

FRIENDS & FAMILY TEST RESULTS FOR JULY 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:

July 2024				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	202
98%	2%	0%	★★★★☆	22
			★★★☆☆	4
228 Responses/Ratings			★★☆☆☆	0
199 Comments/Feedback Provided			★☆☆☆☆	0
<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:

199 REASONS/COMMENTS PROVIDED
Short waiting time, very friendly and polite nurse
the nurse I saw sorted my asthma problem straight away and assured me that I would get better
Didn't have to wait long. Nurse explained well and was friendly
Very cheerful lady who did my blood tests and a added bonus my veins didn't play up
The doctor made sure I was comfortable therefore I was able to express myself easily.
I was seen promptly, and I left the surgery feeling very reassured.
Very satisfied with the staffing and pleasant experience cannot comment on the doctors as didn't need to see one as it was for a blood test and dealt with a nurse who knows her job and does it to her high standards thanks
Dr Bendi was very polite and practical. The nurse who administered the 8 weeks vaccine to my son was very patient and attentive.
The nurse was very gentle and listened
Very helpful very understanding with my problems had time to talk with me many thanks

I was seen promptly and my problem was dealt with, with appropriate medication prescribed. The consultation was friendly and efficient.
I got an appointment to see Dr.Phipp and I felt he was really looking in to my health concerns in the appointment, he also took blood samples there and then from me.
First time seeing Dr Musvibe (hope I've spelt that right) and she was lovely, listened and asked questions. She was reassuring and provided treatment options
I was looked at and seen on time. The healthcare assistant was helpful and took my bloods
Nurse was very helpful and friendly
The wait was short and doctor friendly.
Lovely all-round treatment.
Welcoming staff and efficient consultation
Everything was done smoothly and without fuss
Doctor very good and took her time
My request for a same day appointment was declined and I was offered a telephone consultation. GP telephoned me shortly after my initial call. My symptoms were quickly triaged and I was offered a same day, in house appointment. Really appreciated.
I was looked after very well as usual, By all concerned, You feel very comfortable in the surgery, this helps enormously,
Kirsty knew what she was doing and was very helpful
My doctor listened to and answered all my worries didn't rush me and has put in place the help needed
Very helpful receptionist. I was given an appointment with a physiotherapist same day due to a cancellation. Previously at another surgery this was months. He was able to diagnose today and has sent me exercises to improve my leg and hip pain.
Quick and very efficient service
Everything was great
As I am lucky to have a brilliant surgery. Well done
The dietitian was calm, reassuring, measured, and explained the thought processes behind making a change. Treating me like a real person was perfect!
Great practitioner the phone service was a bit frustrating as I had to call a lot to get through
Well organised, friendly staff. Outstanding.
Front desk service, top's, appointment on time, seen by a professional. Excellent service.
Janette was very friendly and helpful
I didn't learn anything I didn't already know
He was very good and listened to all my problems with understanding and helpful advice. thankyou
On time. Issues addressed. Thank you.
Friendly and helpful staff
Meticulous and considerate treatment
Friendly receptionist, and nurse! Good experience all round
Prompt appointment for my problem and a very helpful conversation and referral from Dr Prabhu. I was able to thank him in person that our phone call
Punctual appointment, useful discussion with doctor
Caring and good listener
Blood test went well. Very nice lady. As always, good experience.
I sat in the waiting room over 20mins late
Calm efficiency with a personal approach
Quickness. Empathy kindness
Dr spent time to listen as I have many ailments as complex do to many long term conditions.
I got a same day appointment and the Dr was very understanding and thorough
Seen on time by a lovely kind caring nurse who takes time to make sure I've taken about the issues I have. Superb GP surgery .
Friendly, experienced.

