

FRIENDS & FAMILY TEST RESULTS FOR DECEMBER 2023


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 2023				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	143
95%	2%	3%	★★★★☆	16
			★★★☆☆	4
168 Responses/Ratings			★★☆☆☆	2
146 Comments/Feedback Provided			★☆☆☆☆	3
<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:

146 REASONS/COMMENTS PROVIDED
My appointment was on time and all staff where very polite, very helpful and very professional
I was treated with respect and my problem explained to me. Very pleasant person.
Reception was good, doctor was brief but understanding and, hopefully sorted my problem
Appointing time. Receptionist friendly & helpful. Nurse welcoming & friendly. Put me at ease.
I was seen quickly and efficiently, I hardly felt the needle go in for the blood test.
The doctor was very professional, understanding and kind.
Friendly and efficient staff who saw me on time.
I was attended to even before my appointed time, it was quick and easy I feel so happy
Rang for appointment got one very quick. Went in on time and happy with the feed back I got
Just a very small thing there was no hand gel in any of the three dispensers I tried
Dr Emore focused on slow IT system than patient
My appointment was on time and all staff where very polite, very helpful and very professional
I was treated with respect and my problem explained to me. Very pleasant person.

Reception was good, doctor was brief but understanding and, hopefully sorted my problem
Appointing time. Receptionist friendly & helpful. Nurse welcoming & friendly. Put me at ease.
I was seen quickly and efficiently, I hardly felt the needle go in for the blood test.
The doctor was very professional, understanding and kind.
Friendly and efficient staff who saw me on time.
The attitude of one of the receptionists was so very rude and caused me undue stress and anxiety leaving me in a very bad way. Luckily the reception manager was very kind and able to assist in the matter.
My GP is excellent, she really listens and her advice is always with my wellbeing in mind
The doctor gave no input, or care.
Went well, just could get blood test done, even though appointment was made for same time
Reception staff very good. Friendly and efficient. GP was really pleasant and helpful. Thank you
I was seen on time, listened to and taken seriously resulting in another appointment for tests
Just a slight problem booking an appointment. But once we have seen a doctor or nurse. You have always looked after us very well.
The nurse was professional and pleasant
They gave me a same day appointment, I was examined thoroughly and booked in for further tests
Efficient, helpful and with a delightful manner.
Doctors are amazing, however there is a very rude and abrupt receptionist who never smiles and comes across quite moody and stroppy, other than that a very clean doctors and lovely staff.
Dr Emore as usual listened and did the best he could
They always are very good
Long wait time, but appointment was generally ok
Prompt, friendly, thoughtful, and collaborative GP.
My lift to the surgery fell through so I had to cancel
The doctor was very efficient and thoughtful and made me feel very comfortable.
I like because stuffs of members are so good and friendly,,,,,
Dr listened and was happy to prescribe as I hoped
On time. Did everything I wanted.
I asked for a prescription renewal and got one. Job done.
Really lovely Asthma nurse seeing my daughter today. Felt happy with the visit and feed back. Carolan was great
Appointment was on time. The doctor listened to my concerns. Gave me a professional examination. Did not rush me
Seen promptly, friendly & knowledgeable staff.
The doctor didn't understand me. I asked to make an appointment with a gynecologist back in September. The doctor made an appointment for me to have an ultrasound, but did not make an appointment with a gynecologist. She didn't pay attention to my pr
A kind, helpful nurse put me at ease and started the procedure having explained it in detail. She continued in the same manner and shared the results.
It was positive.
I was crying telling Dr Prabu I've not slept for 2 weeks and I've tried prescription sleeping aids and they no longer work. i also said I suspect I'm in perimenopause and that could be a cause. He said no I'm wrong and would not listen to me.
On time, the nurse was listening and answered all my questions
Went in with concerns about lump in jaw, doctor did not seem interested in diagnosing, questions, or reassurance. Just told me to see a dentist and that was it.
It was time efficient friendly and very helpful
Always see the same lovely Doctor, she has lot of time for you, and is very thorough.
He friendly pleasant encouraging and understanding of me.
Nurse was very helpful and friendly
The doctor was very helpful and explained how to gain relief from the knee pains in my legs. It was very helpful and my Xray appointment at the NnN hospital has arrived. I now await the results of that Xray after I have received it.

