

# FRIENDS & FAMILY TEST RESULTS FOR NOVEMBER 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:

November 2023				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	185
<b>97%</b>	<b>2%</b>	<b>1%</b>	★★★★☆	28
			★★★☆☆	3
220 Responses/Ratings			★★☆☆☆	1
187 Comments/Feedback Provided			★☆☆☆☆	2
<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:

187 REASONS/COMMENTS PROVIDED
Very easy to get an appointment. Very good appointment and problem was resolved quickly and efficiently in a friendly manner. Great surgery.
I telephone for an appointment and was given one at exactly the right time for me. The doctor was extremely pleasant and settled my fears.
On time, quickly done, friendly
Although the nurse couldn't get my blood from my arm, this was obtained from the new phlebotomist Just had to wait a bit but today that was not a problem
Nurse was lovely and very professional and did everything I went for
It was a very calm and relaxing experience, this was great for me as I get anxious about trips to the doctors. All staff, the receptionist and the nurse were pleasant and the nurse put me at ease whilst taking my bloods, she was very kind.
I was 2 minutes late arriving, had to check in via reception, no problem. Sat in waiting room and called through to see doctor within another 2 minutes. Very efficient
Very good doctor. Same day appointment. Seen on time
I was seen at appointed time and nurse was friendly and efficient.

Pleasant welcome for me and appointment on time with friendly nurse
Didn't have to wait very long reception very nice and the nurse I saw was lovely thank you
Appointment was on time and nurse was lovely, explaining everything well.
All very good
appointment given when needed, nurse practitioner has good personal skills and is helping solve problem. Good service.
Service the same 5 out of 5
They give a good response and a good communication at any time
The doctor seems to know what the problem was and advised me of the diagnosis
Yeah really help full and nice people there to thanks a lot
Was seen on time very satisfied with treatment from Dr. Musvibe.
Wasn't understanding and took take anything i had to say for consideration. Took too long so it caused unnecessary pain!
Louisa, was very helpful efficient answered all my questions explaining everything & took her time doing my bloods & flu jab. A welcome new member of staff at the surgery. Thank you.
Always good service & friendly staff. Especially the practice nurses
Appointment was basically on time and nurse very professional and knowledgeable
Very kind and reassuring visit
I was seen on time and the nurse (Louisa I think) was really lovely and efficient.
as i saw the doctor today and had some meds i have to see if these works
The receptionist was very helpful and patient. She was very pleasant, and always had a smile on her face.
Very professional and the nurse made you feel so comfortable
Very friendly and pleasant welcoming faces at reception. Always trying their best to accommodate my request. Doctor were very kind to see me despite I well passed my appointment time.
Always friendly staff
Was seen very quick
The staffs are welcoming.
Rebooking easy (injection every 3 months).
Today at 8.00am I phoned for an appointment , I saw the Docter at 9.15am. Excellent service, just what I needed.
The doctors were amazing. Everything was explained to me and were so nice
On time and professional consultation
Did everything myself. How can I mark you if I don't speak to anyone.
Staff are lovely and helpful. Doctors and nurses are also helpful and try to sort any problems
Appointment was quick and doctor was very thorough
Helpful. Listened to what I said. Set out a plan for future.
I can always get an appointment staff really helpful
The nurse was so lovey and sweet
Was in dire need of antibiotics, which seems to be helping
The member of staff gave her full attention to my complicated symptoms and was totally proactive to these.
Because Dr. Musvibe is always very kind and listens empathetically
Happy to help
Very helpful and friendly staff.
I felt the doctor checked me over best he could for the reasons I was there and prescribed the tablets he thinks will help best for now.
As always , Dr Phipp gives me re assurance and great advise. I always feel that I hope I?m never wasting any one?s time and after seeing Dr Phipp I no longer feel that. Thank you.
Doctor was friendly, knowledgeable and attentive.
I arrived 5 minutes to my appointment and was called on time. The doctor was so nice and made me understand why she was doing the test.
Friendly helpful and efficient.
All staff either doctors, nurses or reception staff are always polite and friendly. Great surgery top of the list

