

FRIENDS & FAMILY TEST RESULTS FOR APRIL 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:

| April 2024 | | | The Numbers | |
|----------------------------------------------------------------------------------|--------------------|-----------------|-------------|-------------------|
|  | | | Rating | Totals per rating |
| Recommended | Neither/Don't Know | Not Recommended | ★★★★★ | 227 |
| 97% | 1% | 2% | ★★★★☆ | 29 |
| | | | ★★★☆☆ | 2 |
| | | | ★★☆☆☆ | 2 |
| 265 Responses/Ratings | | | ★☆☆☆☆ | 4 |
| 215 Comments/Feedback Provided | | | ☆☆☆☆☆ | 1 |
| <i>Patients responded online, in paper format and via phone text</i> | | | | |

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

| 215 REASONS/COMMENTS PROVIDED |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The doctor was very helpful and took time to reassure me and send me for all the relevant tests. Very grateful for such a fast response from doctor and receptionist in seeing me |
| Same day appointment. Needs met. Friendly helpful staff |
| Reception staff are always helpful and friendly Dr Phipp is fantastic |
| I was able to explain my symptoms in a calm way and given the help I needed |
| Penny is a lovely lady she takes time to listen to your concerns and is very thorough also she is very reassuring. |
| I received an appointment with a GP very quickly. I did not have to wait long to see the doctor - my appointment was on time. The consultation itself was very good. The doctor put me at ease, explaining the next steps to me clearly. |
| Nurse was lovely and very nice and pleasant |
| They work really hard to see what is wrong with me overall they trying very hard to help who needs help. |
| Prompt. Friendly. Professional. |
| This was the first time I had seen this doctor and I liked her very much came away feeling very positive |
| Dr listened to me and did what she could to help |

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Very understanding, knowledgeable doctor. One of the kind and genuinely caring about patients |
| Very quick and very kind ?? |
| Care and attention given was very though and professional. Appointment wasn't rushed |
| Went to see doctor as I have been coughing and chest pains for 10 days. He said I had a virus and it could last for 5 weeks. I was not given medication although I have other underlying problems. |
| I was able to get an appointment on the day I rang and a time that fitted in with my work. |
| Nurse Penny was very efficient, explained my condition and treated it very professionally and explained further treatment to follow including setting up a next appointment next week. |
| On time and friendly. |
| On time, efficient and a lovely friendly nurse. |
| On time and efficient |
| What can I say it was lovely going to medical practices were the nurse actually care about your and for that I am grateful |
| Friendly, efficient nurse |
| The nurse I saw was excellent and informative friendly and made me feel relaxed. |
| I called the surgery in the morning, the receptionist was pleasant and I got an appointment the same day. Dr Bendi was very nice. |
| The doctors were very welcoming and kind, always trying to start conversation and do their best to make you feel comfortable no matter what. |
| Just ask for something to do by phone |
| I waited 25mins from my appointment time which normally would have been fine but I needed to catch a train. Had someone just popped their head out to say they were running a bit late would have saved my stress levels. All well in the end. |
| Receptionist extremely helpful, nurse explained clearly and very kind |
| Was not rushed at my appointment |
| ANP was sympathetic and explained treatment/tests |
| My father saw Dr Phipp on 4th April and was immediately sent to hospital where he had an emergency op. Had Dr Phipp not acted as swiftly as he did my dad would possibly not be here. Forever grateful to him and his expertise. |
| Response is quick and friendly staff |
| On the day appt with a very friendly Nurse Practitioner (Penny) |
| Very good doctors always on time and very pleasant nurses and doctors good reception team as well |
| I felt as if I wasn't listed to and was made to feel like it was all in my head |
| I was able to get a same day appointment easily. Dr Bendi was very kind, helpful and understanding, she put my mind at rest. |
| Prompt appointment which answered specific concerns and follow up investigation arranged and communicated same day. |
| Appreciated care and professional support |
| I was pleased that my appointment was on time and friendly nurse |
| Got an appointment the same day with the doctor I requested and the receptionist was friendly |
| On time, renewed prescription |
| Dr Phipp is always very empathetic and thorough. |
| I was seen on time and by a highly efficient and friendly nurse who was very professional and listened to me she was very supportive and made me feel valued . |
| I felt I was listened too |
| Lovely staff |
| Knew exactly what & why I being asked, tests undertaken where fully explained & carried out extremely professionally. Very happy with whole experience. |
| Didn't wait long. Lovely, friendly nurse. Very efficient. |
| Doctor was very kind and understanding about my symptoms. Listened well and I appreciated him asking what outcome I was looking for. |
| Pleasant and informative appointment. Thank you for the nurse for a professional and attentive service. |
| A quick and friendly service |

