

FRIENDS & FAMILY TEST RESULTS FOR MARCH 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:

| March 2024 | | | | |
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|  | | | The Numbers | |
| | | | Rating | Totals per rating |
| Recommended | Neither/Don't Know | Not Recommended | ★★★★★ | 167 |
| 97% | 1% | 2% | ★★★★☆ | 24 |
| | | | ★★★☆☆ | 2 |
| 196 Responses/Ratings | | | ★★☆☆☆ | 1 |
| 167 Comments/Feedback Provided | | | ★☆☆☆☆ | 2 |
| Patients responded online, in paper format and via phone text | | | ☆☆☆☆☆ | 0 |

A FOLLOW-UP QUESTION ASKED PATIENTS TO PROVIDE A REASON FOR THEIR RATING AND TO GIVE ANY FEEDBACK COMMENTS:

| 167 REASONS/COMMENTS PROVIDED |
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| Time spot on. Efficient and friendly. |
| I was able to get an appointment for that day. The Nurse practitioner was lovely. She was kind and understanding. |
| Nice warm waiting room |
| Very polite reception staff. I had just received the news of a dear friend dying, and all staff were very kind as was the nurse that I had my appointment with |
| I came for a blood test this morning. Lesley was so polite . Lovely warming smile . Quick and handle the blood test so smoothly. |
| The nurse listened to what I had to say, was very understanding, and then convinced me that I should make an appointment to see the GP - which I then did. |
| Penny, the nurse practitioner was very kind, and treated my injury. Penny also gave me some good advice about exercise which I'm taking up. |
| Lovely, respectful and helpful doctors and nurses who helped me get my health sorted out. Thank you xxx |
| The nurse practitioner took the time to listen to me and also reassure me about several areas of concern. |

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| I phoned and asked for an appointment this morning which I got. The doctor was very pleasant, listened, checked me and arranged follow up appointments. |
| Friendly efficient nurse |
| The reception lady was polite and the lady doctor was very friendly and helpful. She listened to me and understood my feeling and my concern. She was very patient and helpful. I am glad I saw her today! Thank you! |
| The Well-being service is being very helpful to me at present. Helping through my depression and anxiety. Talked about other services to help me. Thank you. |
| Lesley dealt with me in a very professional way. BP checked and blood taken efficiently. Advice and help given readily. Thank you. |
| Was not long waiting for an answer on the phone and an appointment was given within an hour of the phone call. In less than 2 hours since the phone call I was at home after my appointment with the Doctor |
| Kind, lots of time and attention given. |
| The phlebotomist was very understanding of my needs both as a wheelchair user & as a profoundly deaf BSL user. She was smiley and kind. (Sorry I don't remember her name) |
| Parking was a problem! But reception was good, booked straight through 5 minutes wait had bloods done and out very quickly |
| My problem was spoken about and a solution offered and accepted. |
| I didn't have to wait long, the nurse knew me, I had another problem and she called the doctor. He came straight away. |
| Appointment made easily and not much out of time when called in. |
| Appointment was booked in very quickly. Thank you. |
| Quick on time |
| The doctor's appointment was good, but unfortunately, I have a severe stomach ache and I did not get any results. Thanks |
| the doc was welcoming and really showed interest and care in listening to my problem ..and that really helped.. if felt good as really struggle with the disease |
| Appointment was on time. I felt that the doctor did not tell me anything - listened to my chest and made no comment at all. Prescribed antibiotics as I had had cough for 6 weeks! |
| Not happy |
| On time, friendly, efficient |
| Quick service and Nice response. |
| Excellent care, thank you Penny. You get the firm impression that everyone here really cares. |
| It was timeous, kind Nurse |
| Pleasant, caring nurse. Appointment on time. Good service. |
| I was early for my appointment. And I got to see the doctor 10 minutes early |
| Phlebotomist was very pleasant and efficient and made me feel well cared for. |
| Professional and friendly. I was seen very promptly at the appointment time. The benefits of the vaccination were explained as were possible side effects. Thank you |
| I always find my surgery really helpful, both reception staff and the health professionals. On this occasion I was seen on the same day, I went in feeling anxious and concerned and came out feeling really reassured, listened to and respected. |
| Has to come in for a routine blood test. The nurse was professional and put me at ease. I also didn't have to wait too long. |
| Quick Arms, nice receptionist efficient and no waiting time. Amazing. |
| Dr. Musvibe very helpful and reassuring. |
| The nurse my very nice and caring |
| Dr Bendi was lovely and really easy to speak to. I felt reassured coming out of my appointment and like I'd been taken seriously. |
| Staff very friendly and didn't have to wait |
| Attended to promptly. |
| I was able to book an urgent appointment in just 2 hours! As always the receptionist was very helpful and polite. |
| Was seen by nurse practitioner Sarah, who listen and understood my concerns. During my smear test, Sarah was gentle, quick and made me feel at ease. |
| Very pleasant nurse made me feel at ease and very efficient taking my blood! |
| Appointment easy to arrange, seen on time by the nurse for my immunisation |

