

Buckden & Little Paxton Surgery NHS Friends and Family Test Results December 2014

Thank you to those who took part in our first NHS Friends and Family test. A total of 37 postcards were completed across both sites during December 2014.

“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 likely to recommend our GP practice to friends and family if they needed similar care or treatment. With 33 (89%) of respondents saying they were highly likely to recommend us. No other responses were received.

Response	Count
Extremely likely	33
Likely	4
Neither likely or unlikely	0
Unlikely	0
Extremely unlikely	0
Don't know	0
Total Submissions	37

Your comments

All the comments were positive. To give you a flavour of the comments here is a sample of the more commonly used words.



The list of all the comments, excluding any that the contributor did not want published, are in Appendix A.

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.

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Appendix A – Your Comments

- ◇ I have always been very happy with my family's treatment received here.
- ◇ Always very helpful and caring. Always feel very confident with my treatment given by the DR / nurses.
- ◇ Great care, always can be seen same day if urgent.
- ◇ Have been with Buckden Surgery for over 30 years and now Little Paxton. Excellent service and doctors.
- ◇ Highly recommended
- ◇ Have always found staff and doctors very helpful and can mostly get an appointment at either surgery.
- ◇ Always received good advice and prompt service. Although the appointment system (which seems to be universal) leaves a little leeway when you need to be seen, although there is an emergency slot available.
- ◇ Very local and friendly
- ◇ Great surgery, appointments available, friendly staff/ nurses/ GP's who care!
- ◇ Always had good care, treatment and respect. Patient here since 1987; the changes have not affected the service received.
- ◇ Very well looked after very good treatment.
- ◇ Staff very helpful, nothing is too much trouble. Great confidence in the Doctors.
- ◇ Everyone very helpful, friendly and caring
- ◇ I have always received excellent care and service from all the surgery staff and practitioners. Everyone listens carefully and responds appropriately.
- ◇ We are so happy with the Doctors and staff. Always seen on same day when necessary. We feel lucky to be with the practice when we hear how others are treated elsewhere. Thank you.
- ◇ Very easy to visit and friendly helpful staff
- ◇ Friendly efficient service.
- ◇ The staff at Little Paxton are all absolutely brilliant. The nurses are wonderful! One of them even spotted some symptoms that led to a really important and life changing condition!
- ◇ In a word- "Competence"
- ◇ Always found doctors and staff most helpful.
- ◇ I always get an appointment very quickly. The doctors listen to what I say and don't rush me. I can usually see the same Doctor if I want to.
- ◇ Friendly service. Easy to get appointments. Excellent G.P's.
- ◇ They are really lovely here and they have really helped me and they understand
- ◇ It is very convenient and friendly. Can usually get an appointment promptly.
- ◇ Excellent care and treatment.
- ◇ Always helpful. Have time to listen.
- ◇ Brilliant doctors- Very professional staff
- ◇ Been taken care of for over 20 years and the medical and other staff i.e. receptionists are beyond reproach. They take great care of you.
- ◇ Pleasant and helpful practice. (Only fears are when railway is done and the access to surgery)
- ◇ No complaints in 32 years. Doctors are very approachable and treat everyone with respect and care.
- ◇ People are always very friendly and helpful. They give good advice when seeing someone too. I also like how easy it is to make appointments and how freely available they are.
- ◇ Friendly efficient service.
- ◇ Over 25 years no complaints.
- ◇ Helpful and friendly.
- ◇ First class service at all times. Friendly and efficient. Very happy with everything.

07/01/2015