

Buckden & Little Paxton Surgery
 NHS Friends and Family Test Results February 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	19	32	51
Likely	3	4	7
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	22	36	58

Buckden Comments

Fast, efficient and friendly service from all staff and they listen!	Very good service
I have been with the practice for 27 years and have always received excellent care. There is never a problem in getting an appointment.	All staff are very friendly. Dr is lovely. However receptionists can be a bit sharp at times- Tuesday PM
Friendly, caring and very efficient. The best doctor's surgery I have ever been to.	Always had good treatment from doctors and nurses
Reception staff/nurses/Dr Irwin all have an excellent manner. I have received FIRST RATE care here for the last 20 years.	Everyone in the practice are always happy to do what they can to help. Always charming and cheerful.
I went for a routine drug review, but Dr Fagnoli was equally as interested in how I was generally and sincerely so.	Friendly reception staff. Calls answered quickly
Excellent and prompt response in proportion to needs	Always been helpful and caring

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I am always happy with the care given. Although I am fortunate to be a very infrequent visitor.	Very efficient, friendly and helpful
Staff helpful and friendly- Dispensary	Never had a problem in 45 years of coming here
Very friendly staff. Very friendly doctors	

Little Paxton Comments

Easy access and appointments readily available!	Seen quickly. Friendly service.
Very happy with the practice.	Fantastic organised doctor's surgery with wonderful service from both reception and the doctors themselves. I would highly recommend.
Fairly Prompt appointment timing	Good quick service, friendly staff
Totally satisfied. Happy. No complaints. Satisfied with all doctors and all staff.	Very helpful staff. Always seem to get an appointment if urgent. Very happy with this practice.
Can always get an appointment if urgent and doctors, nurses and receptionist are very helpful.	Efficiency- very good service and attention
Always get an appointment if urgent and everyone is so kind and helpful.	Staff and doctors always make you feel comfortable. Good surgery. Not too long wait for appointments.

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Always very helpful	Friendly service. Feels like you are part of the team. Doctors and all staff are lovely.
Ease of getting appointments and friendly and helpful reception staff and personable and approachable doctors.	Brilliant service from all staff and doctors. Can always be seen for an emergency appointment.
Extremely happy at LP.	Never had any problems with this practice and always treated well.
Very friendly and put you in when necessary.	Service is A1.
Always excellent help	Very good service, friendly reception
Very friendly	Never had any problems with this practice and always treated well.
Friendly professional service	I have been a patient at the surgery for a number of years and always treated well by staff. Can always get an appointment when required.
Excellent, professional and friendly surgery.	Amazing care

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.