

## FRIENDS & FAMILY TEST RESULTS FOR FEBRUARY 2021

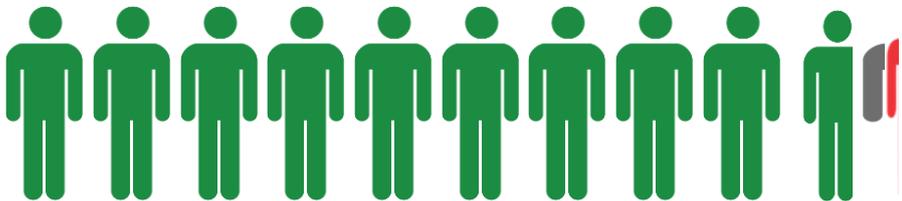
### QUESTION ASKED:

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 2021  |                    |                 |       |             |                   |
|--|--------------------|-----------------|-------|-------------|-------------------|
|  |                    |                 |       | The Numbers |                   |
|  |                    |                 |       | Rating      | Totals per rating |
| Recommended  | Neither/Don't Know | Not Recommended | ★★★★★ | 161         |                   |
| 97%  | 2%                 | 1%              | ★★★★☆ | 16          |                   |
|  |                    |                 | ★★★☆☆ | 4           |                   |
|  |                    |                 | ★★☆☆☆ | 1           |                   |
| 182 Responses/Ratings  |                    |                 | ★☆☆☆☆ | 0           |                   |
| 115 Comments/Feedback Provided   |                    |                 | ☆☆☆☆☆ | 1           |                   |
| <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:

| 115 REASONS/COMMENTS PROVIDED   |
|---|
| Efficient professional friendly   |
| Didn't have to wait long before seeing nurse and efficient reception staff  |
| Because you asked for a reply and I am a man of few words   |
| I received a call back the same day. Discussed issues with Dr and invited to attend the surgery same day. Dr explained everything clearly and tests arranged. |
| In spite of the inevitable disruption of Covid, the staff were as kind and efficient as ever.   |
| I was very pleased with how it was organised  |
| Service was superb! Staff really friendly.  |
| The doctor was very informative and helpful. I came away from the surgery feeling much relieved. It was an excellent appointment.                             |
| The staff r really kind n caring, make u feel safe.   |
| Very efficient and safe appointment.  |
| Caring made to feel at ease and pain free   |

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| Well organised.....punctual and good conclusion  |
| Because it was simple and unobtrusive and peaceful.  |
| "Quick response to online request for an appointment.  |
| Very happy with service at the surgery when I was seen.  |
| Many thanks."  |
| Staff very kind and very helpful. Service quick and efficient.   |
| Kind helpful warm-hearted efficient staff.   |
| Great service and was listened to. Great to see Dr and staff I have not seen for a long time   |
| Very good service & kept me informed   |
| The nurse who gave me an ECG was very good and explained what she was doing and why she was doing it   |
| I then went in to see the doctor and he explained further  |
| Always polite cheerful and help in any way they can even in these uncertain times  |
| I felt safe, and Doctor Bendi was very helpful.  |
| Because nurse Caroline was very professional, kind, and made me feel very comfortable  |
| Professionalism of staff and doctors   |
| Always good  |
| It was adequate  |
| Only dropped off sample.   |
| The nurse was very professional  |
| Friendly staff very efficient appointment went ahead later than booked but apologies made and all was fine in the end                                    |
| Treated with respect and professionalism.  |
| Because everyone is friendly and I always enjoy seeing Dr Musvibe.   |
| Efficient staff friendly helpful   |
| Because the lady I see today was nice n kind while my son had his injections   |
| Nurse was 25 minutes late very abrupt and not very friendly and only place to put my clothes was on the floor  |
| I was able to get a face to face appointment. The GP was professional and took action effectively.   |
| As Normal, polite quick clean and very efficient   |
| Felt safe. Excellent, friendly staff at reception and personable doctor.   |
| You all way fit me in and staff very polite  |
| Doctor Maureen is a very understanding and brilliant GP  |
| I felt very safe and all staff were very helpful   |
| "Prompt booking date with doctor once asked for.   |
| Good reception: Covid rules  |
| Quickly seen by doctor"  |
| Really quick appointment and absolutely brilliant and lovely nurse but the front door entry process leaves people waiting outside and feels a bit clunky |
| Was seen at short notice and was dealt with very well  |
| All very good, no complaints, I just don't like blood tests.   |
| It's been my surgery since I was born. Always happy to come  |
| On time, sympathetic, efficient, and fully Covid compliant.  |
| My nurse was very lovely, made me feel extremely comfortable. I have never seen her before but she was the best nurse I have had.                        |
| Helpful. Efficient. Friendly.  |
| Your receptionist dealt very effectively with my query re my second Covid vaccination at lion wood medical centre  |
| Because you are so helpful   |
| Staff were very courteous and helpful. Covid control was very efficient and my appointment was right on time. I felt comfortable and relaxed.            |
| Great service from start to finish. Caring surgery   |