Felt listened to and understood concerns about medication.
Just super service.
I was seen at my appointed time and the nurse was very pleasant listen to my concerns and prescribed medication. All good.
Dealt with very politely and efficiently.
Great service provided by great people. Unfortunately appointment was 20 minutes late.
Just delayed by 15 minutes for appointment
Friendly person and I felt listened to
Felt very relaxed not at all rushed. Very friendly receptionist and nurse.
I was late due to xmas traffic. The doctor was wellcoming and did not rush me. She was thorough and caring. Thank you.
Because of the polite and friendly service i received.
Happy with efficiencies of all people I spoke to
I've been at Lakenham surgery for so many years the staff are so helpful and understanding they always do their best to help you with everything you ask of them one of the best surgeries in Norwich
The nurse who took my bloods and gave me a flu jab was such a good nurse. Everyone at the surgery are so professional.
Helpful and useful advice
Receptionist was friendly and clear. Doctor saw me on time (was actually early!) And gave clear and concise instructions to deal with my issue as well as telling me which pharmacies I could go to. 10/10.
Always very helpful staff and Dr today was very good
Doctor was very easy to talk to and listened to me and put my mind at rest
Reception and GP helpful and friendly.
The staff from the doctor, receptionist excellent very helpful very professional and very knowledgeable I give to the Lakenham surgery 10 out of 10 , thank you very much
The nurse was very nice and friendly nice experience
Helpful staff, easy access with buggy
Very polite and very efficient person
Kind nurse.
Friendly and helpful staff
Appointment went like a well oil machine, all the staff were very polite. Nurse was very pleasant and knowledgeable and made me feel at ease. Thank you everyone at Lakenham surgery.
Listened, discussed my symptoms with clear explanation.
Very kind considerate lady
Prompt appointment with thorough examination resulting in start of treatment and put on list further investigation .
I could make an appointment and saw a doctor on the same day that I phoned the surgery which I did not expect
I was enabled to discuss and get help with two conditions I have that are affecting my sleep problems and self-administer daily dosages of my current medications.,
The Doctor was brilliant listening to my problem, and arranged a follow up at the hospital.
I was assessed and prescribed medication timely
Always is
Prompt appointment given, saw doctor at prompt time, good treatment.
This was my first visit to the practise. Katie the nurse was just so warm and welcoming and extremely knowledgeable. She took the time to re dress my wound and booked me in for daily dressing changes. I actually feel like she cares.
every one was very nice and polite..
The Doctor was great....got to the problem
Excellent Service The Staff are always very friendly and helpful
The doctor was very understanding helpful and listened to my worries. All the staff in the surgery is exceptional.
Dr was very helpful and informative
I got the appointment time I wanted to see a GP, not waiting on the phone. I was waiting no more than ten minutes in the waiting room and had great care by the GP who made referrals for me and I got the appointments within a short period of time.
Easy to get same day appointment, and GP was informative and has referred me for additional tests

Given this is a long term issue causing pain and affecting my life everyday, I don't feel I was taken seriously. The GP made some jokes about my issues, which is not acceptable and made me feel like he wasn't listening to how debilitating it is.
Appointment on time, nurse polite, efficient, and professional.
Bang on time, no wait. Efficient and friendly nurse.
Was able to get a cancellation appointment on the same day , so was very lucky .
Quick painless and without any issues
I was treated with respect and dignity
I was able to get an appointment the day I called. The doctor was very good when I saw him.
I was treated very promptly. The blood test was taken very efficiently . Lesley who took the blood test was very pleasant and friendly. All in all it was a very good experience.
the nurse is very friendly and made me feel completely relaxed for my blood test
Brilliant surgery, always so helpful and never a problem getting an appointment, especially for children. Medical staff take the time to listen to concerns.
Appointment given on same day as call GP very friendly
Quick / responsive / polite. outstanding support.
I was seen and check very quickly and the dr was good and kind
Prompt apt, on time and a diagnosis I feel is appropriate
On time, quick
Seen on time for appointment and all staff friendly and helpful
I was seen quickly and nurse was excellent
On time. Efficient. Friendly.
Nurse Katie has been very kind & careful in treating my ulcerated toe
Doctor put my mind at rest and helped me
Simple electronic booking point to notify I've arrived Clean waiting room. Friendly staff.
Nurse was very friendly & approachable.
I didn't have to wait too long and the Doctor was fantastic and treated me well and gave me the meds I needed
Got through to reception relatively quickly. Was seen on time and the doctor was just lovely. I also had an enquiry with reception about which was dealt with quickly and kindly :)
Very pleasant and friendly. No concerns whatsoever
GP listened and was very helpful
The lady who saw me was a complete star!
Was satisfied with the service rendered
Good response from Dr Phipp, listened and helpful
The appointment was on time and the nurse was very helpful and friendly providing a comfortable and relaxing environment.
The doctor was so helpful and knowledgeable
The entrance and waiting area were clean and tidy and I was seen by the doctor quickly. The doctor was very helpful.
Was offered cancellation when missed appointment . Thank you!
Punctual, friendly, sensitive and attentive service. The HCA went the extra mile to help
I seen well before my appointed time as I arrived early. I felt cared for and supported.
Superb service, very helpful.
Polite and on time
The nurse was very efficient and done the job accidentally
Phoned at 8:00 seen at 9:15. Given prescription for treatment.
My appointment was on time everyone was so helpful
Very nice doctor precise and quick very friendly
It was quick and efficient. Nurse was very pleasant.
Seen quickly do not too much waiting around. Nice friendly staff

Excellent nurse, answered all my questions and was very informative
Sent message via website form. Called back within minutes by Andrea. Offered appointment same day. Welcome by Andrea. Short wait. Dr Emore professional. Sympathetic. Put me at ease. Reassuring. Offered chaperone. I didn't accept. Overall excellent.
The appointment was quick, and the nurse was friendly and polite.
The nurse was sorted my ECG was very professional, but at the same time very professional.
Always pleasant and thorough.
I was looked after well
It was my first visit to the surgery as a new patient. The nurse was very helpful re advise for today and my next appointment
I could not fault nurse Penny she was brilliant
NPA Penny was very efficient welcoming and empathetic.
super quick and easy appointment! thank you to all the staff for all their hard work
Very efficient
Quick and friendly nothing to complain about
Good service right treatment enough time for consultation
Efficient No waiting: seen early!
We have an incredible surgery, the staff and GPS are attentive to the patients. I've been with them 10 years and have almost always had a positive experience.
Doctor was very polite and helpful