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| My diabetes check was fast. The nurse was friendly and very efficient. In and out in no time. |
| I saw Dr Emore yesterday. He's so polite and caring always puts my mind at rest assuring of my health . Couldn't ask for a better surgery. |
| Always a friendly service. |
| I wasn't aware i had to fast? the text didn't say this. Other than that, all great |
| The nurse who took my bloods for testing was excellent. Very kind & caring. Thankyou |
| As this is a v well practice. No wait. Lovely nurse etc. I am lucky |
| The appointment was 100% professional. It took place in a friendly atmosphere. I received professional advice and I'm satisfied with the meeting. |
| Did not have to wait long |
| Penny was very helpful |
| Was treated with care and respect |
| Nice staff, professional and didn't mind my 4 y/o from asking questions etc |
| Very efficient, listening and caring while coming up with practical possibilities. Front-of-house staff are also always friendly and caring and calm. Nice to be greeted so. |
| Met with smile at reception. Doctor listened and advised me |
| My appointment was on time and the practitioner was friendly and quick |
| On time and pleasant nurse. Very efficient |
| Great staff, always polite and respectful |
| GP was running on time, and he was informative and helpful. Whilst highlighting the constraints with in the NHS. |
| I was soon seen and the nurse I saw was very nice |
| Efficient and friendly |
| Able to get an appointment same day, correct medication and helpful advice. |
| The nurse was very helpful |
| Good reception |
| Got appointment same day, always helpfull |
| I was seen very quickly and dealt with efficiently and empathetically. |
| As always, very professional, caring attitude, especially today's asthma nurse ! |
| Timely appointment, quick and easy blood sample. |
| The nurse was very reassuring and made me feel at ease thank you so much as I don't like needles |
| Dr very professional and helpful hopefully on the road to recovery |
| Very polite and helpful nurse |
| Easy check in, prompt appointment and helpful nurse. |
| Because the Doctor was very helpful and listened to what I had to say . |
| Still having sickness. But another day or 2 Before bloods. But feel ill still |
| I was seen promptly about something that might have been serious. The Physician Associate was very helpful and reassuring. |
| Great except running a little bit late |
| Because it's factual and true. |
| Dr Phipp is the best doctor always making everything easy and quick . Never judges and makes you feel relaxed |
| As always best surgery in the Norwich. highly Recommended beautiful customer service and caring doctor. |
| All on time, informative, approachable and supportive. |
| The appointment had a satisfactory outcome. Dr Bindi is a good Doctor and makes time to listen, gives advice and recommends further investigation if needed |
| Reception staff and Nurse who attended to me were very professional courteous so was a positive experience for me. |
| Prompt service, friendly and knowledgeable |
| Nurse was running on time and excellent phlebotomy |
| Very nice doctor |
| I was in and out before my appointment and doctor was very thorough. |