Reception staff were lovely and friendly as was the nurse who was very thorough and spent time to explain things to me
Everything was good and the nurses were polite.
Seen quickly, really nice nurse that saw us, really showed care and excellent customer service. Very patient with my son as well
The surgery staff are very helpful and efficient
Two years and nothing done, just a promise
Covered everything needed.
Friendly and quick service
The entire blood drawing process was on time and smooth
Quick apt, on time, good manner, reassuring, hopefully issue resolved
Good
The nurse who did my blood pressure test was very friendly and took her time to explain what she was doing.
I thought the nurse had a good attitude and treated me well. I found that I was given the help and advice I needed. I felt treated sympathetically
The nurse made me feel better about the situation.
Very quick to get an appointment on the morning of my call. No longer than a five minute wait after signing in before I saw the doctor.
Doctor Musvibe is so thorough and she shows kindness and consideration for patients, she takes time to listen and always reacts in a very kind way, but gives you her honest opinion. Fantastic doctor!!
The HCA was exceptionally nice and caring. She dealt very well with my needle phobia
Calm, professional and efficient
Able to get an appointment on the day and saw the doctor I wanted to see
i was treated very coldly, wasn't asked any questions about my condition, and my throat which was the issue was barely looked at. i was told to wait 48 hours before asking for medication, yet last time I was told this I ended up in A&E.
my chest infection has been diagnosed and I'm feeling better already
The doctor listened very well, was caring and compassionate
Quick and efficient service from the nurse who took my blood test
Appointment was on time and dealt with quickly
Seen promptly which is important for children like my son. Getting an appointment was fairly straightforward but a text/email system which is vetted before telephone lines open would be really useful, especially for complex need children for appts
Quick appointment, thorough examination & diagnosis. Hopefully good follow up for further investigation
Didn't have to wait at all. Nurse Was very efficient and pleasant.
You got me in quickly .and the doctor was very helpful.
Friendly and informative
Dr Musvibe was friendly and practical she gave good advice and helped me by prescribing items to help with my issues. The appointment was on time.
Polite reception. I have been served well. The Advanced Practitioner was very polite and professional. Thank you
A seamless, professional, advisory and warm experience.
The doctor was really kind and helpful but I had to wait 20
Minutes for my appointment and people who came in after me was seen before I had my appointment.
Nurse was very pleasant and efficient
Only issue was that the automatic appointment login at reception didn't work - Jeanette the Diabetic nurse was wonderful.
Doctors are always very thorough, and I trust them completely. The only reason I gave 4 stars is because some of the reception staff can be quite sarcastic and blunt when speaking to you when you feel unwell.
Nurse got blood straight away, sometimes it's tricky. Friendly
Appointment on time. Staff very helpful
The nurse Sarah Dyson took time to explain & gain consent re my vaccination. Very helpful & will liaise with my GP re another vaccination.
Always good!

Dr Phipp was very patient and helpful. I felt reassured when leaving.
Asthma nurse was very polite and very understanding
Running to time and very friendly nurse.
The doctor was very polite discrete and extremely helpful
Inn on time doctor very helpful
Nurse Katie was so supportive, I left the surgery feeling good about myself Thanks Katie
Doctor was very kind and understanding
Efficient and friendly as always.
On time, polite and professional
On time appointment , the Doctor gave me the answers to my questions and was very pleasant.
The person completing a cervical smear test was extremely thoughtful and supportive. Great care received
Helpful. Good listener. Appointment was short.
Friendly & efficient office staff, waiting room clean, tidy, seen very promptly once signed in & handled with care & kindness by the attending doctor (Penny?)
Appointment fine, however was told need blood, rather than doing it then I have to return in two weeks.
Very pleasant doc and very thorough
Very helpful, efficient and proactive service.
The nurse was very kind & helpful when I had my bloods taken. The doctor also was very helpful.
This was my asthma review and was a very thorough checkup in a nice friendly atmosphere
Polite, courteous and helpful
I always get prompt and professional service
Very efficient very professional Very helpful
The nurse is very nice and helpful
Dr Bendi was very helpful, she also made her follow up plan very clear and we were aware of next steps. Thank you
Staff very helpful, didn't have to wait long.
Friendly and efficient
Very friendly Jeanette was good and chatty
Lady who took blood pressure and blood sample was both efficient and friendly
Very kind and efficient
Appointment on time Dr listened Test sorted
Brilliant receptionist. Caring doctor
I saw a doctor on the day I phoned for an appointment. Treatment prescribed as expected and told a follow up would be done.
Bit of a wait to speak to reception but got an appointment to see a doctor the same day ?. Saw Doctor who was very thorough ..
He is a very good doctor
Nurse was understanding thorough and pleasant.
Doctor was very understanding and listened to me
Sarah the nurse always pleasant and listen to your needs
Had a routine blood test. The nurse was very friendly and put me at ease and I didn't have to wait too long.
Dr. Phipp is a best doctor in my opinion and he does look after me every time I need help he does he's best
Very pleasant man ,very informative and made me feel at ease .
Answered my questions and arranged tests
Helpful & understanding
Very helpful and nothing is to much trouble thank you
Good job.
As always excellent service and great reception staff

