

FRIENDS & FAMILY TEST RESULTS FOR FEBRUARY 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:

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| 1 - EXTREMELY LIKELY | 2 - LIKELY | 3 - NEITHER LIKELY NOR UNLIKELY |
| 4 - UNLIKELY | 5 - EXTREMELY UNLIKELY | 6 - DO NOT KNOW |

LATEST RESULTS:

| February 2024 | | | | |
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|  | | | The Numbers | |
| | | Rating | Totals per rating | |
| Recommended | Neither/Don't Know | Not Recommended | ★★★★★ | 180 |
| 95% | 1% | 4% | ★★★★☆ | 28 |
| | | | ★★★☆☆ | 3 |
| 219 Responses/Ratings | | | ★★☆☆☆ | 4 |
| 191 Comments/Feedback Provided | | | ★☆☆☆☆ | 4 |
| <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:

| 191 REASONS/COMMENTS PROVIDED |
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| It's the first time I have seen Dr Musvibe and she was very easy to talk to and was extremely pleasant. |
| Same day appointment. Appointment on time. Dr Phipp listened and came up with a suitable care plan that included us in the decision making. Clear on next steps. Thank you |
| I was not waiting long. Procedure was quick so was happy overall |
| On time and nurse very pleasant |
| I had blood samples taken in a professional manner, and the nurse checked that I had booked my follow-up appointment. |
| Were friendly courteous and caring |
| I was seen on time & Nurse very efficient, pleasant & helpful |
| Phlebotomist was very informative and interested. |
| Got same day appointment very pleased and very pleasant receptionist thank you |
| The nurse made me very calm . |
| Very quick appointment with little time for discussion. I did have some questions, but there was no opportunity to ask them. |
| All the staff take the time with you and are friendly and helpful |

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| Doctor took time to really listen |
| I didn't need appointment, because I'm on statin already so didn't need blood test or follow up appointment, waste of my time and others |
| Quick waiting time. The phlebotomist was really good and very friendly |
| The nurse was pleasant and helpful. She was also competent in a sympathetic way. There really wasn't a problem at all. |
| The booking system is appalling there must be a better way than making everyone call at 8 o'clock! The doctor I met was fantastic and a credit to the NHS |
| Very painful blood test. Got home with a lump and bruised |
| Didn't have to wait long |
| Absolutely FANTASTIC nurse!!! She was so friendly, supportive, complimentary and kind, not to mention professional and competent. Thank-you so much for having such amazing staff. Honestly, I cannot thank you enough. |
| On time, thorough |
| Excellent service |
| Able to get an appointment on the day I phoned. |
| I booked the appointment very quick and the GP helped me very efficiently. Thanks a lot! |
| Very pleased thank you |
| Doctor well checked the patient. Explained well and gave an advice. |
| Approachable |
| Could not get better treatment excellent |
| On time appointment. Very satisfied with help and treatment from Doctor who's very understanding |
| I filled in an online appointment request, was phoned within 2 hours and got a doctor's appointment by the afternoon, who was approachable and helpful. Great service. |
| Very good service at surgery polite and friendly staff |
| Empathic, professional and approachable |
| Helpful staff |
| All Staff excellent |
| The Dr was very good at listening to my problem and didn't fob me off |
| The doctor I saw listened to me was very helpful actually seem she really cared |
| I've been having issues before with my legs and the doctor saw the area's and gave me some strong meds and the doctor was polite and nice |
| Went in on time, Penny asked me politely how she could help. She gave me advice on what to do with my problem. I was very satisfied with my experience. |
| Phlebotomist was efficient and friendly and explained in detail about what the blood test was for (and my future health check) |
| Appointment was on time and the Nurse Practitioner was was knowledgeable and helpful. |
| I got an appointment easily and was seen promptly, but I was unhappy with the outcome. |
| Always respond to calls |
| The lady was very gentle and charming |
| Dr. Prabhu was very friendly and thorough with examination of me. |
| Very quick and painless by a proficient and friendly nurse. So fortunate to be a patient at this exceptionally well run surgery. Thank you. |
| Clear advice but turned out more frequent and complicated |
| I was seen on time and the staff were excellent friendly and polite |
| The doctor I saw was very professional, I am satisfied with the medications prescribed |
| Professional. Helpful. Friendly. Prompt. |
| The nurse and the receptionist are very helpful and nice. |
| As usual, Dr Emore was conscientious and professional. In stark contrast to last 2 Dr's who view "care" as an acronym for Cover Arse to Retain Employment! |
| Because it was |
| Very helpful and professional people. As always very fast. |

