

Buckden & Little Paxton Surgery
 NHS Friends and Family Test Results September 2016

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	101	8	109
Likely	19	4	23
Neither likely or unlikely	3	0	3
Unlikely	2	0	2
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	125	12	137

Comments-

Do not use the surgery very often but find them very accommodating when needed. Look after my elderly relatives very well.	They are always helpful and most times you can get an appointment within a week if possible.
Very friendly receptionists don't have to wait long in the surgery for your appointment. Lovely atmosphere.	Excellent, friendly service. Always helpful and prepared to listen. All staff care!- from reception to doctors and the behind the scenes staff.
Everyone at the surgery is very obliging and helpful and never any problems making appointments or collecting drugs. Everything is very well explained.	Staff and doctors very helpful.
Always been very good.	Good service
The receptionists are always very helpful. The doctor I see is brilliant at explaining my problems.	Able to get appointments quickly
I have always been treated very well, including staff on reception, and have no complaints at all.	Friendly, explain details of symptom, clean environment, feeling of being cared for.
Very good practice with caring doctors	Very friendly staff. Approachable/comprehensive doctors. Always get an appointment in an emergency.
Very polite doctors and staff. I like their appointment system. You can always get an appointment on the same day if it is urgent.	Very good. Extremely helpful
Because I receive prompt and efficient treatment. The doctors and staff are cheerful, courteous and polite and the pharmacists couldn't be more helpful.	Friendly and approachable reception staff. Good availability of doctors and appointments
We call it the super surgery! The reason we would not move from Buckden. Flexible, pleasant, welcoming, efficient. How fortunate we are!	Excellent service but very difficult to obtain continuity due to availability of particular doctor involved in care.

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I had a skin blemish removed by Dr Fagnoli in under 10 minutes which was reasonably pain free and quick but extremely convenient. Thank you so much	Helpful reception and dispensary staff. Could wish that I didn't have to wait over a week for a routine appointment.
Very happy with this surgery	Very happy with surgery/GP's etc
Very friendly and efficient service.	Very professional staff, compassionate and caring. Excellent surgery.
Because we have excellent care and treatment and always have, from all of the staff	Always get an appointment. Friendly staff
Great staff, appointments usually available at a convenient time.	Very helpful, nothing too much trouble, always been satisfied
Always efficient, helpful in their ways. The results are pretty good too.	Always had very good service!
I am very pleased with the practice and also treatment I receive, I believe anyone recommended would feel the same	Very caring service
The best surgery I have used. Please continue with the excellent work.	Friendly and approachable reception staff. Good availability of doctors and appointments.
Well whenever I need to come everyone at the surgery treats me well. I am a very happy patient	Quick level of service
I've been really impressed every time we've come to the surgery; we've only been patients for 4 months and every experience has been positive. And to be honest in addition to the doctors being great, the stand out thing for me really is how lovely the reception team are: so nice be it in person or on the phone- definitely not the norm in my experience. A real credit to the surgery.	Dr Chris Newark has been very supportive during my partners terminal illness- nothing was too much bother and his bedside manner was excellent. The receptionists, pharmacy staff and district nurses all very professional, helpful and supportive.
I have been a patient at this surgery for almost 39 years and I have always found whatever the situation things have been dealt with.	Always happy- Never had any problems
Helpful and understanding	Always very good with me for advice before seeing the doctors, and then when collecting tablets etc. I have been at this practice for 38 years.
Friendly and approachable reception staff. Good availability of doctors and appointments.	Always helpful and polite. Easy to get an appointment!
None of my family live in Buckden	Great level of service.
Very good practice. Receptionist very helpful and caring doctors	Best surgery I have ever been to. Always helpful and caring.
Everyone is very friendly and always try to meet my requests. I never have to wait more than a few days for a non-urgent appointment. The service is excellent.	I am always treated like an intelligent person and am able to discuss my problems constructively with my GP.

