

# FRIENDS & FAMILY TEST RESULTS FOR SEPTEMBER 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:

September 2024				
			The Numbers	
			Rating	Totals per rating
Recommended	Neither/Don't Know	Not Recommended	★★★★★	298
94%	3%	3%	★★★★☆	39
			★★★☆☆	9
357 Responses/Ratings			★★☆☆☆	3
315 Comments/Feedback Provided			★☆☆☆☆	8
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:

315 REASONS/COMMENTS PROVIDED
The Dr was patient and very understanding
Because your nurse Rachel treated my very painful leg problems with great care & kindness. I am very grateful for her help & advice. Many thanks
The receptionist was open when I made an inquiry about an appointment. The physio answered my questions about my shoulder. Open & transparent which helped.
Prompt appointment time, pleased with my consultation
I was seen on time, and I was happy with my consultation.
I was very satisfied with my consultation.
The lady on reception got me an appointment straight away. Saw the doctor on time and he was very thorough.
Physio help much appreciated
From the initial phone call, receptionist was lovely and helpful and booked my appointment. On the day the GP was running a little late but didn't bother me as I was happy to wait. Nurse made me feel comfortable and was attentive. Was an overall great service. Thank you

Thoughtful, kind, responsive, and felt listened to.
The GP was very good and thorough, she made sure I was seen quickly and I was prescribed antibiotics after my swift appointment. I was asked full history and assessed accordingly.
Helpful and professional staff.
I have been dealt with efficiently so far. So happy with my treatment.
Pre-booked appointment very good. Doctor very through and a plan of action was made.
The receptionists had a friendly but professional manner were cooperative and not abrupt. The doctor was very open and considered in his manner
On time, nurse very friendly, explained fully.
Because I know how bad I feel. The doctor didn't come across as being at all bother and I felt the doctor just wanted to get me gone
Dr Prabu explained my recent CT scan simply and helped me understand the implications for my condition. I particularly found his down attitude helpful and enhancing.
No waiting and pleasant nurse
The very kind nurse Rachel was helpful and informative
Friendly and helpful staff. Appointment was on time and helpful
I was given an appointment straight away
On time, problem dealt with and further tests instigated
The Doctor was very helpful in all respects - thank you
Very good experience as always
The organisation and efficiency at the surgery is exemplary
Friendly, kind and professional
The nurse was very nice
I was treated very kindly and my worry was treated sympathetically and I left feeling happy.
Both myself and my wife were listened to in an appropriate way and given reassurance
I had a different doctor who was very personable and great
Nurse took time to explain reason for calling me in. Very kind and approachable
Dr Phipps is very good will always listen to you and will go out off his way.all the staff are friendly and helpful
I saw Teegan yesterday a mental health councillor and for the first time I actually felt listened to how I have been and taking seriously, I can't say thankyou enough to her
The doctor was thorough and sensitive towards my concerns
Very good practice helpful nothing to much trouble.
The professionalism of the staff members I encountered really shone through
Minimum waiting time, all staff encountered were friendly, helpful and efficient.
The Dr made me feel as if I was bothering him & like he really couldn't be bothered. He seemed like he didn't care
The Dr I saw was brilliant Maureen?
Easy to get telephone appointment and follow up consultation
35 min wait beyond my appointment time, which made me late for work. Dr seemed like he was just going through the motions, constantly yawning. Appointment was regarding my hba1c I had attended my annual review at the Elsie Bertram the day before with a consultant, at which an action plan had been agreed. The Dr seemed to have his own agenda. Told me to stop drinking alcohol, though didn't ask how much I actually drink, which I had also discussed with the consultant, & he was happy with my consumption levels. I am happy for you to share this as without constructive criticism, standards will never improve
My situation was promptly recognized I was referred to appropriate department at the hospital.
Easy to use booking in system at doctors
Nurses are all caring and give best possible care
Speedy and polite
Seen a few minutes early. Nice relaxed chat with nurse.
The practitioner was very good

