

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results April 2018

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?”

Response	Buckden Site	Little Paxton Site	Total
Extremely likely	1	0	1
Likely	0	0	0
Neither likely or unlikely	0	1	1
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	1	1	2

Buckden Comments

Been a patient at this practice for thirty plus years and have always felt well looked after. Thank you!

Little Paxton Comments

I am new to this practice. I feel the desk is not private or confidential. Everyone can hear everything being discussed. Not very good planning or premises for such a confidential business. Poor layout unlike my previous surgery.

PMs' response: I am sorry you are not keen on our friendly, open plan reception desk approach. Some years ago we looked at the possibility of closing off the front reception desk at Buckden surgery to improve confidentiality and an outcry ensued by patients claiming this would be an unfriendly and unwanted addition. Unfortunately we simply are not able to please everyone! We would however point out again that we are unable to make any changes to the layout of Little Paxton as it does not belong to the Partners but to NHS Properties. Using the booking-in screen in the foyer cuts down the need to speak with reception when arriving and making appointments online from the comfort of your own home may also be an option for you. (Please speak with reception to organise your secure log-in should this be an option for you). Should you wish to talk privately with a receptionist, you only need ask – a privacy notice to this affect is pinned to the wall at both surgeries. We trust however that the care you receive from our team meets with your expectations and beyond.

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.