

FRIENDS & FAMILY TEST RESULTS FOR JANUARY 2024


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:

January 2024				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	244
96%	2%	2%	★★★★☆	36
			★★★☆☆	6
294 Responses/Ratings			★★☆☆☆	2
235 Comments/Feedback Provided			★☆☆☆☆	5
<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:

235 REASONS/COMMENTS PROVIDED
Because I felt checked in with, listened to, treated with care and reminded of what I needed to do next
Efficient process, friendly and professional nurse.
Amazing reception doctor was very good love the surgery
When you call you can always get an appointment or a call from the doctor
Regular methotrexate monitoring, appointment slightly ahead of time, the health assistant was kind and friendly. She also made my next appointment for me. Brilliant
The lady who took my blood test was very helpful and polite
Jeanette is consistently friendly and efficient. Great phlebotomy service, on-time and answered my questions. Thanks
nurse v good - she listened to me & actioned my requests. Excellent appointment. Thank you
I was attended to in time
As usual, short waiting time and pleasant staff
On time and very efficiently done
Dr Emore was attentive, engaging and very helpful.

Dr Bendi is very helpful and kind and I am happy with how she is helping with my issues. Making an appointment is also not a faff like at most doctors surgeries, so far I've had a pleasant experience with Lakenham surgery :)
Dr Bendi was very nice and listened to my concerns. Tested my chest etc and also gave me antibiotics for a water infection. Very thorough. First time I have seen her and wouldn't hesitate to see her again.
On time, swift and polite
GP was very thorough.
quick and informative
Friendly caring staff
The nurse was very pleasant and put me at my ease. I didn't have to wait too long which was good.
Doctor very kind and understanding
Louisa was very nice and got my blood after second try.
Friendly helpful staff appointment on time.
Got a quick appointment. No delay or queue. Doctor very friendly and efficient
Very friendly
My GP listens and is always helpful. The reception staff are also friendly and helpful
Very polite and friendly nurse took my blood test.
Kind and professional staff. Appointment was conducted on time. Advised what would happen next.
I was seen reasonably on time, treated respectfully and by the Practice Nurse and the Doctor who took time to explain things to me
Very helpful
No problems at all. Very satisfied with the service.
Didn't wait long and GP was good
Satisfied with service received.
Efficient and friendly
Could not get better service
On time and very friendly
The doctor was very helpful and listened to my problems and put me at ease with my symptoms
Always very good at the surgery. Thank you.
The nurse practitioner that I saw was very professional and gave good advice and diagnosis of my problem
Rang for appointment at 8.30am - was seen at 10.30am I constantly hear the difficulties people are having getting a face to face appointment and this surgery always goes above and beyond. My appointment was on time and the Dr was an immense help.
Appointment on time. Friendly, professional service.
I was seen promptly and received blood tests as expected but also a pneumonia vaccine which I had been meaning to book
They always manage to have an appointment, and the doctor was professional and really friendly. Thank-you.
Nurse very friendly..its clean..overall very satisfied with my visit
Was seen same day as requested an appointment. Professional and sympathetic consultation with doctor.
Nice and friendly service.
I found Dr Emore to be very brusque, not helpful or reassuring.
I appreciate the self check in and large waiting area. The GP was swift if a little cold and unwelcoming.
The reception staff nurses and doctors are all very helpful and efficient. Always have been. Have been with Lakenham surgery over 65 years
The GP was really friendly and helpful as he addressed my needs properly. The receptionist was also kind and helpful
The doctor was very helpful
I was in and out had good chat with nurse
I was able to be seen very quickly and the Dr and the staff were very helpful. Thank you.
I got an appointment same day. I received a letter to take to A&E straight away where I received an X-ray.

