

Buckden & Little Paxton Surgery  
NHS Friends and Family Test Results October 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	64	20	84
Likely	14	3	17
Neither likely or unlikely	4	1	5
Unlikely	0	0	0
Extremely unlikely	1	0	1
Don't know	0	0	0
<b>Total Submissions</b>	<b>83</b>	<b>24</b>	<b>107</b>

Buckden Comments

Myself and my daughter always receive excellent care at the surgery and the staff are all wonderful.	Very accommodating to any situation. Reception excellent. Always managed to get appointments of treatment if important
Prompt service- friendly staff- never problems booking appointments etc.	Usually able to make an appointment when required.
Very efficient and friendly	Everyone so nice, helpful. Wouldn't go anywhere else.
The surgery are always incredibly helpful and flexible. Pleasant, kind staff without exception. Thank you for all your help.	I always find the staff generally to be very pleasant and helpful.
All the staff are extremely helpful, kind and considerate. Easy to make appointments. Nothing is too much trouble.	All services excellent. Thanks
Very pleased with the GPs in this practice. Been a patient here for 39 years. All staff have helped us on numerous occasions and are very happy with our care.	Very happy to see a doctor when needed.
In the main the practice is excellent and doctors very good, but the waiting times for non-urgent appointments is too long.  PM's Response: It is great to hear that the consultations you receive are meeting your expectation – even if you have to wait too long to	Always helpful

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receive them! We always encourage patients to make appointments in advance whenever practicable. For some of our GPs who are very popular, getting a routine appointment may result in a bit of wait and we would also encourage patients to consider visiting with other GPs who may have more availability, generally because they are newer to the practice and not as well –known. We keep a careful eye on our routine appointment ratio and can confirm that they are indeed satisfactory.	
I find all the reception staff friendly, helpful. Unlike my previous surgery. Have only seen 2 doctors and both excellent.	I always find them helpful at all time. Have been with them for years. Would not like to change.
I've found this surgery always to be extremely friendly also doctors to be friendly. Pharmacy fantastic staff and very helpful. Friendly and helpful staff. Very thorough doctors.	Always had prompt caring assistance. Cannot fault them.
Very nice doctors and very receptive at any needs.	Friendly and professional service.
The staff are always polite and helpful.	Excellent surgery
Hard to get appointments  PM's Response: I would reiterate the points made above however would also point out that on-the-day emergency appointments are always available.	We cannot fault the surgery, doctors and staff.
Service always good	I once felt like I wasn't taken seriously enough.  PM's Response: I'm sorry to hear you felt you were once not taken seriously. If you would like to discuss this with me in more detail, please do not hesitate to contact me.
Surgery and appointments managed well, minimum waiting time. Friendly helpful receptionists. Doctors always pleasant, attentive and not rushed.	Advice given and appointments readily available.
Always helpful staff. Usually get appointment when needed.	Always helpful and understanding.
Very efficient and friendly. Always very helpful. The doctors are brilliant.	Polite, efficient, extremely professional and very helpful.