I was seen on time and the nurse was very efficient, pleasant and helpful. Look forward to getting my flu and covid jabs next month.
Plenty of car park spaces. All on time. Nurse was marvellous and totally organise. 2 injections given and time for a bit of a chat. Overall 10 out of 10.
Had my appointment on time. Dr Emore was very good with my knee injection
Because I'm sorry but I forgot to go to the appointment
Able to get appointment speedily and hopeful resolution of issue
Friendly, respectful, on time
Very helpful and happy for a change
Addressed my query appropriately.
everything was done on time
This appointment went smoothly and staff were caring and calm, especially with a 4 year old in tow! Not Very Good as this had to be rescheduled, as when I turned up to the previous appointment it had been changed for the following day, but I was not called and notified, causing inconvenience on my part.
very helpful and caring
The appointment was on time and the nurse was very efficient.
Extremely friendly and Knowledgeable staff. Rachel was so great!
Just that it was
Prompt, painless, professional but pleasant experience.
All staff are very helpful great doctors and nurses
it was very straightforward
Again, the treatment & kindness by Nurse Rachel on 6th September was excellent. I'm very grateful.
Didn't wait too long
I had an appointment, the team were running a bit late, but not a problem. The job was well explained, polite and efficient... thank you
Seen on time very pleasant staff
No wait, friendly nurse and pain free vaccination
The whole process took ten minutes from parking my to getting back to my car
Very efficient, and staff were incredibly friendly and knowledgeable.
Friendly professional service
Every thing was explained to me and carried out efficiently
I came for a jab and that was done efficiently and quickly and reassuringly
My experience has always been very good and efficient
The nurse was very friendly and efficient and very competent- no effects of vaccination on arm etc.
The appointment was on time and nurse or doctor I saw was very helpful and nice
I appreciated the personable service. Thank you Rachel Forbes
Prompt call back and confirmation of next appointment.
On time
Seen on time by a very efficient nurse. Procedure explained and performed professionally. Thank you.
Did not have to wait too long. The nurse was friendly and efficient. No complaints
Seen on time, all explained adequately by personable staff.
I've been a patient here for many years and with all of my health problems and disabled daughter I've always found the care to be excellent
The nurse was very nice , she explained what the vaccine was for . She was very professional and thoughtful.
Quick and easy registering and seen by nurse who was helpful in explaining and informing about RSV and general queries raised by me.
Reasons for RSV explained and why certain age groups. Thank you very much.
Timely, welcoming , friendly.
On time and professional attitude by staff

I was listened to and taken seriously by the doctor. The lady on reception was also very helpful.
Results of blood test not to hand. Not tested for sugars in advance of my appt with diabetes nurse.
Nurse Katie is so kind and caring whilst remaining professional. she took blood from me quickly and easily (normally it's a huge issue to get any and I hate needles!) Katie really listens to me and makes me feel supported.
The nurse kindly explained what was happening and the reasons, all through the procedure. Regularly checking in with me at all times.
Very
I was seen quickly and was happy with both the doctor and the physio
I thought that I was treated well and it was a positive experience because the test results were good.
Dr Sat and listened and compromised
Was quick
Supportive and helpful .
Dr Emore, was as always kind caring & considerate.
On time appt pleasant good advice
Short waiting time and polite staff
The nurse I see is wonderful, s real asset to the surgery. Friendly, patient, kind, compassionate, caring and always upbeat. Just lovely 😊
They are always really helpful and cheerful. .
Claire, lady that I've seen is amazing and very patient focused
On time for appointment
I was reminded of need for tests and given early appointment and given excellent service and advice - thank you very friendly and made me comfortable
Because Dr Emore listened and I didn't feel pressured to hurry
Excellent Nurse practitioner, everything clearly explained in an empathetic way.
Cancelled my appointment while in the waiting room!
The surgery always treats me in professional manner
My questions were answered very good
On waiting in the waiting area it was an about 5 mins on arrival to being seen.
Prompt appointment and GP was friendly informative and clear about my next steps
Because I was very well attended to by the doctor and the receptionist. They where awesome
Just wonderful caring service from beginning to end
Was gd with the chatting I having
Lesley (nurse) checked my BP which I thought was really high. She did 3 readings and all were in normal level. She was very friendly and professional. 1st experience as a new patient was very pleasant.
Cancelled my appointment while I was sat in the waiting room
Friendly nurse and receptionist.
Blood test - quick and efficient
ECG quick and efficient
Wick and efficient
Easily able to get an appointment which was fairly thoroughly completed. Satisfied with the outcome.
Because I had no problems at all!
Got to see physio - bit later than appointment- but ok
Because nothing was to much trouble
Always receive excellent service from this surgery. My doctor today was extremely polite and very reassuring.
Very straightforward
On time and pleasant
Fantastic service and care every time, thank you
Reception was helpful nurse very nice