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| You're make to feel comfortable and easy to talk |
| On time and efficient |
| Staff were professional |
| Good doctor. |
| Have found all staff and Doctors most helpful and kind. Have gone out of their way to help. Lucky to have a practice like that. There are some that don't |
| Lovely helpful nurse |
| The lovely doctor I see this morning did not hesitate to send me up hospital to be assessed for chest pains especially with my heart attacks and surgery in 2008 |
| Excellent visit. Staff very understanding, with a great sense of humour. |
| The Nurse was kind and considerate and offered me information about my blood tests and blood pressure check also booked me in for a health check |
| Cheerful and helpful nurse. |
| Personable service. |
| Prompt helpful advice |
| Same day appointment. Penny was kind, listened to my concerns and came up with a plan to treat my skin condition. Great service thank you |
| Dr Phipp is always very patient and listens carefully to how/what has been happening. My son was very nervous about visiting the doctors but soon was put to ease with Dr Phipp. |
| Booked in easy, my appointment was on time. The Nurse was polite, and explained everything clearly. |
| De Phipp is truly remarkable in his experience and medical knowledge; as well as his understanding of me as a patient too. I feel heard and understood in his company and am grateful to have registered with him. Many thanks. |
| Went for my diabetes check-up. She was very thorough, making me believe my weight loss will be sorted |
| Mrs Atkinson was really good. I was very anxious and worried about my appointment and when I was struggling in the appointment she was patient and reassuring. I felt comfortable talking to her and she was a great help. |
| Very knowledgeable, professional and friendly |
| Appointment on time and nurse Sara was lovely as always |
| The nurse was very friendly and helpful. |
| Always receive excellent service!!!I'm deaf and need help, which i get! |
| Very attentive and kind service. Good information. Very happy, thank you. |
| Doctor listened to me, explained about my regular consumption of naproxen to manage back pain isn't great and agreed to send referral. |
| The nurse was brilliant, I was made to feel extremely comfortable. The nurse also readily provided helpful information to me. I could ask as many questions as I wanted. I know exactly what the next steps are. One thing, antibac needs topping up! |
| Doctor listened to me and not my parent |
| I feel that he done his job very thorough, and listen to what I was telling him. |
| Appointment made with no problem. The Doctor was very pleasant and efficient as a new patient she attended to my needs also the receptionist was very nice and helpful |
| Nurse very kind and efficient I was seen on time |
| Speedy arrangement, on time and pleasant and efficient nurse |
| Efficient service from phlebotomist nurse |
| Receptionist was friendly and told me where to wait for nurse appointment . Didn't have to wait and was seen immediately .The nurse who took my blood was friendly and professional and quick |
| Dr Bendi was very efficient and after completing a telephone assessment in the morning she found time in her diary to see me at 11:30am, and after thoroughly checking my symptoms and listening to my chest she was quick to refer me to the hospital. |
| I was called in a few minutes earlier than my appointment was due. The Doctor checked my ears and prescribed some ear drops |
| This nurse is always so welcoming always willing to listen and put patients needs first and never feel pound off or not validated .she is a credit to Lakenham surgery and a lot of staff could learn from this lady |
| Very helpful and friendly very good service thank for your help |