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| Friendly help and support given by all. |
| Good service and respect |
| Service good as always |
| I was seen very promptly and the doctor was very clear and helpful and explained what I needed to do next. |
| Got an appointment first time, went in on time, excellent doctor took time to fully understand my problem and came up with a satisfactory diagnosis. The whole practice is run and managed to the highest professional standard |
| Very short wait good and helpful advice from the doctor with A referral to hospital appointment |
| Friendly and efficient |
| He was very helpful and tried to explain when I ask him questions |
| I was incorrectly advised over the phone to see a healthcare professional, however when I had my appointment the lady advised I actually needed to see a GP. This appointment with the healthcare professional was a waste of time. |
| Effective and efficient |
| Injection and blood done - Very happy |
| I was only able to book an appointment with a physicians associate in advance. My appointment lasted a few minutes and only one issue was addressed. I now have to wait over a month to have my bloods checked. |
| All questions answered and helpful information |
| Nurse good |
| Timely appointment , positive discussion and recommendation. Reception staff also very helpful and pleasant. |
| Quick service schedule of appointment |
| "Brilliant quick appointment. |
| Doctor took time to listen, asked questions. She did the necessary checks, and recommended further investigation to alleviate my concerns. I felt that I was recognised, and understood, and most importantly helped. And the doctor was very friendly. |
| Nurse very friendly. Happy and polite. Very helpful. |
| KATE THE NURSE IS BRILLIANT |
| The staff are always friendly and efficient |
| The visit was to calculate my current BMI. Nurse will do a follow-up letter for me. |
| Not get enough attention, gp don't care |
| On time and Louisa was informative, helpful and engaging |
| Friendly receptionist team and very good doctors |
| Pleasant and efficient |
| Always very professional and a surgery where you can get appointments |
| Good professional and considerate career always |
| Lovely doctor |
| Helpful and efficient appointment. Listened to what we had to say |
| Nurse very good at explaining all I needed answers too |
| I went for a smear test, and they are usually really painful for me. I had a lady with short blonde hair do mine today. Most comfortable smear test to date! And she was really nice. Thankyou! |
| Warm and welcoming. Helpful meeting. V friendly & interested interaction with reception when making a phlebotomy appt. |
| Nurse was friendly and helpful |
| Went smoothly with no problems |
| Nurse very pleasant and efficient - good sense of humour. |
| Thorough engagement and follow up pointing out prevention of medical conditions through lifestyle changes |
| Very personable |
| The nurse understood my concerns and has changed my medication. |
| I was given an appointment at a convenient time for me. I was emailed a confirmation of my appointment that I could refer to. Both the Receptionist and the Nurse were professional, kind and helpful. I would highly recommend Lakenham Surgery. |

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| I got what I wanted |
| Made me reflect on when to discontinue antidepressant |
| Nurse was very polite, thorough and helpful. |
| The surgery is always so helpful, today i saw the Pyshio. He was very informative. |
| Very good and explained clearly. |
| Helpful advice and reassurance |
| The receptionist sorted out my medication which was sent to well pharmacy but they couldn't dispense because they had an IT problem. I am very grateful for their hardworking in sorting it out to be picked up in another pharmacy. I like Lakenham surgery |
| On time and friendly approach from the phlebotomist. |
| Very short wait time! |
| The nurse was very friendly very pleasant she really was lovely and very gentle very pleasant appointment no complaints what so ever thank you very much she was lovely |
| Appointment on time, quick in and out |
| On time with friendly and efficient staff |
| Good, efficient, friendly service |
| Excellent approach and help from Dr Phipp this morning. Leading on from excellent thorough tests with Dr Bendi. All staff always helpful. Much appreciated medical centre. Many thanks as always. |
| Dealt with in a kind and professional manner |
| The doctor was very kind and listened to what I said. |
| The nurse was perfect I did not even feel the needle going in, I can't say the same for others |
| Dr was helpful |
| Just too have bloods taken |
| I was seen, the Dr was very informative and the staff very helpful. Thank you. |
| Response to appt prompt. Doctor charming and thorough, very understanding and supportive. Thank you |
| Nurse very helpful and guided me through my situation. Excellent support. |
| Phoned at 8.00am, got a 10.00am appointment, was seen on time |
| The practitioner Nurse Penny was so helpful and understanding and supportive which was greatly appreciated at the time |
| Prompt service; clear answers for next steps. |
| Appointment on time. Friendly reception staff, efficient phlebotomist. |
| Was seen very quickly, and the clinician was so friendly. She chatted all the way through and made me feel at ease |
| Friendly receptionist and then nurse. I'm very impressed with the service at Lakenham Surgery since moving here from another Norwich practice last year. Thank you as I appreciate the pressure you are under. |
| The appointment was on time and the doctor was friendly and answered all my questions. He gave me reassurance and good advice. Well done. |
| Amazing surgery, always very helpful. Never let you down keep the good work up |
| The nurse was very friendly |
| I rang at 8am and was able to get an appointment for 9.30am. All the staff were friendly, and the doctor was very compassionate and helpful. |
| I was seen promptly and in good time. I felt that I was listened to, my questions were answered and that I was not rushed. |
| The nurse I saw was Excellent |
| I'm overall happy ,the nurse was lovely today all very nice , they all do a good job in today's situation doctor very nice . |
| Prompt, efficient, and polite. |
| Reception team are very helpful all doctors I know from long time know are very professional and friendly thank you Dr Emore Dr Musvibe Dr Bendi Dr Phipps you are fantastic |
| Prescribed antibiotics but didn't say my daughter had infection. my daughter should be taken her inhaler every morning and night but she has never been told she is asthmatic and I have never been told to give to her everyday. Waiting on call back |
| Got an appointment on the day, all very efficient |

