

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results August 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?”

Response	Buckden Site	Little Paxton Site	Total
Extremely likely	34	5	39
Likely	9	0	9
Neither likely or unlikely	0	0	0
Unlikely	1	0	1
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	44	5	49

Buckden Comments

The staff here are excellent, very friendly, always willing to help. This is the best doctor's surgery I have attended. The doctors are very good.	Good doctors, pleasant staff, great dispensary, not difficult to get an appointment if necessary.
A1 Service!	Never had any problems here.
Very efficient, discreet, professional, understanding, helpful, happy, upbeat, diplomatic, versatile, affable, well turned out.	No problem to see doctor. Staff always polite. Surgery should be open for longer hours- evenings and weekends etc. PM's response: We offer an 8-8 service on a Monday evening for the convenience of our patients who feel they cannot attend routine appointments during our core opening hours.
I have been with the Buckden Surgery for decades and at all times all staffs have been so helpful, polite and very dedicated. An example of a very, very good GP practice. Thank you	I have used this surgery for 14 years and have always received great care for myself and my children. Reception staff always helpful, efficient and friendly.
Ease of getting appointments. Professional greeting (and friendly). Understanding doctors and nurses.	Always a pleasant reception and doctors are always polite and attentive.
Friendly, receptionists. Availability of appointments.	Staff are always helpful and friendly, generally always get an appointment as soon as I need one.
At all times can get appointment. All receptionists helpful and very polite. All nurses charming and	Even though the surgery is very busy and appointments long ahead, there is always a slot if its

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efficient. All doctors actually look at you whilst speaking and inspire confidence. Highly recommended.	urgent to see a doctor or nurse. Also the doctors call ASAP if I have an important question.
Polite	Polite staff- never had a rushed appointment
The surgery is excellent in all respects	Dr Newark
Lifelong surgery	Very efficient service.
<p>Easy to get an emergency appointment. Can feel rushed in appointment and investigation of a problem is not very thorough. Good bedside manner of all doctors and nurses in 20 years I have been coming here.</p> <p>PM's response: Appointment times are scheduled to be only 10 mins. If you have more than one issue you wish to talk to the GP about or feel that your consultation needs more than 10 mins, please do ensure you book a double appointment (20 mins), to allow both you and your GP more time.</p>	<p>Little Paxton is a great resource for the community. The staff are friendly and helpful and I don't struggle to get an appointment. On occasion administrative communications are less than perfect, but I am generally happy. Antenatal services could be more consistent.</p> <p>PM's response: I'm sorry you have felt that communication hasn't always been as it should be. Please do get in touch with me with more detail if this continues to be an issue.</p> <p>Antenatal services are not run by our surgery. Should you wish to discuss any issues you may have, please be in touch with the antenatal services at Hinchingsbrooke hospital.</p>
Always satisfied	Welcoming and helpful. Not too long to wait for an appointment.
Over the last 9 months my husband has had to visit the doctors on numerous occasions because of his various illnesses. The reception staff, doctors are the most caring people, even to the point of checking if I was alright after the passing of my husband.	My husband and I have been with the surgery for 21 years. We have always found staff, pharmacy and doctors helpful, kind and accommodating. The reception staff do their utmost to help in a confidential, kind and caring way. We would recommend the surgery to anyone.
Very friendly and accommodating	We have received very efficient and helpful care.
Everyone at the surgery is extremely helpful and very pleasant.	Helpful staff in all aspects.
Friendly staff, GP's are wonderful and always helpful. Always able to get an appointment.	Confident with all in the practice and got a very good service, but I do not like waiting to see my GP, sometimes 3 weeks. This practice needs more GP's!

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	<p>PMs' response: Indeed, certain GPs do get booked up well in advance and I'm sorry if you feel you have to wait a few weeks to see a particular GP. There have been holidays during the middle of year – even GPs need down-time! This may have added to a wait. However, we offer on-the-day emergency appointments which are available from 8am every morning and again more are released from 2pm daily. Our practice works at a safe capacity in terms our GP to patient ratio and patients are advised that if they require a follow-up and wish to see the same GP, they should make their appointments as soon as possible to avoid disappointment.</p>
Good service	Very friendly and helpful staff and doctors
Always been very accommodating when in need.	Over the thirty years, we have only been satisfied with the service we have received both from staff and doctors.
Always friendly at reception and as helpful as possible. The doctor who I deal with is also friendly and efficient.	Good doctors and only one in Buckden.
Efficient, helpful, professional	Always get an appointment. Nice staff on front desk
I always find staff very helpful. The receptionists are so much more pleasant than previous surgeries. Also when promised call backs, referrals they actually happen. Keep up good work.	I am treated courteously always and feel involved with my treatment as my regular doctor (and other) are happy to discuss my illness and treatment plans with me.

Little Paxton Comments

Always received good treatment here. Staff very helpful	Friendly, patient staff
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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.