

## FRIENDS & FAMILY TEST RESULTS FOR JANUARY 2021

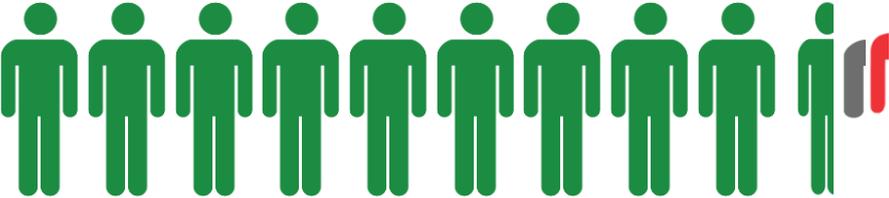
### QUESTION ASKED:

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 2021					
			The Numbers		
			Rating	Totals per rating	
Recommended	Neither/Don't Know	Not Recommended		270	
96%	2%	2%		22	
				6	
187 Responses/Ratings				3	
108 Comments/Feedback Provided				3	
<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:

110 REASONS/COMMENTS PROVIDED
Customer Service from all staff, efficiency, friendliness, empathy and overall all the staff and doctors professionalism and dedication
All the care I have encountered since my dad became unwell back in late September. The reception staff are so positive, if they say they will do something then it is done. GP's contact me to inform me of the outcome of any visits they have made. Excellent attitude, very supportive leaving very envious that I'm not registered at this surgery.
Reception staff are so positive, if they say they will do something then it is done. GP's contact me to inform
Nice, friendly staff, very clean in the hospital, the doctor knows
Efficient and Covid aware as I work. I am happy to go back for covid jab
There always seems a long wait before one is seen.
The waiting room had only one window slightly open and the main door shut. To many in waiting room for me
Safe, polite and friendly, staff
The appointment was on time and efficiently carried out.I felt safe and not at risk from covid.
All ways get good service

All there are helpful and courteous
Excellent by reception and nurse Dianne good
The nurse and doctor were very helpful and polite and said where I can go next time I get the same ailments
The only reason I gave 2 and not 1 was waiting 10 minutes over my appointment time but understanding these are strange times but doctor was very good
Social distancing in place and feel safe
Was told blood pressure is down & nurse was more pleasant than normal.
Nurse was friendly.
The nurse was friendly helpful and reassuring.
Staff are friendly and the waiting to is not long the doctors all ways take time to listen to you
Really friendly nurse who explained the procedure simply to me.
Because the answer:1 means very good
The nurse Katie was excellent
Quick, efficient and painless blood test.
Nurse was very welcoming and very polite
A very safe and efficient service
Dr Phipps is very good as he try and get to the bottom of the problem and cover all angles
Efficient reception. Dr Munn very understanding & patient with my concerns, as always - willing to refer me for tests. I understand we are in difficult times
Good hygiene and COVID precautions, friendly helpful receptionist, seen on time by pleasant nurse
Good service under the circumstances, but the practice nurse Dianne was under pressure & a bit short at times. The tests she performed were done very well.
You are always s there when I need you ' very quick response ,
Coivid 19 regulations was in place and carried out appropriately. Receptionist was very polite, respectful and helpful. My nurse was very amicable
Fast, clean and very professional!
Friendly people and short to nearly no waiting
Efficient
Everything was organised so well from the time you arrived to time you left.
The service from my surgery is amazing. They are polite, efficient and empathetic at all times
Like a well oiled machine. Guided by staff.
I was seen in good time,treated very well,and then followed up with call from doctor,very efficient
The Nurse was very professional and I felt that she really cared.
I found the appointment quick and entrance to the building easy to understand
Excellent service from Jan as usual and the rest of the team
I have a been a patient at Lakenham surgery for many years with a few concerning ongoing health problems and always receive the very best help all staff excellent
Good receptionist, good doctor, nice surgery, all very efficient !
"Would be very good but had to wait 15 mins and the waiting room became full
Nothing to do with the nurse who gave treatment, she was lovely"
The waiting room was full to the point that patients were being seated elsewhere, presumably in the corridor.
Friendly and professional staff
Quick and efficient treatment. Thank you
E mail Tuesday evening jab on Wednesday , quick response and service , one happy patient .
Felt safe. Felt listened to. Received treatment.
Very quick and nurse very pleasant
Friendly welcome good doctor waiting time minimal
The nurse was friendly and patient with me and was careful when trying to draw blood. Have never had a bad experience at the surgery.

Because all the staff at lakenham surgery at so nice.
The appointment went well the nurse was very good, polite and friendly.
Friendly, quick, safe and pain free! Nurse was lovely put me at ease test was done quickly and pain free. Nurse was helpful with another query I had.
On time. Pleasant reception and nurse. Not one thing to grumble about.
Because I prefer Lakenham surgery 2 tuckswood surgery cos when I was with tuckswood surgery they kept messing up my medication
Only reason I didn't give 1 is because the appointment was at 12 and I got to go in at 12.20
Prompt appointment. Professional COVID compliant conditions throughout. Friendly and efficient staff.
Very good nurse
because I am very happy with my experience with doctor Emore, thank you very much for having such an efficient doctor
Super safe distancing, reception ladies, polite,
Very organised, felt safe.
Very competent and approachable GP and ease of appointment
Consultation conducted on time, Covid-19 rules observed strictly, will advise more when prescribed cream works on my face rash, thank you.
Medical issue dealt with very quickly
All the staff are always very helpful
Staff friendly and efficient I wasn't kept waiting and was easy to book an appointment online
Friendly, helpful staff and a safe environment
Appreciated the Surgery proactively contacting me for diabetic review - Diane v. efficient and COVID precautions worked well.
Nurse very happy and helpful
It was quick, socially distanced and very friendly. I felt safe.
Covid checks spacious waiting area with good distancing had blood test and BP taken always a pleasure to see Jan
Promptly seen to, very nice nurse practitioner
Fast friendly professional service
phipl felt patronised and uncomfortable in my appointment. I had a nurse interrupt my appointment, I was told I wasn't feeling the pain I felt
I didn't have to wait too long
The nurse I had was so lovely and reassuring. Made me feel very comfortable and would be very happy to see her again. My overall experience with Lakenham....
Prompt and professional service from Dr Phipp. No reluctance to see me in person
Good to be seen quickly despite pandemic pressures
Safe environment good consultation
Lovely nurse and didn't have to wait long at all!
I didn't wait long and the staff were very nice.
Staff brilliant, felt covid safe and we have always had very good service at your surgery many thanks
On time. Friendly staff. As normal as can be expected at the moment
Good service
Very friendly & efficient. 1st class. Thank you
Well organised, Covid secure.
Very HELPFUL and friendly
The covid safety measures were good. And the doctor was good in my appointment.
Forgot to take bloods form and Jan kindly printed one off for me. Always so helpful.
I felt safe, the system was efficient and the appointment itself was quick and helpful - I felt that all my concerns were addressed.
Dr Munn called at the time he said he would, was very knowledgeable, thorough and pleasant. It also avoided a trip to the surgery.
Was as I'd expected

Everyone is polite and respectful.
I emailed with my problem, was given an appointment the next day with the doctor. Very happy with the online system, it works well, thank you
I can always get an appointment when necessary.
I am seen promptly at the appointed time.
The staff. Office, reception, nurses and doctors are all profes"
Respectful friendly supportive understanding service
The nurse we saw was kind and patient for my little boys 3 year boosters. He was scared and she really tried to make him feel safe and looked after.
Doctor Munn was very understanding and supportive. He helped a lot.
Efficient and polite service in a Covid secure environment.