It was okay and was attended to and advised on what to do.
Dr prabhu is fantastic brilliant dr one of the best I've seen in years
Excellent care & treatment by your nurse re my Lymphoedema leg problems . I am very concerned as to how long the healing process is going to take? I am in a lot of pain.. difficult to walk/ sleep etc!?
I think Dr Musvibe is brilliant & always tries her best for me - there's a lot going on with me at the moment
Much better than my previous appointment with the doctor
I was seen on time and the nurse was polite and friendly
The nurse was excellent.
The Dr I saw when I told him what was wrong with me his answer was and what do you want me to do? I thought he was joking so I said well I don't come to the Drs that often and I'm not medically trained so I was hoping you could tell me, He just shrugged it off And I said it was also affecting the other part of my leg and he again said and what do you expect me to do? Then he said you probably got a trapped nerve caused by arthritis and by that time I was a bit fed up with his attitude and I said oh like I said before I waited 3 weeks for this appointment and you're the one medically trained so you can see I've got a trapped nerve just by looking at my face? I then said as my app was not till 4.30 and he called me in before 20 past for I've had a cough for quite a while and really bad palpitations he said you'll have to make another app for that I will not be going to see him again I'll ask not to see him
Overall I felt the service I got from my GP was very poor as I got the feeling he treated me like I was a number rather than a patient if you get me. So hence my overall poor rating.
Nice doctor
Friendly service
Excellent and caring Nurse. Thank you.
The doctor listened and we discussed meds
Quick, efficient understanding of my medical records regarding Long COVID.
Saw the practice nurse for stitch removal. Efficient and informative but also very kind and reassuring. Am sure she is very busy but did not feel rushed at all.
The nurse made the appointment relaxed and informative whilst getting her point over, exactly how it should be
The nurse was very reassuring & professional & gave me good advice
From initial enquiry at reception to tetanus jab by nurse - the whole process ran in a polite, timely way - great service.
Good help
Very efficient take time to listen overall very good visit to the doctors
Good dr who listened
Dr Bindi addressed my needs, gave me a full update on my scans and also an insight into my health check up. She also recommended seeing a physio the following week and made the appointment for me and saying we will go from there.
The doctor was easy to talk to and made me feel at ease
Very quick and punctual
Knowledgeable and caring
Appointment was running 20mins late. The nurse did not seem confident in the procedure. Staff were all really pleasant and kind
Grateful to have a wound check from a friendly and efficient nurse
Friendly, listened to problems
Good service
Everyone was very pleasant & helpful as usual
In and out within 15 mins
I was assessed well for physiotherapy and all Q's answered with info needed.
The nurse explained everything so well and very conscious of my feelings and patient.
Arrived on time and was seen within 5mins. Had a thorough investigation, exercises seem to have worked wonders
Dr Musvibe was very friendly and patient, and I felt very much listened to and understood. She is one of these lovely people, who make you already feel better when you are in the same room with them.
I was called in on time very pleased with my gp who took the time and more to listen to me even had a laugh made my day
Efficient and in time