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More than satisfied	No long waits for appointments, pharmacy on site are very efficient.
Always get an appointment. Prescription service excellent.	Very friendly and efficient service at all times.
Nice location- easy to get to via the A1. Very friendly reception staff and good electronic sign in system, and friendly, knowledgeable and understanding GP.	I have found Buckden surgery very friendly, helpful people. I have managed to get appointments for myself and my son when needed. Very accommodating and empathetic with patients.
Always receive best attention and service from all staff at the surgery.	Every effort is made to help when you visit or phone.
Always helpful	Can generally get to see who you want fairly normal.
Appointment- very late, could do with an update!  PM's Response: I am a little confused as to what is meant by this comment but think it might be that you have had to wait in the waiting room for a length of time past your allotted appointment without explanation as to the wait. We do make every effort to stick to appointment times but emergencies and complex consultations can sometimes create a backlog. We would encourage patients to book a double appointment if they have multiple issues to discuss with a GP so as not to overrun their 10 min appointment. Receptionists do not always know what the hold-up might be or for how long it is likely to overrun as the GP often find it inappropriate to stop their consultation to brief the team; but they certainly will give an update to the waiting room if they are able to do so.	Some difficulty encountered getting an appointment with GP of choice. This delay increased my anxiety levels beyond acceptability.  PM's response: I am sorry that we have increased your anxiety levels by being unable to give you a routine appointment with your GP of choice at the time you requested. GPs and staff require to take holidays as much as anyone else and during the summer, you might find your usual GP is unavailable. Please consider seeing another GP or booking your routine appointments in advance where possible to avoid disappointment.
Fast and friendly (and effective) service.	I have always found the surgery here is probably the best one I have been to. Staff really friendly and helpful. Never had a problem and can get appointments. Overall excellent all round!
Always looked after. Staff helpful	I have found the surgery both kind and understanding and have been more than happy with the service I have received.
Very helpful and pleasant reception and medical staff. Accommodating and was given an appointment for today when I rang this morning. Greatly appreciated.	My first visit to the surgery was made very welcome and the receptionists were very friendly and cheerful.
But reception and dispensary are reluctant to answer the phones. Staff levels low.	Good courteous staff and service. Prompt appointments.

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PM's response: I am sorry you feel this is the case. There are some peaks during our working day which are busier than others and during these times, it may seem that we are reluctant to answer the phone when in fact we are extremely busy concentrating on other patients' needs. We keep a close eye on staff levels to ensure safety and can confirm that levels of staff are most definitely adequate.	
After living in different areas around the country from Wiltshire to Scotland. Also having many health issues I have never come across such a pleasant, efficient, professional surgery/doctors/nurses. I am very lucky to stay with you as I moved around. Thank you for your care.	Lovely friendly staff and doctors. Try their best to fit you in for appointments. Easy to park in their car park.
Good, efficient service and friendly atmosphere.	Been with surgery 2 years and very pleased with care and service.
Excellent doctors. Nothing too much trouble	Always accommodating and helpful
Good surgery, friendly staff both on reception and medical staff.	Staff always extremely pleasant and competent.
A great team at both practices	Friendly and approachable. Good ambience.
First class- both from reception to doctors and treatment	Can always get same day emergency appointment which is so important with children. Receptionist helpful. Dr Newark is amazing!
Always helpful and pleasant.	Good service.
Excellent service. Courteous staff and prompt appointments.	Good service. Friendly. Get appointments relatively quickly/ good availability.
All the staff always go the extra mile to be friendly and efficient. I would not like to be under any other service ( have used them for 30+ years)	I find the surgery staff very friendly and helpful. I would like to add the pharmacy staff are especially wonderful.

Little Paxton Comments

Reception staff always helpful and kind. Doctors excellent and appointment system is first class.	You can always see a doctor when you need one. All the staff are very friendly and polite.
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Appointments are always available; staff are very friendly and professional. Plenty of advice readily available.	I have always been treated very well and got appointments ASAP. Staff very nice always polite when you arrive at surgery
Very helpful, efficient, responsive.	Friendly, fast, efficient service.
Can easily get appointment. Local. Pleasant doctors, nurses and reception staff	I have only recently joined the surgery and do not feel I have enough experience to state otherwise.
14 month old granddaughter unwell, from phone call to the surgery to being admitted to hospital within a couple of hours-brilliant service by all staff/doctors as always.	Always first class attention with nurses, doctors, receptionists and staff etc. First class.
The enthusiasm of all the staff.	Doctors here are very friendly and understandable
Had gall bladder removed and it would get infected. Nurses have had to treat me on a daily basis for nine weeks, now we are down to twice a week and at the thirteenth week the care and knowledge has been fantastic, only had to wait once as appointments were running late. Has almost healed.	It's always possible to get an appointment. All the staff are very friendly and helpful. My elderly mother is also registered at this practice and gets very good care.
I always receive excellent service (treatment). Doctors and all staff are very helpful	Wonderful staff and reception people.
Very polite and friendly staff, all the doctors, nurses and receptionists always very helpful. Most of the time appointments available.	We are always well treated and most of the time who ever we see is punctual.
Good surgery	

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.