I was seen quickly by the doctor. I have shingles on my face. He sent me to A&E in case it was in my eye. Which it is so I was thankful he sent me.
I have a very nice experience with Lakenham surgery when I was calling them or been there the interactions of all staff members are very appreciated. Thank you all for your wonderful job.
The physiotherapist explained everything with great detail and was very understanding to my concerns
The doctor my daughter saw yesterday was new, he was so lovely and made her feel so happy even tho she had a little cry!
I called for an appointment at 0805hrs, sat in a short phone queue. Received an appointment for 0930hrs. Saw the Nurse Practitioner at about 0935hrs. After a short examination I was given 3 prescription, which I collected 10 min later. Great service.
Very caring nurse took time and made me feel comfortable
Very pleased to get an on the day appointment. Staff were friendly, helpful and efficient.
The employees were polite and clear in attending to my health issues. The information given was well explained and my follow-up question attended to.
Andrew was welcoming. Put me at ease. Listened to me and gave me excellent advice.
Appointment was on time and very friendly and informative
Same day appointment which is much appreciated, appointment on time. Doctor was professional and friendly, dealt with my problem efficiently.
Same day appointment, understanding staff, referrals made.
Appointment on time and good doctor!
The Dr I saw refused to listen to me and put down a problem I've had for months as a stomach bug which is not the case, he was very rude and usually I refuse to see that particular Dr.
The nurse was very kind and explained the procedure and made me feel totally at ease. Very professional and quite quick for my blood test this morning.
Very nice and cheerful and chatty nurse made me feel very at ease
well organised, reminder of the appointment sent, and clear information from doctor and nurse
The GP is very professional, and appointment is on time.
Dr. Annapurna V Madhuri Bendi is the best doctor. always helps me and my family. Staff working at the reception are also very helpful and qualified.
Best surgery in Norwich always very helpful
The nurse I saw today could not have been any more welcoming and helpful. Thank you, as always, for your care.
Very empathic doctor; good sense of humour. Excellent work from reception, finding me a slot for blood test at the time.
Was on time and covered my BP and asthma review. Kind and friendly treatment.
Great service very helpful thank s very much
Swift and punctual appointment. Very professional, helpful and friendly nurse. Much appreciated, as ever.
Very helpful
Appointment on same day as my call for asthma yearly check. I also had a question about a previous appointment which was answered. Thankyou
The doctor listened to my daughter, Took the time to stay with her to understand the whole picture & history as to understand way she is unwell. No judgement or leading her to make a certain statement or response.
On time really friendly and helpful. Good communication
I'm very satisfied with all services I had this morning. No waiting time, very kind nurse, etc.
Easy to get appointment straight away, very little waiting time and friendly and knowledgeable staff. Helpful.
Lady who took bloods was informative and friendly
I was attended to, at the exact time scheduled for the appointment, and my appointment was very precise and helpful.
On time. Quick and friendly
There was about a 15 minute wait from when my appointment time was, to when I actually got seen. The practice was very busy however and I'd had to go elsewhere to park. The staff were lovely and the appointment was fast and efficient once I got seen.
Nurse was very friendly and competent. Appointment was on time as well.
The doctor was very attentive and efficient.

Greeted straight away and booked in. Seen immediately. I had my flu jab and left before my appointment time. Very quick. All staff friendly and efficient
Lovely helpful staff.
Time, and felt all possible moving forward was considered/actioned
Except the loud radio transmission via speakers, all good.
The nurse we had was incredible I cannot remember her name but she saw both me and my son she was very patient and lovely towards son and made him feel comfortable!
I missed the appointment
The GP was understanding and easy to talk to also the receptionist are very helpful nice to be greeted with a smile
Every Body were running on time
I was seen promptly. I was listened to. I was appropriately examined and prescribed medication by the nurse practitioner. The receptionist was also very helpful.
Helpful and polite
1. I saw a Doctor, never been able to get an appointment with a Doctor at my previous surgery/GP. 2. She listened to me and my concerns and was really warm. 3. She felt she knew what she was doing.
I have a long history of chronic mental health and a diagnosis of mixed anxiety-depressive disorder. I have asked countless times to be referred for ADHD and ASD assessment and it is always getting missed. This is impacting my ability to improve.
Penny was friendly, caring and thorough. My appointment was on time
Doctor listened and took action
On time/early. No problems
I was dealt with much sooner and then quicker than I anticipated.
The nurse was very helpful giving my son a good check over with his Breathing and said he had a chest infection.She gave him new inhalers and antibiotics
Everywhere clean and tidy. Everyone warm and welcoming. Doctor Emore listened to what I had to say and prescribed medication. I didn't feel rushed in any way and that made my experience very good
Friendly, professional and on time
Dr was aware of my reason for attending the surgery. Listened to me and referred me for an ultrasound
Lack of communication from the reception staff to the actual doctor I was seeing that day, clearly made myself clear to what was required from the doctor with my appointment with him, to which he had no knowledge of,
Nice attitude and friendly welcome. Listen to what I had to say.
Jeanette was very nice and made me feel at ease
Clean and nice staff
Nice pleasant staff as always
Did not receive any help , the pain issue has not been resolved
I was promptly attended to, the staff was caring ,and supportive all through the procedure, was smiling and it makes my day .
I can always get an appointment when I need one and the Dr I saw was lovely as always
The Doctor who I saw, was absolutely lovely , but unfortunately I cannot remember her name .
Git to see the nurse on time. The nurse was very nice and made me feel really relaxed
The doctor helped me in making a decision regarding the treatment of my arthritic left knee. I look forward to having the correct treatment done.
Dr Bendi listened and was very supportive
Excellent service from the receptionist and nurse
Seen on time and offered a another blood test appointment which is really helpful, as difficult to make appointment. Helps to ensure my care and treatment is up to date
Friendly and Efficient
Punctual, friendly, professional and amazingly helpful . I didn't feel rushed either. The best I could have hoped for. Thank you
Very caring and sympathetic examination.
Both appointments Very thorough and well explained to me.