| |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fast, friendly and professional |
| Dr listened & tried to help but receptionist was poor... |
| Friendly got me sorted out |
| The Nurse I saw was lovely, very friendly and considerate. She took a very person centred approach and was very respectful. Excellent thank you. |
| I was seen at the time of my appointment, welcomed warmly and dealt with promptly. |
| I have been a patient here for 26+ years and the doctor always listen to me and give me great advice. |
| But the appointment took to long to come to arrive |
| Very satisfied |
| On time. Polite and efficient. Not rushed |
| Very good. all round from reception to the doctors |
| The person I saw was very friendly, put my mind at ease about the test I came for and made the experience as good as it could be! |
| Doctor was informative |
| Was seen before time and the person I had was very friendly |
| Lovely nurse who made me feel at ease straight away even though I was having a smear test |
| Appointment was on time, the nurse was very friendly and efficient |
| Cheerful atmosphere in reception area. Clean, tidy and well-ventilated waiting room. Caring and thorough GP who listened. |
| Today's follow-up visit was successful. The person who welcomed me was nice. She was delicate. And very helpful and smiling. She answered my questions. Thank you |
| Says it all |
| The doctor was very helpful and I was examined and told what I was to do and what was wrong with me plus I was told what to buy and what vitamin D tablets I have to buy |
| Seen on time and dealt with quickly and efficiently |
| On time. Straightforward |
| They are awesome and good customer service. They are good |
| Staff friendly, polite and professional, explaining fully the procedure. |
| "Very pleasant nurse, on time didn't wait long |
| Would have been very good but had to wait over 20 minutes to be seen. |
| "In and out before my appointment time |
| Had blood taken again. This time just. Small bruise. So much better than before |
| My GP is quite friendly and it doesn't take really long to get attended to. |
| On time and efficient |
| The GP was clear, concise, efficient and informative |
| Pleasant & helpful reception staff. Dr. Musvibe gave helpful advice. Felt comfortable & didn't feel rushed. |
| Seen promptly and nurse was very efficient and understanding. |
| Well looked after thank you |
| Quick efficient service ,very friendly and helpful |
| No issues at all |
| Friendly nurse |
| On time and was able to book GP of choice by ringing after 8 am. |
| Bit of misunderstanding regarding appt |
| I was listened to. Advice given and a phone consult with Dr arranged after blood test results back next week. |
| Very pleasant and knowledgeable health care assistant. Answered my questions about cholesterol and about statins. |
| "No waiting. Nurse Louise was very professional, pleasant and kind." |
| Dr Musvibe is always kind and listens, and the nurses I've seen are friendly, as are the receptionists. |
| Jeanette has a lovely, calm and gentle manner. |
| Dr E was attentive & empathic, and clear & decisive in giving his advice & deciding a course of action |

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Efficient; informative; friendly approach |
| Simple booking in system Attentive staff |
| I was given an appointment very quickly. My doctor listened to me and took my concerns seriously. His suggestions were helpful, realistic, and viable. |
| Nurse Carolan is so professional and most importantly Caring Nothing to much trouble |
| I had a return phone call about an issue and was I asked if I could come in in a hour and was promptly seen on arrival. I couldn't really ask for a better service |
| Very helpful nurse, answered all my questions. |
| Just the welcome , and the general making mum feel at ease . Sarah was who did mum's bloods and ECG and she was wonderful , as are all the staff and GPs at our Surgery x |
| On time, had blood test sorted minor clerical error very quickly, phlebotomist had very pleasant manner |
| As always friendly & caring... Many thanks x |
| Helpful friendly |
| Dr Prabhu was running on time, listened to my problem and sought the blood tests he thought would be useful. He was kind in his manner and helped efficiently. |
| Thought Dr rude as he usurped appt with nurse, told me he'd got 2 minutes, I replied needed more than that. Left after about 4 mins feeling very rushed and flummoxed and forgot couple of issues. Don't come often so expected to be treated fairly. |
| A useful and informative appointment with GP. Dealt with all my concerns. |
| My appointment was bearing Friendly and welcome in explained everything to me Very good experience tens on time |
| I got seen very quickly in an urgent appointment. I was carefully listened to when reporting my medical issues. Nurse practitioner Penny and Dr Musvibe were both lovely, thorough, and recommended the best care path for my problem. |
| On time appointment, the nurse very helpful and pleasant. |
| Very unhelpful and rude receptionist She couldn't answer my questions so she hung up very unprofessional |
| Caring & compassionate doctor & nurse, throughout the appointment |
| Doctor saw me on time, he was smiley and friendly sorted out that I had a chest infection gave me prescription, done |
| Professional friendly service much better than having to go to local hospital. I was well cared for by Doctor and Nurse and given after care advice |
| The appointment was very quick and with lovely NHS staff. |
| Doctor Bendi is very thorough and also quickly booked me a blood test 5 mins after the appointment. The nurse doing my blood test was very kind and understanding. |
| Always find the service first class. |
| Just got COVID jab so pleased |
| the waiting time was acceptable. |
| Very long queues overflowing outside the surgery, but otherwise fine. |
| After a slight blip polite and efficient |
| Soon got queue down and jab quick and professionally |
| Because it was the only thing i will say is I've never felt so ill from a injection if ide have know the side affects i would not have had |
| Quick and painless |
| Well organised and quick to be seen staff very helpful thanks to you all |
| Well organised in out pretty quick not much waiting around |
| As always very quick and organised cannot fault the surgery. |
| Lovely friendly staff always very efficient. Glad I belong to this surgery. |
| All good |
| Received a message to book appointment. Followed up by a reminder. Dealt with very efficiently this morning. Staff very nice and polite. |
| Bit slow staff very helpful |
| Quick, caring ,always a very good surgery. |
| Because you go out of your way to help |
| So efficient |

