

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	11	1	12
Likely	0	1	1
Neither likely or unlikely	0	2	2
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	11	4	15

The toilets are very very cold and most uncomfortable to use especially for baby changing - Not good

Practice Response: We are sorry you find the toilets at Little Paxton uncomfortable. The building does not belong to us, but to NHS England. We will bring this to their attention.

Although everyone is great the reception area is very unsightly and untidy. Too much info and very confusing.

Practice Response: We agree! More and more we are required by the Care Quality Commission to add posters and information for our patients. We are bombarded with posters and leaflets from all manner of good causes and it is difficult to know where to draw a line. (You may note that we do not endorse any private businesses and individuals who are allowed to place their literature in the foyer only and not in the main building). Magazines/Books for patients' use are tidied nightly before closing up for the evening.

The building however does not belong to us but to NHS England. We have already spent a considerable sum of money on storage space in one of the unused rooms for which we needed NHS England's permission and which will enhance the value of a surgery which does not belong to us. We are in communication with NHS England in relation to many aspects of the surgery, including the poor water system and disabled door access from foyer to waiting room.

A constructive idea of how you think we can better display our information (which may be of interest to some but not to all), would be welcome, bearing in mind that improvements to the building are strictly speaking for the account of NHS England and not for the Partners who run Little Paxton Surgery. Constructive advice can always be passed to the newly formed Buckden and Little Paxton Surgeries Patients' Association for consideration of fund spending – information can be found on the board within Little Paxton Surgeries.

Other comments

Always pleasant receptionists (a rare thing). Please keep the new lady locum Dr Mokah she's lovely.

Because of the treatment I and my family receive!

Always had good treatment from all at the surgery.

The dispensary staff are fabulous and the ladies on reception are always so helpful and polite.

Recent gynaecological and urinary problems have been dealt with courtesy and sensitivity. I am very grateful we are fortunate to have Buckden Surgery.

My wife and I have nothing but good things to say about the practice. From reception to medical staff we have always received the very best attention and caring attitude. The pharmacy staff are friendly and very professional.

Very good staff and doctors

Very happy in all aspects. Caring doctors, nurses and staff

Staff very friendly and extremely efficient. Caroline on reception extremely helpful and charming. Thank you. Always have time which is so important.

I came here with a painful sore at the back of my neck. After thorough investigation I was given treatment and thank God I am now feeling much better and the wound is healing. I am very grateful to the team at this surgery.

Convenient, friendly and above all I trust my doctor.

Blood test with Hazel = Very gentle. I would come to her again = Very good

Just a truly excellent service we are very lucky.

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.