Dr listened to me and she is always brilliant
The nurse was very helpful and considerate would be more and happy to see her again
My GP is very thorough and understanding and listens! The receptionist was extremely helpful and it's a warm pleasant surgery to go to .
Excellent thank you
Nurse Kate was very nice and gave me good information about weight loss programs that are available.
Always very professional, caring and friendly.
Efficient, caring staff, great experience
It was very quick. Some obvious questions should have been asked but were not. Very efficient however.
Because the Doctor listen and gave you time to explain it to her
The Lakenham practice is First Class
Good service and time
Prompt friendly appointment
I seen by my usual doctor Dr. Phipp and he always do look after me and do he's best
The nurse I saw for my diabetic review was very friendly, helpful and professional.
Appointment on time. Staff very welcoming. Made me feel at ease. Thank you.
Receptionist very pleasant and I had appointment with Dr Musvibe same day who was very patient and helpful.
Didn't wait too long, nurse was friendly and did a good job and quick . Tricia
Always really easy to get an appointment, always seen quickly after arrival most times I have been.
I was an emergency appointment the doctor diagnosed appendicitis, she called the hospital and gave me a letter which resulted in me being seen immediately at the hospital. I am now recovering in hospital from a perforated appendix thanks to her.
The Nurse was kind and did a good job.
The doctor is very keen and person centred. I felt listened to and understood.
Quick and efficient
Penny did every examination necessary, asked appropriate questions and listened well. Was open to any questions and lovely and polite. Thank you Penny.
I needed appointment and was given one for same day. Excellent.
Pleasant, on time and efficient
Always good to see Dr Emore or Dr Phipps, I have great faith in both of them, always very professional and caring, excellent doctors !
On time and dealt with quickly and efficiently. Thank you
Very friendly staff good communication
Nice to have someone listen. Thank you.
I saw Penny today, she's always very professional, and kind and caring- which helps with my anxiety.
Apart from taking blood, everything else went smoothly
The lady was very helpful and listened and was able to sort our request after a blood test.
The doctor I saw was dismissive had no compassion and seemed like she didn't have a clue
Quick and explained well by the AP.
I spoke to the doctor of my choice
The nurse was very nice and helpful
The nurse was very helpful and considerate very professional
Nurse made me very welcome explained what she was doing very friendly and confident in what she was doing
Very happy with the service
My appointment with the health care assistant, was on time, quick, efficient and she was extremely helpful.
Seen in a good and timely manner. Easy to get an appointment.
Friendly informative and efficient service.