Good dr
Lovely nurse Carolan a breath of spring. Friendly helpful and informative.
On time, efficient, friendly, professional, reassuring, knowledgeable
The nurse was nice, polite, professional and gentle with our baby.
Katie is a great nurse, friendly and puts your mind at ease. Treats you like a person not a patient.
The doctor I saw was amazing, with my mental health ptsd playing up I really felt at ease same with my partner he went through everything with both of us and made sure we had everything we needed, one amazing doctor unfortunately the appointment for the next step is long and not till November but I know this is no fault of the surgery
Vaccination appointment. Seen on time, Professional, friendly service.
Because that's how I found it !
it was the best injection i have had...wonderful
Quick,ontime appt,very pleasant nurse.
Pleasant and efficient nurse.
Because staff treated very well, they answered my all questions
Reception staff were extremely friendly & helpful in arranging an appointment for me and Dr Bendi gave me the best Professional Care and attention all wrapped up with compassionate kindness.Thank you.
I've always given Lakenham Surgery full marks and yesterday I had two appointments back to back. I saw Claire for a counselling session and I'd give 10 out of 10 as I always do, however I cannot say the same for the response from the gentleman doctor I had a consultation with. I'm actually sorry to be writing this
Nurse was welcoming, empathetic and put me completely at ease
The Doctor was polite and dealt with my problems
Because the nurse did a thorough check of my records and showed due diligence looking after my health and current issues.
Receptionist very helpful
Good informative service
Helpful and cheerful staff
Very pleasant and helpful staff
Be pleasant and. Helpful staff
Doctor that saw my son went into great detail explaining so I would understand and I felt listened to and he was genuinly there to help
Rachel was lovely and made me feel extremely comfortable
Efficient and friendly staff
It was just an injection and painless
Prompt interview/appointment. Nurse informative and answered appropriate questions adequately.
Very polite and friendly lady who performed the tests.
Friendly and informative nurse 😊
As before your nurses are being very caring & kind treating my painful ongoing leg problems.
The doctor was not listening to what myself and hubby was telling him.
Appointment ran late, but quality time with doctor
Friendly and helpful staff. Calm atmosphere. Helpful advice given when requested.
Efficiency. Friendliness. Politeness
Useful
The nurse who treated me was so nice
She was excellent
Everything was explained thoroughly and the treatment was quick and painless. A good job, well done.
Everything went smoothly and the nurse was human - she was polite and on the ball.
Great Nurses, x
Very effective staff explanation on the vaccine
I was seen quickly. The nurse (?) giving me the RSV jab was professional but made me feel relaxed, she explained the reasons for the injection. Well done.

I was seen on time and allowed to question what the jab was all about
It was my first ever cervical screening so I was extremely nervous. The nurse was great and so professional, she informed me about everything I needed to know and when I had questions she just listened. Even when I was struggling during the procedure she was great. I couldn't fault anything she did and i'm so thankful I got her since she was so patient and understanding.
Efficient,informative,friendly and kind
Very communicate with me. Thank you
Quick friendly visit
Appointments running 40min late. Doctors voice was so soft I couldn't understand much of what's he said.
all the staff at your practice are lovely and helpful. The nurses especially so.
I can early and you managed to fit me in. The staff were very efficient, courteous and helpful.
It's a great practice, efficient & friendly
Prompt and painless
Staff was helpful, resourceful and thoughtful
My appointment was on time, my GP looked after me and gave me the right prescription
I felt comfort and practitioner treated me well.
The doctor was very attentive, thorough yet precise and I thank him for that.
Louisa was enthusiastic and informative. I didn't feel the needle go in. Next day I had no after effects
All went as it should have.
Every ones was kind and helpful
Smooth
Prompt and efficient
I had the injection I wanted. Lovely nurse.
Didn't have to wait too long.
Caring, efficient Practice, always gd - apparently a rarity these days .
All went well, no problems
Efficient
It was efficient, friendly and positive. Plus the nurse made the "jab" very painless
Easy to arrange and no waiting
Sarah was an ace with the needle, as always.
There was a delay in waiting room although I was the only one there
Courteous and informative
On time and very polite
Managed to resolve the issue
Timely and efficient
I came to see Dr Emore regarding my current mental health status. He was attentive and as always supportive. I showed him I had a suspected blood clot and he checked my stats before booking me in to the VTE clinic this Wednesday! He's a legend and a good singer in the making. Thankyou to him and the staff at Lakenham surgery 10/10 😊
Helpful and informative
Brilliant staff and knowledgeable
Everything very efficient and friendly.
Seen really quickly (someone else cancelled), v helpful dietitian and receptionist
It was good because Grace explained well, listened to what I needed to say and was friendly and helpful
Polite and prompt
As usual very professional and caring.
Nurse was friendly and did what we went for
The appointment was postponed
The staff are friendly and helpful

