

**Buckden & Little Paxton Surgery**  
**NHS Friends and Family Test Results December 2017**

Thank you to those who took part in our NHS Friends and Family test.

**“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”**

<b>Response</b>	<b>Buckden Site</b>	<b>Little Paxton Site</b>	<b>Total</b>
Extremely likely	6	16	22
Likely	1	1	2
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
<b>Total Submissions</b>	<b>7</b>	<b>17</b>	<b>24</b>

Buckden Comments

Always reliable and accessible	Sometimes take too long to answer phone
Because I have no complaints to make after years of service other than to complain that you let Dr Brinkhurst go.	Everyone is very friendly. Our doctor was extremely professional caring and friendly.
The doctor made me feel very comfortable and she was very friendly	

Little Paxton Comments

Friendly front desk. Good medical service doctors. Good medical service nurses.	I've always had a good service, friendly and helpful. I know the receptionists try as hard as they can to get you the appointment you need, even if it's not always possible. This is the best GP surgery I've ever used.
Always find staff helpful and friendly. The doctors are caring.	I have never had an issue getting an appointment and staff have always been courteous and professional.
Friendly and helpful staff. Always able to get an appointment around the time I need it.	Usually can get appointment when needed. Got to know GP and trust him.

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<p>The staff at both Little Paxton and Buckden have always been very friendly and helpful. Can always get an appointment relatively fast- at my old surgery I always had to wait weeks to be seen!</p>	<p>I've always had an excellent experience, caring and friendly staff. Appointments are relatively available. Follow up actions are always completed promptly. This practice provides an excellent service to our local community.</p>
<p>Very friendly surgery. Always able to get an appointment.</p>	<p>My family are always treated very well by receptionists and very good doctors. Nurses always very helpful. Thank you all.</p>
<p>Good service, good reception.</p>	

We continue to welcome your feedback. You may take part in the NHS Friends and Family Test whenever you visit the surgery. Please ask reception if you cannot see any 'Your opinion matters' postcards to complete.