

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results August 2015

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	5	0	5
Likely	1	0	1
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	1	0	1
Don't know	0	0	0
Total Submissions	7	0	7

6 of the 7 respondents were likely or extremely likely to recommend our practice to friends and family. One patient felt they were extremely unlikely to recommend our practice with the comment

Reception staff are rude and do not really know what they are doing.

Surgery Response:

We are sorry a patient has had a bad experience. Previous and current comments from Friends and Family Test regarding our reception team have been complimentary. We take training of all our staff seriously and we do appreciate constructive criticism. Please do tell us at the time of an incident so that we may investigate and identify any training needs. We would welcome this patient's communication with our Practice Manager, Adele Slaney, to give us the opportunity of investigating and sharing learning outcomes.

The remaining comments were

Only just joined but seems friendly and efficient.

Brilliant surgery

Since moving to Buckden 6 years ago the service provided by Buckden surgery, Hinchingsbrooke Hospital and the Ambulance services can only be described as exemplary.

The receptionists are very friendly and obliging and the doctors are available for appointments within a reasonable time.

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.