

FRIENDS & FAMILY TEST RESULTS FOR AUGUST 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:

| August 2024 | | | | | |
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|  | | | | The Numbers | |
| | | | Rating | Totals per rating | |
| Recommended | Neither/Don't Know | Not Recommended | ★★★★★ | 143 | |
| 95% | 3% | 2% | ★★★★☆ | 14 | |
| | | | ★★★☆☆ | 3 | |
| 165 Responses/Ratings | | | ★★☆☆☆ | 3 | |
| 143 Comments/Feedback Provided | | | ★☆☆☆☆ | 1 | |
| Patients responded online, in paper format and via phone text | | | ☆☆☆☆☆ | 1 | |

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

| 143 REASONS/COMMENTS PROVIDED |
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| Lovely nurses, always with a smile. Best of all, painless! |
| Very pleasant person |
| All staff and Doctors excellent and friendly |
| Carolán is such a lovely nurse, she was friendly and kind - she made what was an awkward procedure easy and simple. She was very professional and helped maintain my dignity with extra paper towels! She talked me through the procedure. |
| Nurse Carolán is absolutely lovely and puts my mum at ease every time. |
| Appointment on time saw doctor Musvibe who was brilliant listened to all I had to say regarding my appointment. Thank you |
| Really friendly nurse who gave clear information, made me feel at ease for my cervical screening and also gave comprehensive follow up information. |
| Seen on time - very quick and efficient & kind |
| I found the nurse to have a pleasant attitude and felt that I was treated well. She did her job competently and I don't have any complaints . |

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| Just is |
| Very pleasant and she explained why I was giving blood. |
| Quick response, polite and friendly nurse, very efficient |
| The healthcare assistant was professional & friendly Was on time & in & out quickly for a blood test & it was explained to me what was being tested. |
| Lovely HCA very friendly and chirpy, easy appointment in and out job done. need air con in the surgery though. |
| Blood test was done very professionally |
| Outstanding staff & medical team |
| Prompt appointment, quick treatment from nurse. Overall very good. |
| Friendly efficient wound check by Sarah (Practice Nurse) |
| Seen by Dr on time. Given diagnosis |
| Lovely friendly people and very efficient |
| The surgery was clean, tidy and welcoming. The appointment was on time and the phlebotomist very friendly. |
| My physiotherapy appointment was cancelled today due to staff sickness. Reschedule arranged apt not until September. |
| Very helpful and informative staff member. |
| Prompt , polite, careful service! |
| Very gentle and understanding nurses |
| Fast and efficient I was seen on time and the nurse was very kind |
| Good care. Doctor talked me through treatment. On time |
| I was seen timely and kindly by Dr Benji. The advice given was understood and appreciated as was the action taken. |
| Very professional and caring when removing my stitches after my recent surgery. |
| Seen me quick and put my mind to rest. |
| Very reassuring competent & professional |
| I didn't wait too long and Dr was kind and helpful |
| Smooth check-in, seen in time and very useful advice |
| Was well informed and advised |
| Everything went well. |
| Fast and easy |
| It was good, I took medicine today and I am sure I will be fine soon |
| My appointment was on time and efficient and staff friendly |
| Appointment on time and nurse looked after me very well. |
| First class, friendly, efficient, and reassuring. Thank you. |
| I felt the assessment at the appointment was done in a professional, efficient but friendly manner. |
| The nurse (Penny) checked all that she could and then referred me for blood tests and a hospital appointment for further investigations. |
| Nurse was very friendly and helpful |
| Receptionist booking the appointment was polite and professional. Nurse was friendly, comforting and professional. |
| Dry prompt attention |
| Nurse open easy talk to and made me feel comfortable |
| Reception was fine in booking appointment and Dr very patient and understanding |
| The nurse I saw for my HRT check was very thorough. Very pleasant. Had had time for you. Which you don't get a lot of that these days. So thank you |
| Dr Phipp is one of the best there is always have time for you |
| Always friendly and efficient |
| I was seen exactly on time & receptionist was very pleasant |
| Lovely and friendly staff. good parking area . |
| The receptionist was extremely helpful with my query regarding a prescription. It was sorted out for me there and then. Thank you. |

