

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

Everyone who responded would be highly likely to recommend our GP practice to friends and family if they needed similar care or treatment. No other responses were received.

Response	Buckden Site	Little Paxton Site	Total
Extremely likely	3	18	21
Likely	1	3	4
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>	4	21	25

**Your comments**

*Brilliant all round care*

*Excellent care and attention*

*Great service/care. Thank you so much but the loud music is really awful. Something more relaxing would be more appropriate. A lot of your patients are elderly.*

*Caring, professional service*

*Always helpful. If doctor not available nurse appointment offered. Pleasant atmosphere.*

*Always happy with the treatment received and always great advice and get an appointment when needed.*

*Always helpful and polite and I have a lot of trust in the doctors.*

*I have always found the receptionists very friendly and the service is exceptional.*

*Service brilliant, everything you could wish for from your doctors.*

*Friendly efficient staff. Easy to get appointment. Staff all willing to go the extra mile for their patients.*

*Very good service*

*Lovely staff, very helpful*

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*Mum has been looked after so well here with Sharon the receptionist and the doctors.*

*Very good and helpful.*

*Friendly, good service, no complaints.*

*I have been with the surgery since 1976 and over the years there have been numerous improvements. It is very efficient and very caring practice and I am very happy to stay with all the staff and doctors I know even though I have moved out of the area.*

*Usually have good appointments available quite quickly. A good range of GP's to choose from. Helpful receptionists and great nurse too.*

*This has been the best doctors I've been with, which actually helped me and started getting me better.*

*I can always get appointment. Everybody always helpful. Waiting times usually not long.*

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.