Caring nurse
Efficient, didn't have to wait too long, Dr Bendi is a superb GP
GP listened carefully. Treatment felt correct for the situation
Treated well. Listened to. Treatment pkan
Relevant treatment. Responsive GP
Super
Good communication, respect, dignity and professional boundaries
The nurse was very knowledgeable, efficient, and caring.
The nurse was lovely.. she was very helpful and even checked on my implant as I was worried about it. She is a very good nurse
Because the service is fantastic so thank you
The health care personnel were informative and cared for me in a professional manner
Always friendly and efficient
I was in and out in less than fifteen minutes
On time - lovely doctor - problem solved
I had a bad appointment on the Friday. Was made another appointment with penny on Wednesday and she listened and has started the tests that need to begin what ever is going on with my body
The doctor took time to review test results and answered my questions helpfully
Very nice team and doctor
Physio was brilliant
Helpful. Pleasant staff and efficient
Appointment available & seen quickly
Having trouble with reply so please be patient. Receptionist was pleasant and helpful. The Waiting Room was clean and well-aired. The Doctor was, as always, caring and thoughtful, a good listener, considerate. He is courteous and has a good memory.
Reception were helpful and doctor took the time to answer all questions. Even though it's led to a lengthy referral which is disappointing, I was really happy with the service at the doctors surgery.
The nurse was very concern and had time for me
Great attention
Was seen and there was not any rush and everything was looked at by Dr Phips
Well organised RSV vaccinations
Efficiency, knowledge and competence of Sarah, practitioners taking my blood sample
Very helpful . Explained the situation, given prescription to help with the pain x
GP very pleased and knowledge
No wait for appointment.
Nurse that we saw was very good with my daughter while she was having her vaccine
So professional
Attentive and understanding respectful
Dr Phipp listened and agreed an appropriate care plan with me.
Very helpful and polite
Verbally I was told my appointment was at 2.45. A couple of minutes later when I received the text confirmation it stated a 3.00 pm appointment. A little confusing. However everything else was professional and the doctor was great as always.
Painless, The nurse was very pleasant .
Receptionist was very helpful and organized both my wife and my covid and flu jab appointments. Dr Bendi was very clear with her diagnosis of my leg problem I have.
Happy about the help, werry helpfull people's. Thanks.
Was able to successfully book myself in as being there for my appointment and the consultation with the Doctor was beneficial.
Because I believe the doctor sign posted me. Without truly understanding my situation. I know my referred doctor knows me and my dads circumstances better.



Following on from my last response the doctor was professional and nice. I was having a bad day and needed to see someone that knew me and my situation. The reason for going I wanted some clarity on my pre diabetes. I felt disappointed.
Because the doctors are going to help me get the help that I need
Dr was understanding and kind
The appointment was more or less on time and the nurse who attended my wife and I was very informative and did her job well.
I don't feel I am getting anywhere
Engaging nurse practitioner. Gave relevant information, listened to questions and answered appropriately.
The doctor examined me and explained what the problem was reassuring me that it wasn't cancer recurring. She was very pleasant and understanding.
Nurse was very helpful and friendly.
The practitioner is very nice and knowledgeable, she does care my concern and very helpful. But the receptionist is just absolutely awful! Receptionist is very rude, doesn't want to care, they just don't want you to be here!!!!
It was very good
An exceptionally well run surgery, pleasant receptionists and Doctor Bendi very helpful and friendly. Thank you
Efficient as always
Very friendly good service
Prompt, efficient & friendly
The nurse that I had an appointment with took time to explain to me what she thought would be the correct action to take, and took the time to ask a doctor to take a look. I feel very relieved that it is not something to get overly worried about
The nurse was very good, took time to explain that the growth on my thumb was nothing serious and even asked a doctor to take a look, which was very thoughtful of her. Eased my mind, as I am a worrier
I was able to make an appointment with the doctor the same day and she was sympathetic as well as prescribing the necessary medication.
Efficient check in, timely appointment and ran to time. Tegan is really professional and kind and the appointments are really useful.