it perfectly and painlessly. Im very happy 😊
I was listened to with empathy and reassurance
I was given an appointment on the same day and was treated very well by the doctor.
Great service as always
Because u put the right person on what I needed
My experience and interaction found all staff at the surgery to be friendly and responsive. Effective and efficient
The doctor listened to me and make me felt heard and helped me greatly by giving me a sick note and advising me on how to manage my stress and back pain
Sensible questioning, observation and evaluation of my problem of my proble.
Confirmed all of previous meetings and referred me to orthopaedics
Kindness and understanding
It was speedy and effective
The staff and doctors are very caring
I have always been treated as an individual and had my concerns listened to seriously. The doctor spoke to me in a natural way which you can understand, not technical terms.! This surgery is extremely good.
Amazing staff
Dr Phipp was very helpful and patient.
Because Richard was both professional and friendly. He had taken the trouble to review my issues before we met, and was then very clear about how I should manage the dressing changes until the next appointment.
Very helpful and efficient service
Helpful , prompt , organised and follow issues up .
Delta with my knee problem explained what needed to do to do
On time , informative and friendly.
Very nice nurse and receptionist
They are always very helpful
The nurse I see is excellent at her job very friendly and takes real care with my injection
Dr very through
Felt listened to and understood
Professional, easy to comcommunicate with medical staff, doctors are 5 star plus, reception staff fabulous, helpful and accommadating.
Because the nurse was very good and understanding
Dr Prabhu was 15 mins late even though I was the first appointment of the day. Proceeded to ask me things he would have known if hed taken 2 minutes to look at my notes and I had to ask lots of questions to ascertain what would happen next instead of him informing me. Not very good.
Great nurse
On time, easy to book, given clear advice, no rush.

Good quick service enough information
Doctor was very efficient and made sure I would be ok
Seen on time, nurse very helpful, kind and has real empathy.
Friendly staff member and seen on time
The Nurse I saw was exceptionally kind
Very good
She was very good and sorted out our problems
Very efficient and friendly service
Because I felt listened to and there was a two way discussion to make sure we both understood what each was saying
Fast friendly and efficient.
The counsellor is very knowledgeable
Everything ran smoothly, appointment was on time, nurse was lovely
Looked after very well by Jasmin for my annual diabetes review.
Service/care as good as could be
My appointment was changed to a telephone call due to the nurse being ill
I was seen in good time and dealt with a caring and kind manner
Ticked all the boxes.
Jasmine was very informative and I barely felt my blood test she was so kind and friendly
Excellent consultation and great advice. Just waiting for medication to get started on my long term condition.
Dr Bendi was very helpful
Prompt & efficient
The physio took the time to take a history, do a physical examination and give treatment advice. I felt listened to. He had a very good bedside manner
The nurse was very nice and very kind
I got the answers I wanted to hear
Not in queue longer than 30 minutes and gained a same day appointment
The nurse was efficient and friendly and caring
What's a fantastic lady she is very polite professional and well worth having more of her in gp
Arrived early, sat for around 10 seconds before being called in. Doctor was very happy. Got everything sorted
I had a brilliant Doctor.
Dr Musvibe is excellent, she really listens and understands what is needed
Excellent service as always
The service is very nice and friendly.
Good service
Didn't have to wait long and all my questions were answered everything explained ok.
Lovely professional nurse
Exceptional polite and professional service from a lovely friendly nurse. Spoken to as a real person not just a "number or who's next". Lakenham surgery is always friendly and professional.
Sarah was very professional, kind, and reassuring, making the whole experience comfortable and smooth.
Because it was good.
Richard is so very good helping me with my diabetes
Very helpful advice
The nurse I saw, Sarah was very kind and caring and explained what the procedure was to put me at ease
They were helpful and understanding. Very efficient
Physio was very informative
Really excellent and empathetic discussion and explanation of injury and treatment plan
Physio was thorough, efficient, and empathetic.
It was on time and the person I saw was very helpful
Professional, great communicator and empathetic
Felt listened to and understood