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Very friendly, often seen quickly. GP's could be a bit more thorough during appointments	I find excellent service always
Always friendly and helpful. Nicki was lovely!	Reception staff welcoming and friendly, always able to find an appointment. Most doctors welcoming and friendly too. Doctors prepared to squeeze in appointments after hours-in between.
Always friendly, approachable and informative.	Overall (doctors, nurses, reception) I am receiving excellent support for my medical needs.
Friendly staff and doctors, highly recommend. Very professional	No problems in bookings. Staff very obliging and helpful.
Efficient, friendly, professional	Staff most helpful in all cases of visiting the practice, and all the doctors very pleasant and reassuring. Well done to you all.
Staff and doctors always very friendly and helpful.	Have always received the upmost care and been given an appointment very quickly when needed and found all staff very helpful at all times.
The practice is convenient, has helpful staff and there are few delays. There is also a dispensary onsite.	I have a few concerns regarding treatment/diagnosis and referral issues with several members of my family so I am afraid I'd have to think twice. The reception staff have always been very friendly and helpful as with the dispensary staff. <i>PM's Response: We are always keen to hear directly from patients who might have a concern. Please do be in touch with us at your earliest convenience so that we may discuss your issues.</i>
Always been more than satisfied with my treatment with this practice.	Excellent doctors and nurses. No complaints!
Have been satisfied with the care and treatment I have received over the years.	A good practice that keeps us informed of an changes by email.
I always find the doctor attentive and happy to listen and advise on any issues I have. All the staff are friendly and helpful.	Friendly and approachable, willing to help, have helped to see me on short notice.
Great service and easy to get an appointment, staff always very friendly and accommodating.	The practice is convenient, has helpful staff and there are few delays. There is also a dispensary onsite.
I can always get an emergency appointment.	No better practice anywhere! Professional!
Extremely efficient and courteous service. Also very helpful receptionists.	Appointments easy to book- both making and not having to wait for them. Would like dispensary answerphone service switched on when surgery closed. <i>PM's Response: Thank you for your suggestion. This is something that has been discussed within the practice at length and quite recently and it was felt that because online repeat requests were so easily accessible at any time of the day or night, that this</i>

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	<i>was a safer, easier and less onerous way to achieve repeat prescriptions. If you have not got online access and would like to have it, please contact reception.</i>
I have always had a good level of service.	Always try and always helpful
I always find the reception staff and doctors very amendable and efficient. I fortunately do not need to visit very often but when I do I am very impressed with their professionalism and cheerful attitude.	Appointments always available. Doctor caring and friendly
Excellent service.	I have found the surgery efficient and extremely friendly.
Always friendly on reception- nothing is too much trouble. Can always get an appointment. Pharmacy are very patient with me when I continually forget to re order my prescription!	I have never had reason for complaint. In fact people in the surgery have always been very helpful.
Because they care.	Always had good medical service from the practice.
Helpful staff- reasonable care of obtaining appointment. Caring doctor- explain well	This practice and GPs have helped me throughout my diagnosis for lung cancer and my after care. All the staff could not have done more to support me.
User -friendly, effective, efficient. Best practice have ever used!	Excellent service from all members of the practice.
Always friendly and efficient as well as helpful	In the main I have had a good experience with all members of the practice and can get appointments when needed
I doubt whether you would find a more friendly practice anywhere. Well done to Buckden Surgery.	This is the best practice in the country. All the doctors and nurses, reception, dispensary in fact all who work here can't be faulted
Always been happy with GP's and care etc.	Had a blood test it was very quick
Because the staff are committed from reception to whatever clinic to care for patients without exception.	Because we were able to book an appointment straight away on the same day.
Because I have always been treated exceedingly well by Dr Irwin and Dr Leonard who I choose most of the time, also over the phone the reception ladies are very polite and helpful.	
Little Paxton Comments	
Most of my friends and family are already member of the practice.	Kind, caring, help quickly available- thank you
The Little Paxton Surgery is probably the most efficient in UK. Based on Buckden, Little Paxton offers a most helpful and personal service at all times. Thanks go to most reception as make my appointment. The surgeries use of phone discussion with GP is excellent.	I considered putting extremely unlikely so that the surgery doesn't get so full that you would have to wait weeks for an appointment and the staff are stretched. LP is an excellent surgery really pleasant reception staff are caring medical staff. <i>PM's Response: A backhanded compliment that we</i>

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	<i>accept wholeheartedly! Thank you.</i>
Very helpful, no waiting and the doctor was thorough. New patient and felt very at ease.	Easy to get appointment, friendly staff, knowledge very good.
<p>Was kept waiting for 30 mins for nurses appointment. At Buckden surgery they notify you if doctor/nurse is running late. There was no apology.</p> <p><i>I would like to redress the balance right now: I am very sorry that no apology was given for a lateness in being seen. I am sure you are aware that sometimes, but not usually, clinics can run late depending on the patient list before you; this is out of our control. Receptionists may not always be aware immediately of a clinic falling behind but we do try to keep patients advised. However, it is inexcusable to offer no apology and we will ensure that manners are reiterated at the next pan-surgery team meeting held monthly.</i></p>	<p>We moved to Little Paxton in Aug 2015, my toddler has been under various doctors at the hospital and moving to a new GP practice was initially a concern for us. However, I have found the doctors here especially supportive not just in my toddlers care but with all of us as a family.</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.