Appointment was on time. The Physician Associate took my medical problem seriously, even though it was fairly minor. She prescribed medication I have had before for the same complaint and said to return in a fortnight to check my progress.
The service always good at surgery
I tried to get the right day. But I thought the appointment was on the 24th. I've been under a lot of stress. And many appointments within a few days from each other. I'm sorry I missed our appointment would you like to make another.
There is no support from a doctor but mostly I was given access to nurses. There was never a diagnosis or solution given on first meeting.
The doctors never make you feel rushed and they always explain things in a way that puts your mind at ease. The receptionists are always very polite and helpful too.
Appointment was on time Doctor listen to my issues and dealt with
Staff are always friendly and helpful. Service is always prompt.
From the receptionist to the new GP, who was very supportive, and professional.
Very kind & helpful Nurse, puts u at ease x
Nurse was amazing. So kind, patient and made me feel relaxed
No waiting time, an unrushed appointment, happy with my advice
The Nurse Jo who did mu Respiratory Check-up .Was very nice. And thorough nothing was too much trouble. Thank you
The nurses real good thank-you
Very polite and friendly
The nurse was lovely happy and helpful
Fantastic Nurse took blood from arm after many had tried and failed in the past it was painless and fast
Came for blood test and blood pressure. Was seen promptly by a very good practice nurse
The reception staff are very helpful, always trying to get you an appointment.
The doctors are very good, very caring old school doctors, especially Dr Phipp don't stand in doctor
I was seen quickly, the doctor was friendly and approachable and listened to my concerns.
Was seen on tine and was dealt with efficiently
Met doctor on time. He was sympathetic and helpful. Parking was easy
All very efficient, on time, and conducted with a thoughtful attitude.
I was heard by Abena patiently and proper advice given.
Easy access to the surgery and into the designated waiting area and my appointment was more or less on time.
Seen on time. Doctor attentive and patient when I forgot about previous prescription. Advice seemed sensible and appropriate.
Fantastic surgery and GP - he listened to me and considered all the options. I feel very lucky to be a patient here.
I was put at ease as soon your excellent nurse came to get me for my blood test. Very professional I was nervous that disappeared we had a chat and I left. Thank you Lakenham Surgery.
Nurse Louisa was very kind and listened intently. A very caring lady. I'm very happy I'm seeing her again in 4 weeks
Blood test: hardly felt a thing, friendly, listening properly to a few questions and answering them all with understanding and good grace.
Thanks a lot to nurse Penelope for helping me.
Nice friendly staffs and respectful,,,thank you for your support ,,,
The nurse was very nice and good and told me alot
Same day appointment was very helpful. My concerns were dealt with with understanding.
Very friendly and sensible
Very friendly always up for a chat very good
I came in for health check.I showed the nurse a burn I had and she called senior nurse who called the doctor as my burn looked infected Dr prescribed antibiotics. Very good service
My appointment was on time, the nurse practitioner was very thorough and helpful.
Everything ran smoothly, slight wait to be seen, nurse was receptive, polite and professional.
I received an appointment very quickly in spite it not being urgent
First time I have met the lady. She was really great in all ways. Praised her at reception when I left. Thankyou for the quick appointment also.

It was good to know there is someone there to support with information. The lady I spoke to didn't feel someone I think could help me personally but has signposted some resources.
Made an appointment in the morning was offered two or three times, took the one that suited me and staff had my notes to hand to ensure I saw right doctor
I was actually seen before my appointment time.
Relaxed and friendly
Very pleasant & competent lady. 10/10
I was seen on time. The nurse was very good, and very efficient.
Dr Musvibe is always so kind and caring. The staff too are very approachable.
Very prompt service. Very pleasant and efficient nurse practitioner for my blood test.
The staff are always very informative helpful and make you feel at ease .
The nurse was very nice and reassuring
I got to the surgery on time booked in only waited 5, mins was seen by a nurse who was very professional felt relaxed asked her a few questions and was giving some reassuring answers felt okay
Paige, the pharmacy nurse, was friendly, professional and very reassuring. She explained my results in a way I could understand, and again very reassuring. An absolute delight! All my encounters at Lakenham Surgery are great! Fab staff! Thank you
Very good service
Very friendly and on time
The staff as always are lovely and efficient...
Easy Access to doctors
She is always upbeat and good at her job
Was very happy with how Louisa conducted the appointment
Friendly and professional service with on time appointment
Once again a very good visit. Thank you
As the receptionist was very helpful to me and so was the general practitioner
Had a very good chat about my problem with penny gave me good advice on it
I was seen timely. Dr Bendi was kind, informative and thorough. I really felt that all was being done to identify the problem.
Not condescending. Kind and supportive.
Advice by the Doctor was useful & I have stopped taking Mirabegron. Hopefully the side effect will cease!