The prescription was issued for the wrong pharmacy which was not checked by the doctor prior to issuing- not acceptable
Nice friendly service for a blood test taken by Louisa.
Same day appointment with doctor of my choice
I was more or less on time, my doctor did the checks and offered me a prescription
Appointment was on time. The doctor I saw listened, was kind and understanding.
Courteous and helpful at reception. Appointment bang on time. The doctor was thorough in questioning and reassuring. Happy to get to the bottom of things.
Sarah the nurse was excellent in putting me at ease for my cervical smear and carried out the procedure gently and efficiently. Thank you!
Very caring and listened
My condition was sorted straight away
NPA Jenny was thorough efficient caring instilling confidence.
Amazing support, willingness to resolve the issues raised, professional and supportive manner, Louise was going out of her way to support me.
Efficient and pleasant appointment
Been this doctors many year doctors and staff very good always there to help
Good treatment and good advice from the doctor
Such a well organised practice - I've always been able to see a Dr on the same day I ring, and all the staff have always been kind and helpful.
very helpful staff at reception and in the appointment
Timely appointment. Friendly reception staff and lovely nurse who did my blood test.
I was very satisfied with the response that received and the treatment.
Having seen nurse Lorraine today she was extremely helpful to me and very nice good job done thanks very much
I always have a good experience at the surgery.
First of all I got appointment for the same day, thanks to the team who work round the clock and answer phone calls. Secondly, the GP was keen to listen to my son's problem and suggest medication accordingly. I was happy with the overall experience.
The lady who took my blood was fantastic. kind and understanding as I don't like needles 10/10 for her I'm sorry I forgot her name
Appointment made quickly. Good advice and help
Appointment made at short notice. Reassurance from having a face to face appointment.
Jeanette was fantastic! Very good at taking my blood and put me at ease. A credit to your surgery.
Was seen on time and any questions I had were answered in a way it was easy for me to understand
Very nice nurse, welcoming and kind
In before my appointment time, I was checked thoroughly, every thing was explained, thoroughly examined, I asked for a paper copy prescription so I could pick it up closer this was also done for me, so overall very happy
All staff very helpful and friendly
My appointment was on time and the health professional I saw was friendly and efficient
I always feel well looked after by you.
Speaking to a clinical nurse who empathised with my thoughts was very good
I walked in, signed in and was seen straight away for a blood test, the health care person was friendly and efficient and I left. I also got a parking space which is a massive bonus after my last GPS. Well done.
Because I was listened to, asked questions about my symptoms to clarify the doctors understanding of how I was experiencing things in a holistic manner, I felt there was empathy and I was clearly talked through the possible next steps
Doc was very patient. And we sorted the problem.
Really nice helpful friendly and professional staff. Thank you
Because it was
I have a needle phobia and the nurse made me feel very comfortable. She was professional and helpful. If I get the same nurse each time for my blood to be taken I'd be very happy.
Was mis-directed as to where to wait to be called for my blood test.
I did not get any medication and I am in so much pain

Very quick and easy to make an appointment, seen same day
Nurse was very professional doing test.
I always feel guilty ringing for an appointment, even though that's what the doctor's are there for. I rang at 8.30 was seen at 10.30. Always consistent professional help with this surgery.
My appointment was for 10, however I was told it was 9.50 and sent away to return at 12.10. I had texts from the surgery reminding me of my 10 o'clock appointment! I can't fault my actual appointment at all however
Good appointment time, doctor very thorough and pleasant
I was impressed by how quickly the Dr phoned me initially and then offered a face to face appointment within an hour. Dr Maureen Musvibe took time to talk through my symptoms and was thorough in her diagnosis. Thank you ?
The asthma nurse was lovely put my son at ease and explained everything really clearly
You're always very good , kind and friendly , thank you
Didnt have long to wait and everything was explained simply
Don't feel she listened
Excellent explanation of referral process
Carolan has been so lovely and helpful. I really appreciate her going out of her way to fit me in for check ups. Thank you!