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| It was my first time at the surgery to have a check up and I was happy with the service. The staff I also very nice. |
| The staff were helpful, considerate and professional. |
| Nurse was very caring and alerted Doctor who saw my husband almost immediately. |
| The nurse was very helpful and very friendly |
| The practice nurse was lovely, and she listened to what I said, and was really helpful with her suggestions. |
| Appointment time met. Health worker friendly and efficient. |
| The asthma nurse was very kind and through |
| Nurse was very friendly and helpful |
| Prompt? Friendly, knowledgeable and did several other outstanding things I needed such as blood test and BP. Nice environment. |
| My doctor always listen to me and take on board how I am feeling. And give me advice on what to do. |
| Lovely manner and very reassuring |
| Excellent and very helpful advice in a friendly and respectful manner |
| Very thorough and very nice. |
| Extremely well organised and very good doctor. |
| The nurse was very gentle and patient and I did not have to wait long. I fell comfortably and welcomed. |
| I'm always able to get an appointment the same day, I never have to wait too long to be seen usually on time. Best surgery I have ever been too |
| Very nice and helpful doctor. |
| Very happy, polite, helpful and efficient people throughout my visit. |
| Was attended to by a very pleasant and helpful nurse. |
| As always, the waiting room was beautifully clean and warm. The displays on the notice boards were neatly displayed and up to date and I did not have to wait long. |
| The Practice Nurse, Sarah, was caring and efficient as was the pleasant Receptionist. |
| The Medical Practitioner I met was professional but also interested and kind |
| And I felt that she gave me her full attention |
| The two staff members were very friendly and efficient and helpful |
| The Doctor was very professional, listened to my symptoms around my medical problem. He was extremely polite and respectful of my issues around my medical problem. |
| I understand that he was a locum. I would highly recommend him. |
| Very lovely and helpful team |
| Appointment on time and went well. Thank you. |
| Informative |
| I thought the nurse was thorough and very informative also very polite |
| Appointment time with nurse at the time of the appointment. No delays. |
| My appointment was arranged for a convenient time; I'm a headteacher so after school time is important. Both my checks were done at the same time, saving unnecessary appointments. The nurse was kind, helpful and efficient. Thank you! |
| The nurse/ sister seemed very caring about my circumstances, with the care of my husband and ever present concern that my leukaemia may return. I was very grateful. Thank you. |
| Quick check in, appt on time, friendly helpful staff |
| Very informative very helpful |
| As usual all members of the reception staff, nursing and the GPs were welcoming and professional. |
| The patient care has been of a very high standard for many years . |
| Doctor Phipp its fantastic he is very professional and friendly my child was comfortable with the check up |
| New Doctor I so today for my child was great |
| Fairly prompt appointment time and the nurse practitioner explained things clearly. |
| The locum doctor I saw was very good and positive her had good manners |
| Patient and very clinical |
| As managed to get an appointment same day after lots of trying to get through on phone |
| Always have Excellent service at the surgery staff and doctors are all very helpful and efficient. |

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| Because the doctor took action straight away |
| Felt I was listened to and action /steps was taken, its reassuring your health concerns are been taken seriously. Thankyou |
| On time |
| Fine but I expected a bit more in depth treatment rather than exercises. Eg scan. I've had condition for a few months. |
| Prompt and caring |
| On time friendly and efficient |
| Professional. Helpful. Polite. |
| "Quick and easy diagnosis |
| Receptionist was really friendly and helpful. Quick appointment time and I felt listened to in the appointment! Thank you. |
| Polite staff excellent service |
| "Excellent treatment from the nurse doctor and lady on reception on the morning. |
| Just found it difficult to get an appointment booked even when doctors requested to see you. |
| Had to wait until on the day to call ." |
| Generally very good - your initiation of test and process of test. It would be perfect if you automatically let me know the PSA score that results. |
| Very quick and efficient |
| On time and friendly staff |
| I was treated with respect and asked if I'm scared of needles and was pleased with the nurse who kept talking to until it was all done |
| Good friendly nurse and reception staff makes you feel at ease |
| Was struggling mentally yesterday. The Doc proceeded in a very patient professional manner. |
| Receptionist was polite, friendly and helpful. Doctor was also very helpful, communicative and efficient. |
| Appointment was on time. The doctor was thorough and approachable. |
| On time appointment. Informative and professional approach |
| Was quick, didn't have to wait that long and the nurse was very helpful and very kind |
| The nurse who dealt with me was extremely lovely, and efficient. Was a pleasure to be seen by her at my appointment. |
| Very informative even though I was surprised by results. Jeanette was absolutely lovely and a real character. Put me at ease from the start. |
| The Staff are always very helpful and polite |
| The HCA I had I've met a few times for previous appointments and she's always been so lovely and friendly |
| The nurse who put my pressure machine on was very friendly and explained how it worked |
| It's all down to Jeanette who whenever she takes a sample of blood she does first time! She is also a very friendly lady. |
| Everything was efficient |
| Always friendly & doctors genuinely helpful |
| Friendly staff, ease of appointment |
| She's a good doctor |
| On time pleasant experience |
| Needed quick appointment for check up on medication and advice. Receptionist very helpful. Thanks |
| I feel your trying to help me. It's just a shame the hospital is not giving information |