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| I phoned 8am precisely was 4th in queue so not bad , appointment was on time but I didn't understand everything the doctor was saying about the tablets but the pharmacy explained them to me . |
| Dr Musvibe was great, lovely manner, knowledgeable and caring. Unfortunately the pharmacy told me that what she prescribed has been discontinued. The receptionist was helpful and she put a note on the system for the Dr to prescribe something else |
| The doctor answered all of my questions. |
| Very good |
| Friendly and efficient care. I felt understood. |
| Blood test, in quick, very well done by the friendly informative nurse, out quick. |
| No issues with any aspect of the service. |
| "On time and listened to me |
| Firstly, I rang this morning and was able to see a doctor today. Dr Bendi was so lovely and empathetic to my situation. She prescribed me medication as well as organising for a blood test today also. Excellent care from all of the staff. |
| Warm and friendly professional service so cannot fault it. |
| The appointment was on time and the doctor was prepared to listen to my problems |
| Appointment on time and Penny was very friendly & helpful |
| I was a bit concerned that after making an appointment to see the doctor about my chest infection I was told I would be see a Nurse Practitioner. However I should not have been concerned as was dealt with very effectively. Very happy with service |
| Lakenham surgery always brilliant service and care. Excellent reception service and caring doctors service. Every time when i call for make appointment always appointments availability Really Really super surgery. love it. |
| Dr was friendly, knowledgeable and understanding |
| Virtual check in is very convenient. Appointment was completed on time. Staff friendly. |
| The nurse practitioner listened carefully and asked what felt like pertinent questions. She suggested blood tests and checked other aspects f Mt health. |
| The nurse practitioner was very efficient and courteous |
| The space was clean and quiet with lots of places to sit in the waiting room. Reception was quick and helpful, and I was seen quite quickly. My doctor was quick, helpful and unbiased and provided good instructions for me to follow. |
| Ease of making appointment and being seen on time. |
| Very friendly and sort my problem there and then |
| Doctor was very attentive and listened carefully to my concerns about my son. Checked him over and double checked his history. Very gentle manner. |
| Easy to get an appointment and seen on time. |
| Ontime. |
| The nurse/ HCA was extremely efficient and well prepared, welcoming and friendly. The whole process was relaxed and professionally handled |
| Slight appointment delay due to staff sickness. |
| Far too difficult to make appointments especially for chronically ill and disabled people |
| On time friendly confident and helpful |
| I'm struggling with health & wanting to go to Dignitas. Doctor Phipp was really trying to help me & wants to help the best he can. I feel as thou you guys really care. |
| Waited 20 mins for the appointment, but I consider that to be acceptable considering how busy the surgery was. Doctor was very good; he listened and did not rush me. |
| Dr rang me back |
| As ever reception was friendly. As was the nurse, despite the technical not working for my treatment. |
| Appointment on time, the Doctor was very thorough and answered all my questions about several matters and took time to ask about my general heath. I found her whole approach thoroughly professional while being charming and friendly. |
| My doctor is excellent. Very attentive and caring. |
| The Dr was very helpful with a good bedside manner. Listened to me, took appropriate action and explained next steps. I felt understood and reassured. |
| The staff reception is very good, friendly . |

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| "Friendly reception staff. |
| My doctor listens to me and together we come up with solutions for my condition " |
| What I would expect! |
| I got all the information I needed from the doctor. |
| The doctor listened to why I'd visited surgery, itchy sore skin in ear channels, I expressed whether it might be related to my present itchy face, torso& hands & if that might connect to menopause & he said no, only 2symptoms hot flush & night sweats |
| Very helpful and professional. |
| Appointment on time and nurse very kind and considerate, squeezing in my baby's immunisations after my smear to save us coming back for further appointment. Both appointments had been rescheduled 3 times due to staff illness |
| Thank you very much, very attentive doctor |
| Fast, efficient and friendly. |
| Very professional Explanation of the test and results Positive advice going forward |
| Very comfortable appointment no stress |
| Doctor gave me a very good examination, I felt I was listened to and given good advice as well as meds. |
| I got told to go too A&E for a x-ray. Upon arrival I was told that's not how it works. I never got a x-ray. However I was checked out and sent off to get some meds |
| Dr very good . Getting things done , receptionist cold not welcoming |
| The blood test was quick and I never felt a thing |
| Knowledgeable friendly staff |
| Doctor gave me a very good examination, I felt I was listened to and given good advise as well as meds. |
| Doctor appeared cold and dismissive. Receptionist very good and helpful. |
| Saw the new doctor. Found it odd that he asked me what I thought would make me better, surely he should tell me what would make me better. |
| Appointment on time. Friendly reception staff. Knowledgeable and Friendly doctor. Clean practice waiting room |
| As always staff very polite and always first class service |
| The nurse who took my bloods listened to me about my increasing worries about my situation that's getting me down |
| Got an appointment on the same day I called. Only a short waiting time at the surgery and was treated by a very good humoured and kind doctor who whizzed my prescription through to the pharmacy. Brilliant service. Thank you |