The heat of the day was oppressive so it was a pleasure to find the waiting room so cool and well-ventilated. Dr. Phipp was, as usual, kind, patient and a good listener. Although I was anxious, he put me at ease and gave time to answer questions.
Always very satisfied with the surgery and staff.
Efficient, friendly and helpful
Very informative chat with GP, and helpful advice.
Found her helpful, left happy, lovely lady
I am not able to attend an appointment at this week as there are none available apart from the one i could not get to in time this morning due to a cancellation, but i am told i must phone next week for one to be made , that is fine.
Louisa was very kind, efficient and friendly
Mix up when I booked in told not registered to see receptionist. Sorted. Then met nurse Rachel first time who was very friendly helpful.
Rachel was very kind and polite. She ensured I was not feeling any discomfort and offered very good follow up advice
Nurse was verry nice and pleasant to talk to managed to get All that needed to be done for now thank u
Straight in and out.
Nurse was very kind and gentle taking bloods today. Took the time to make sure I was OK after which I really appreciated
Lovely knowledgeable medical staff. Got a quite quick appointment. But only through phoning and waiting 10 mins. Took several stages to get there as I was going to have a 5 week wait. Some confusion over appointment times and a slight disagreement.
On time and good service
I was very nearly ready to cancel, but I did not . Dr Phipp always makes sharing my problems easy, he make me feel at ease , so today was a good appointment.
Pleasant Nurse
Very good service and kind and competent staff!
Good explanation and advice. Sent for blood tests. Was more relieved that something was being done.
Quick efficient service
Always a very good service
Good service
Lady who answers my call treaded it as urgent. Outcome now referred to hospital thank you I?m very grateful bill Gould
Was made to feel comfortable and everything was explained thoroughly. I felt at ease to ask any questions and unrushed.
Very helpful
I was a bit late they still saw me and great service as always
Always professional and helpful
Grace Stonehill she was friendly, so empathetic and so professional, took excellent care of me. Highly recommend. Thank you
Punctual, friendly and informative
JEANETTE WAS VERY FRIENDLY
I was seen before my booked appointment time. The nurse was very efficient and provided a very positive experience
Got in on time lovely friendly nurse
Nurse was very nice and helpful
Professional and attentive service
Solution delivered as required.
I was seen by a very kind and professional phlebotomist made me feel very much at ease
Jacob listened, reassured and advised. I felt so much better after seeing him.
The nurse practitioner- Penny I think, really took time to listen to my issues and helped develop a plan of action- I'm so grateful! She was kind and understanding which I really appreciated.
Very professional
Friendly nurse who put me at my ease and was cheerful as well despite it being an obviously busy day. A credit to the surgery and NHS
I can't explain how well you looked after me yesterday, or how grateful I am, in 160 characters. Dr. Musvibe is my new hero.

Appt on time nurse very helpful re questions + discussing the blood test
I was in and out of the surgery very quickly for my blood test. It all went very smoothly and was very professional.
The injection was virtually painless and the process was quick.
The nurse was lovely, she had respect and was very caring
Quick, painless professional by a lovely friendly nurse.
Carolan is the Best
Helpful and got the job done in a manner that you know you can trust. Thank you. The surgery provides excellent service.
We always get look after very well thank you
Saw nurse on time. She was efficient and explained what would happen next.
Carolan is the best
I have always experienced good service from the staff at Lakenham surgery. Today as usual was quick, friendly & efficient.
It was a quick follow up appointment with the physiotherapist, only had to wait a couple of days
Friendly service as usual
I saw the nurse practitioner who is a lovely lady She listened and gave me helpful advice and plenty of her valuable time.
Really listened and took in the wider picture and helped with my short term concern (pain) and also next steps to get to bottom of it
I was seen in a very timely manner. No waiting.
Very sensitive and sympathetic doctor who remembered me and suggested appropriate steps. I felt very confident and grateful for her time and expertise
Excellent nurse, really helpful, seemed genuinely interested in my health and wellbeing, took the time to support me in setting up further appointments. A really great experience.
On time. Pleasant nurse. Professional
Helpful polite on time
I was seen within a reasonable time. Doctor Emote was kind, courteous, helpful and informative. I found my visit to be a very positive experience.
Love staff and service
Everyone very pleasant and always ready and happy to help never had a bad experience yet. Keep it up ?
A part from GP running late everything was fine.
In for appointment a few minutes early and out again in a few minutes. Efficient friendly nurse.
On time very friendly
I was treated with respect and given expert examinations and was given information on what was going to happen next could not have asked for anymore
Nurse was Excellent and friendly easy to talk to thank you
Always excellent and very professional
She was very welcoming and made me feel at ease
I did not have to wait long to be seen. The staff were polite and respectful. However, my blood test hurt like I've never felt before. I hope it hasn't done any damage, as I felt it may have. Otherwise very good experience. Thank you
The nurse was kind & efficient. Thank you.
Dr Musvibe was lovely, she listened carefully and made me feel at ease. I do suffer from white coat syndrome. I was very happy to know that the surgery now conducts minor surgery again.
Answer my questions and reassured me about myself
I come away from my mental health appointment feeling more positive. Friendly and understanding service from my experience
The nurse was very friendly and took the time to explain things to me
Very quick to get appointment. Good advice. Friendly.
I saw the Doctor and I was pleased with the outcome of the discussion he had with me It really helped and it put my mind at rest.
The nurse was helpful and friendly wish you could have more staff like her
Although my appointment was a little late the nurse was very thorough, kind and I was rushed and she gave time to answer my questions