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| The nurse - I think her name was Alice, took her time to reassure me, especially over my possible irrational fear of having blood taken. She also advised of physio availability re my painful shoulder so appt made for September |
| I was looked after very well |
| Dr Musvibe didn't introduce herself to us. She did not address our concern and said to us are you testing my knowledge, there is a lot pts awaiting in fact that we did not exceed our time limit really unprofessional attitude. |
| The receptionist had been very courteous, helpful and respectful, because of her I wasn't late for my appointment. The nurse that attended to me was very professional in all of her undertakings, she was very skilful when performing her nursing skills |
| Good |
| Phone in morning and got appointment in the afternoon for injection well pleased. |
| Had a blood test with Louisa. Very efficient. |
| Although I had to wait for some minutes after my appointment time, the nurse was apologetic, cheerful and caring. |
| As usual, a good service for which we are most grateful |
| Few minutes late than my time given, sorted out mri results quickly but this could have been told over the phone, did feel that someone else could have had that appointment. |
| Friendly staff and into my appointment on time |
| Quick appointment and treatment |
| Really kind and thoughtful treatment from Dr. Emore. Excellent service as always |
| Friendly personable service. |
| Seems like the same tests I had at the hospital last week for my annual review looks to me like the left hand doesn't know what the right is doing |
| 10 out of 10 can't say more ?? |
| Felt Carolan was really interested and listened to what was said. |
| The staff was friendly, fast and nice |
| Louisa is so lovely and even with my problematic veins she managed to get my bloods first attempt! |
| I was 15 minutes late. However between the receptionist linking with the practice nurse treatment went ahead. |
| On time appointment and very friendly nurse and informative as well. |
| As always excellent service by very nice people |
| Physio guy was very helpful |
| Seen on time, very professional service |
| Fantastic doctor, really helpful |
| I met Dr Musvibe for the first time and she was very reassuring. We discussed my blood results and offered some sound practical advice. |
| Appt on time. Very friendly and kind nurse. Blood test taken very quickly and efficiently. Love my surgery and all the staff. |
| Learned more about myself was treated with kindness and understanding insightful calming and good pointers to help myself even more |
| Very helpful and informative nurse |
| Very efficient |
| Polite friendly nurse...on time |
| Dr explained about new tablet I have to start taking so tomorrow I will start it and reduce my insulin. |
| Nurse was very helpful and explained when results would come back |
| Helpful and friendly people |
| Was an overall pleasant appointment |
| I believe my GP listened to my concerns and took the right approach in making sure that I am going to get the right checks. Much appreciated |
| I explained that the antibiotics I received previously didn't work but was prescribed them anyway |
| Nurse is always kind ,gentle and patient. She is always well prepared and smiling. A credit to your team. |
| Doctor was brilliant with her examination on my back problem and diverticulitis problem. I was very happy. Thank you |
| Professional service. Caring and helpful. |
| Very speedy service and friendly staff |

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| As always very helpful and informative I will always recommend this surgery |
| Same day appointment with Doctor. Treatment in the Doctors room. Very pleasant conversation and peaceful atmosphere. |
| Caring, thorough and approachable. Thank you! |
| The doctors, nurses and healthcare assistants at Lakenham surgery are always very friendly, kind and patient. Thank you |
| Kind and knowledgeable nurse. Quick and efficient screening. All running on time. Thank you! |
| All the staff are always very helpful |
| Quick polite and helpful! |
| Very professional |
| The nurse was very professional, efficient and kind. I saw the nurse on time. A very good experience. |
| Appointment was on time and blood test quickly completed. |
| Friendly and easy-to-talk-to nurse who did everything smoothly and efficiently. This followed a quick and easy self sign-in at a screen at reception. |
| Nurse was very professional and courteous |
| I was seen very quickly |
| The blood test was quick, efficient and painless |
| Well looked after. Thank you |
| I somehow managed to get my appointment time wrong but nurses very accommodating to fit me in & clean / replace my dressing. Very bubbly / professional throughout. |
| Appointment given very quickly, No delay once I arrived to see Doctor. All staff very polite, friendly and Doctor set my mind at ease. Thank you |
| The doctor was friendly and very informative. She explained what was happening and how my condition could be treated. She asked if I would like treatment straight away and I was keen to have it. The doctor outlined a plan for future management. |
| Everybody very kind and helpful. |
| Very friendly |
| Great Front Desk Staff on hand to help, lovely efficient nurse to see me. |
| Have scan on head following falls in city |
| The nurse was very good |
| Very good and pleasant service |
| Good. |
| Very concerned nurse and very kind and thoughtful |
| I saw the nurse and she was very good listening and giving advise |
| Seen very soon after arriving and out very quickly - very efficient and friendly service |
| Dr Emore was very helpful and reassuring. |
| Fast and efficient. Friendly staff. |
| The doctor had no bedside manner, very impersonal. |
| The nurse was very efficient and friendly. She explained everything to me. |
| Nurse was lovely, Friendly and very helpful. |
| An appointment was available the same day and although there was a slight weight at reception The appointment ran smoothly. |
| The Mental Health person, Claire was empathic and helpful. I also ask one of the ladies in reception (Andrea, I think) about my repeat prescriptions and she sorted everything out by checking and giving me relevant info. Excellent service!! |
| The actual appointment was very good, my nurse made me feel comfortable and was extremely kind and helpful. The appointment was sadly overshadowed by the treatment I received from the reception. |
| Quick efficient friendly service. What I needed was dealt with so all good for me. |
| The nurse who took my blood sample was lovely. She chatted to me throughout the procedure which really put my mind at ease as I am not comfortable with needles |
| Did not felt listened to, unsure of future actions |
| Hurried but understand with many ppl waiting...no problem |

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| I'm a very anxious person but I felt very well cared for and very understanding of my anxiety. Thank you x |
| It was on time. |
| Because everything was ok |
| Really lovely and understanding. |
| Listened to my issue, felt comfortable, sorted it and gave help with another possible issue also |
| I saw the nurse for my diabetes check-up. She (sorry I didn't catch her name) was extremely nice and pleasant. It was good to have a report with someone on the medical side. The receptionist was equally accommodating helping me with appointments etc |
| All doctors and nurses and receptionist at Lakenham surgery are wonderful doctor, is great friendly professional he was very good with my child who has Autism |
| Because the lady I talked to was really good at explaining to me how she was going to try and make my life better |