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seen promptly. Very professional. |
| Went for Covid jab. No waiting so I was in and out in 5 minutes |
| Always good if I can actually see someone. Thank you |
| Arrived on time and seen immediately. It was so efficient. Brilliant.? |
| It was very quick and friendly service and very efficient |
| Everything went smoothly on my visit . That's very good in my opinion |
| Two lovely people? efficient and also painless injection. Thank you. This covid shot is are 8th! We had 6 previous ones in Canada and now this is the 2nd in Norwich UK. Thank you for your hard work in health care |
| I found a very friendly staff and was satisfied |
| The surgery was very well organised and I was soon given my covid vaccine by a very pleasant nurse |
| Everything went very smoothly. |
| Everything's well organised and worked smoothly |
| Very organised out in no time |
| Nothing was to much trouble very good service |
| Arrived on time and was seen immediately. Very efficient |
| Dr Musvibe, Receptionists all excellent |
| All went well |
| The staff were great. However some patients prior to being give their jab could have taken coats , jumpers etc off prior to stepping forwards for their injection. I think a member of staff could have ask them to do this which may |
| No fuss appointment on time |
| Instead of addressing my health problems the doctor was more interested in reducing my pills supplied by other doctors. I had to explain why I needed some that had been prescribed by the hospital. I was not happy. |
| Dr Bendi helped me. |
| Efficient, Pleasant friendly staff, well organised. Absolutely nothing at all to criticise. Thank you to all concerned. |
| I've always found staff at Lakenham surgery very helpful and understanding I value their input and work they do |
| Doctor asked to see me to discuss my scan results. Had to wait over 4 weeks to see my GP. On arrival the doctor asked why I had come in today! |
| Professional. Was shown empathy and understanding so helpful |
| Arrived slightly early and was daughter was seen straight away, |
| Efficient and friendly. |
| On time,polite,caring. |
| Me & my family have always been looked after very well by all concerned at the Lakenham surgery, As for today personally, I saw Dr Bendi and I forgot just how lovely she is. Dr Phipp has helped me over the past five years with an illness I have, |
| Reception team was very welcoming and kind - we were 2 minutes late and she was very kind and understanding and booked us right in. The dr was really sweet and so kind to my daughter. He listened and reassured me |
| Doctor understood my condition and acted effectively. |
| The receptionists are so nice, helpful and efficient, still making up my mind about gps |
| Quick, professional, friendly. |
| The HCA who took my blood this morning was professional, kind, friendly and did an excellent job. A real asset to the practice. |
| I felt all my questions and worries were dealt with care and attention |
| Professional, Empathetic and Caring. |
| Nurse I saw was lovely, and caring |
| The nurse, Louisa, is highly professional and amicable. |
| The Nurse holding the clinic was polite, informative, and punctual. |
| The surgery is caring and the staff are wonderful. |
| Katie the nurse is so helpful and kind. |
| Because good service in this surgery... |
| Very efficient, professional service. |

Friendly helpful nurse!

Good service, no complaints