Appointment was right on time, member of staff was welcoming and inspired confidence.
Seen a few minutes before my appointment time. Nurse friendly , efficient and informative.
Doctor Phipps is always welcoming and awesome to speak to. He always go out of his way to help and makes sure I am looked after
No waiting on time
Because the professionalism, kindness, understanding and patience shown to me was beyond very good.
Both speaking to Dr Musvibe & seeing Mark, Physio very supportive & helpful. Excellent in all aspects.
I don't have to much to say. They booked me some blood tests and that's it.
It was a very relaxed environment for my mother. The lady was wonderful .
I had a blood test, nurse was very friendly and kind, lovely lady.
The reason why I gave my score is when I ring for an appointment, it's a very low wait time and Very polite receptionist
The nurse called me on time she was friendly And very efficient
I rang in the morning to get an appointment, but the lines were full. I emailed the surgery to asked if I could see Dr Phipp at the end of surgery. I received a call from the surgery to offer me an appointment which I was pleased to except ..
Happy with your services
I'm always treated well when I go to the doctors and the nurse was polite and helpful
Lovely friendly nurse very helpful
Lovely Dr, listened, examined, prescribed.
Although appointment was 5 minutes late, there was an apology and everything was then done swiftly and in a very pleasant manner
The advice of the pharmacist was realistic and practical. The problem hasn't gone away, but it's under control.
very good thank you
My appointment was a short notice and saw quickly, also blood test needed and was also sorted on the morning of my visit
I got an appointment quickly, so staff very helpful and caring
My GP is kind straightforward, reassuring and patient. He always does his best. The GPS at this surgery all do this. I'm very grateful for them all.
I was in and out in 2 mins and the nurse was absolutely lovely
Reception friendly, seen swiftly and blood taken painlessly!
Appointment same day. Very good service
I was seen quickly, the GP understood my condition for attending and gave me a prescription and answered my questions.
Easy booking in for appointment, nurse very good at her job
Short waiting times, nurse and nurse practitioner were both friendly and easy to talk to, made me feel comfortable. Overall a very positive experience.
The nurse was very understanding of my queries
No delay, easy to use system, friendly staff.
The nurse I saw was very helpful and gave me good advice
Had a nice chat with the nurse.
All the staff at my practice are very professional and helpful All the Doctors are brilliant, nothing is too much trouble
Nurse I had appt with was really nice & put me at ease about Blood Pressure & blood checks etc.
The nurse was very informative regarding all issues, completed e c g and took bloods, was polite throughout appointment.
Nurse very helpful
The appointment was on time. The phlebotomist was pleasant, friendly, and answered my questions.
Seen on time
She identified what was wrong with me she sent me to hospital
Very friendly staff and happy .. and very punctual
Dr Musvibe is a very kind person and Lakenham Surgery and staff has a calm relaxed atmosphere.

Mark was very helpful , informative and friendly please thank him for me . Derek Edwards
Seen on time
The nurse I had an appointment with (Katie), was efficient, friendly and gave me relevant advice in response to questions. I couldn't expect more.
Only had a blood test went in practically straight away
Seen before time by a nurse who had a bit of spare time. Not a common occurrence, but a good one!
Dr Phipp listened and explained...thank you
There was no waiting and the nurse was very friendly
The health assistant was friendly and also good at handling my nerves around needles for taking blood. She was friendly and did the most painless bloods I've ever had.
The physio was attentive and efficient. He seemed to be considering all options and was happy to discuss anything. I liked the new check in as well. When I booked the appointment on the phone they were friendly also, Feel lucky to be at this surgery
Nice quick service got all the help I needed for my current health condition. appointment was on time
Friendly and efficient, as always.
Lakenham surgery all staff thereafter re great starting with receptionist and all Dr and nurses the nurse I soo today was fantastic very professional and very welcoming and friendly
Penny gave me nothing but the best service and ultimate kindness. I have never felt so seen and supported by a medical professional before. Thank you Penny
Great doctor and very helpful staff
Very good and knowledgeable nurse at my appointment.
I was attended to and was helped
I felt I had a very thorough examination.
Because she listened & didn't think I was going mad & said she would help support my mental health & help me come off the Tramadol safely
Competent and friendly receptionist and phlebotomist
Jeanette was very friendly, efficient and remarkably fast.
Staff are diligent and helpful. Cannot fault this surgery.
Appointment on time Blood test painless Staff good bedside manner
I was attended to swiftly and i was told what to expect at each point and that made the procedure painless. The practitioners was very y good at her job.
Appointment was on time and Dr Amore told me what I needed to know. Thank you
Excellent care
Quick, efficient and on time. Lovely staff.
Very professional health care