The nurse I saw who did my blood test was efficient, friendly and polite. The appointment was also on time.
The nurse I saw was very friendly and carried out my blood tests came painlessly. Thank you very much!
Everyone very nice and helpful.
I got the result I needed
It was fast, well done, and friendly
Quick and efficient appointment. However it could of been done over the phone and i wouldnt have had to pay for additional childcare for a 3 minute appointment.
The doctor was well preparel and answered my questions satisfactorily
dr phipp is an excellent doctor, he listens and has an exceptional manner
dr phipp is an excellent doctor, he listens and has an exceptional manner
Seen promptly
Dealt with very professionally
excellent doctor phipp
Friendly polite knowledgeable staff
Thorough consultation with alternative treatment option to suit my personal preference
Short waiting time and nurse Jasmine was first class in removing my six stitches
I was seen on time ,n was examimend very good ,and doctor very polite and explakned thkngs the way i understood
THE NURSE WAS GREAT
Got appointment on day. Reacted to my problem and got X-ray same day at N&NUH
Nurse lovely put me at ease
The nurse Jasmin, was excellant and professional.
Friendly Doctor and prescribed me what I needed.
Very professional indeed and caring!
I made a gp appt to follow up after recovering ga letter from the Norfolk & Norwich. They noticed abnormalities on a chest x Ray & asked me to go back to gave a ct scan. I had this done. & they had written to me & my Gp raising two concerns. Mild coronary artery calcification. & possible osteoporosis. The gp seemed to brush both off. He asked if I'd had chest pains. I said I had have. & mentioned this to a practice nurse on a visit to them., before I'd had the scan results back. & then reluctantly said ok book for a ecg. But did nothing about looking into possible osteoporosis & dismissed this. My concerns are if a hospital raise these issues it should be for my gp surgery to follow both up as requested. Just seems like GP's don't have enough time to go through patients noteds or concer even when hospital asked for this to be done.ns
On time and very pleasant and reassuring
Informative and approachable
Mark was easy to talk with, listened and examined well.
I came in to have a chat with the GP regarding my mental health, it didnt feel like a conversation and I felt I was being rushed out, I felt I wasn't heard enough. The mental health nurse I had a consultation almost a month ago she was fantastic asking me questions and different things. I do believe it should be the same by a GP especially when they have the power to give medication to people, they should be more invested in their symptoms and everyday struggles in order to ascertain the situation. My previous surgery when the GP doctor was calling me there were a lot of questions and it was a proper conversation.
Dr Bendi quickly and efficiently dealt with my problem and cross referenced my current medications to make sure that there was no conflict with the medication she prescribed. Also she ordered a blood test for future reference.
Brilliant nurse, put me at ease for cervical smear. Did not hurt. Friendly and helpful.. Appointment
I thought the person on reception was quite rude
Thoughtfull and kind
Friendly staff
Doc listened and advised. Given time to discuss.
Satisfactory appointment
Very professional and good communication
Professional. Helpful
Professional. Helpful

Practice nurse was efficient knowledgeable helpful listened & friendly.
Im happy see nurse help my arm blood test . My friend Suzie PA help me I wait heard my blood test . Let me know . Thanks Lesley Frost
The doctor was very polite and explained everything to me and I am very happy
There was an emergency at the surgery & everyone was Helpful in enabling me to have my appointment
Great nursing staff
Appointment to see the doctor the same day and the appointment was actually on time. Fast and efficient I would say.
Thank you.
Appointment on time and blood test tsken very smoothly
Pleasant and considered consultation
Friendly, professional as always, just great as always!
As always I was dealt what th most efficiently and with compassion
DR Musvibe was thorough but most importantly listened and ordered blood tests. Before when I have raised the same issue it's always been put down to tiredness of being carer
Good timing for appointment Very friendly Thank you
Very pleasant consultation with doctor. Met all my needs and concerns.
I must stress that the nurse that I saw was absolutely fantastic such a lovely friendly lady, but as always, the receptionists are very cold unwelcoming and very rude. It always feels like you're an inconvenience to them. They are very unpleasant to speak to and it makes go into the Doctors even more of a anxious experience.
I was seen on time, the nurse who drew blood was efficient and friendly.
No complaints Doctor was very helpful even though I kept him waiting as I was running lateh I kept
Practise nurse was very helpful
The nurse listened to me and explained the blood test that had been abnormal and is following it up with further tests
Prompt, friendly
I was dealt with very professionally.
all of queries were answered in a straightforward way