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| I was nervous and everyone was calm, professional, sensitive, kind and helpful.   |
| Quick appointment, felt Covid safe  |
| "The receptionist was very professional   |
| Also the nurse explained everything about blood pressure"   |
| Efficient and friendly.   |
| No long wait everyone professional and polite   |
| Very good treatment   |
| Fast, efficient and friendly as always  |
| The appointment was on time [10am], the blood pressure reading was taken [2 x each arm, manual and automatic], and out by 10.09am]. Perfect.                    |
| Because I appreciate your surgery and all you do.   |
| The appointment was well run without any delays or problems   |
| Receptionist and doctor very, very helpful. They liaise with the pharmacists and district nurses to get me the best help for my husband as quickly as possible. |
| Well organised, thorough & friendly - as usual! Thank you   |
| Very Covid safe. Appointment was on time. Quick and efficient.  |
| Dr Munn fantastic.  |
| Well organised safe practice, receptionists very polite, short waiting time to see Dr, prompt time keeping, very happy with the service provided.               |
| Been with Lakenham surgery all my life. Had no problems apart from one.   |
| Because I was seen as soon as I got in  |
| Nurse gave some great tips  |
| Straightforward system, friendly staff, Covid secure  |
| Following my online request I received a quick response from Dr Munn and appt the same day. Good safety measures in place within surgery.                       |
| Very welcome and helpful thank you  |
| The staff were polite.  |
| Hats off to everyone at the surgery for working through this THANK YOU!! Very good service - one suggestion would be around the entry/exit procedure.           |
| Very well looked after, efficient and prompt  |
| Good service, helpful and felt Covid safe.  |
| Very efficient system and had a very nice and calming nurse called Katie (I think?) good COVID procedures in place and felt comfortable                         |
| You exceeded my expectations.   |
| Receptionist polite, appointment (almost) on time, and the nurse was very helpful.  |
| Swift, friendly and professional  |
| I was on time. I know you can't predict how long consultations may be. I would have liked to have known that there were people before me. I could have w        |
| I was treated very well and the nurse was very helpful  |
| Clean, efficient, professional exactly as it should be.   |
| As always a very good service and care  |
| Because staff were very helpful, and social distancing in place.  |
| Very quick responses and received an appointment the next day. Everything explained well and prescription sent out quickly.                                     |
| Appointment on time, nurse soon put me at ease as feeling very poorly 10 out of 10. Couldn't fault anything as usual.   |
| Very efficient, on time, nurse was put me at ease and gave me all the information I needed.   |
| It was a very pleasant experience. The nurse was wonderful. Put me at ease straightaway. Thank you  |
| Very helpful and friendly staff.  |
| Staff were enforcing COVID guidelines when a member of the public didn't want to  |
| Because the surgery has always remained helpful and open unlike many others who cannot get seen   |

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| Felt totally safe and all the staff were professional and friendly :)   |
| I needed a blood test and to save me another visit it was done there and then..   |
| A safety improvement would be a separate exit from the entrance.  |
| Quick welcoming and efficient   |
| Efficient and friendly  |
| First visit under Covid rules. Instructions from reception followed smoothly, appointment with nurse went well and she helped with couple of questions.     |
| Friendly  |
| Quick response, helpful and knowledgeable GP. Thank you!  |
| Very efficient and extremely good with a difficult extraction of bloods thank you   |
| It required a second attempt, to take blood this morning  |
| Staff were pleasant and friendly. Appt on time. HCA was efficient   |
| Excellent prompt friendly visit   |
| Everyone in this surgery is very friendly and caring. And very competent. thank you for all your help   |
| Friendly efficient welcome, and on time appointment.  |
| A very professional approach to the patient. I feel like I'm in good hands. Empathy, patience, professionalism.   |
| I've been with the surgery since 1977. I have always had good treatment from doctors and nurses.  |
| Had to wait 15 mins to have bloods taken  |
| It was quick and easy   |
| Efficient and safe environment  |
| The nurse who I saw done a good job and she was helpful telling me about the vaccine  |
| Efficient, caring help as always, thanx   |
| Well i am deaf, and they really looked after me!!   |
| Dr Munn saw me promptly.  |
| I am assuming that this is in relation to my appointment for the Covid jab. Very efficient service from start to finish and staff very pleasant and helpful |
| Always friendly, ability to get appointment and flexibility for phone appointment.  |
| Had to wait longer than usual to be seen (25-30mins), otherwise would be 1.   |