

“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	118	10	128
Likely	23	2	25
Neither likely or unlikely	3	0	3
Unlikely	1	0	1
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	145	12	157

Practice Overall Response:

Of the 157 comments, (thank you to all who took part), we have attempted to address the six comments where issues were raised. We would encourage anyone with real concerns to speak to their GP or to the Practice Manager to resolve a situation as soon as possible. Emailing to bandlp@nhs.net will ensure that your concerns are directed appropriately and indeed suggestion boxes at both sites are available if patients feel this is more appropriate.

For the other 151 positive comments, we are very satisfied to hear that our service would be recommended by the vast majority proving that our continuous training, positive attitudes and deep responsibilities to our patients are seeing benefit. We are always here to take on board constructive advice to ensure we keep abreast of our patients' expectations, within the parameters of our gift to do so.

Once again, thank you to all who took the time to take part in the latest “Friends and Family” drive.

[The staff are always polite and friendly. Appointments generally run on time and if not we are always given an apology. Myself and friends etc would highly recommend this practice.](#)

[I can always get to see my doctor.](#)

[I find everyone helpful and very pleasant.](#)

[Good staff all round.](#)

[Always able to get an appointment for my children often at short notice.](#)

[Always very efficient and friendly.](#)

[Very helpful. The best. Nothing is too much trouble from reception to doctors.](#)

[The staff are very friendly and smiley.](#)

[Been at surgery for 34 years always been satisfied.](#)

[Always very helpful. Will nearly always feel better before you see the doctor.](#)

[We are very lucky to have so many good doctors/nurses at this practice. The receptionists are always helpful and your never kept waiting for an appointment.](#)

[Excellent service.](#)

Because all the staff are friendly and easy to talk to.

Been registered here for 18 years and always had good service. No complaints.

Moved here several years ago, transferred from the Godmanchester practice and am much happier with the standard of service/care provided. Only issue I have is with dispensary not having option to pay for prescription over the phone.

Right through from (telephone and receptionist) the stent of the experience, unfailing high standard of attention and consideration, back up by the requisite knowledge and experience.

I have lived in Buckden for 11 years. I have always had excellent care/treatment from the reception staff through to all the medics. I had breast cancer and the surgery was amazing in daily dressings and kindness. All staff work extremely hard to ensure their patients comfort.

Both polite and caring. Well satisfied in the surgery and staff.

Buckden surgery is a very good surgery.

Local surgery-Welcoming staff. Only slight issue is opening hours- sometimes can't get an appointment when needed.

Practice response - I am glad to hear that when you do come to our surgery that you find our surgery welcoming. We do try to accommodate patients as best we can with on the day emergency appointments, late nights until 8pm on a Monday, early morning and evening telephone consultations and online booking of appointments. If you would like more detail of any of the extended hours services mentioned above or wish to make use of online appointment booking, please do contact the surgery.

Always extremely happy with the doctors service at this surgery. All staff very pleasant and helpful all of the time. Thank you.

I have had a very good positive experience of my gp practice, excellent.

Efficient, on time, pleasant surroundings, friendly staff.

Approachable, sympathetic, helpful. Pharmacy very knowledgeable and helpful. The receptionists really listen and want to help. Practice nurse knowledgeable and helpful. Consistency of doctors on the premises (not lots of locums).

Friendly doctors and reception staff. Always willing to help and get you an appointment.

Friendly and helpful staff. Always able to get an appointment even at short notice. Doctors always willing to spend time with me and my family and we never feel rushed.

Doctor listened to my situation, made suggestions for care and progressive treatment without me feeling rushed.

Easy to get an appointment. Repeat prescriptions easily obtained over the phone. Dr Irwin is a very good doctor.

Always treated with respect and care. Nurses are very helpful and caring. Love this surgeries receptionists always helpful like coming to see your family with love warmth and care from us all.

Always try to accommodate appointments. Doctors and staff always friendly.

The staff are very good, and a good service.

Apart from having to cross Buckden roundabout the service, staff and doctors are very nice and helpful. On holiday this year I had forgotten my medication for Parkinson's. I rang surgery on a Thursday afternoon. Spoke to a doctor and he arranged for a local surgery to supply me with a small amount.

Because the staff are very helpful and friendly.

A brilliant surgery. Well run/friendly/helpful/excellent staff/GP's.

Excellent service.

All members of staff are extremely helpful, polite and courteous. All medical staff are caring at all times. The surgery is always clean.

Unlike other surgeries we are always able to get an appointment. Good doctors and a smile! We are doing very well here!

Mistakes made at surgery (clinical). Attitude of staff. Surgery doesn't appear to be particularly caring or helpful on occasions however, today (16/03/2016) I was greeted in an unusually friendly manner only to discover that cqc were attending tomorrow.

Practice response-We are very sorry to hear that your experience of the surgery and our services have left you less than satisfied. I would be most grateful if you could contact the Practice Manager at your earliest convenience to discuss further and try to understand and address the issues. As you can see by the comments made by so many others, our friendly attitude is consistent and not driven by any visitors or inspection.

Always very polite and courteous and helpful. I would have no hesitation in recommending this surgery to others.

Service is always very good and all staff are very polite and helpful.

Plenty of appointment times with doctors.

The nurse practitioner and nurses are always helpful and friendly. The receptionists helpful and accommodating. I don't often see the doctor because the nurse practitioner is usually available, but when I have seen them they've been professional and knowledgeable.

Over many years with the practice we have been looked after extremely well.

Good service. Lovely staff and great doctors.

Very friendly and helpful.

Always 1st class attention and so polite.

I don't come often but I always feel welcome and I am treated with respect.

Getting an appointment is generally easy and prompt. Receptionists are lovely which is a great bonus when you feel ill.

Very good helpful staff-all areas. Best doctors this side of heaven!

Always a friendly welcome

Best practice in the county. Fast friendly service. Always been able to book emergency appointments with the GP that takes care of you.

The staff are always friendly and most helpful. Can almost always get appointments when required. Nothing is too much trouble.

Generally feel that I have been well looked after.

Always helpful reception, nurses, doctors. Fantastic. Very lucky to have a great practice. Thank you all for all what you do.

Good understanding, no nonsense, doctors and staff pleasant atmosphere.

The staff are very friendly every time I visit my local surgery my issues are sorted. I would highly recommend to friends and family.

A well-run, efficient, friendly service on reception/front. (warm and clean in pleasant environment).

I have never had any problems with getting appointments staff always very friendly and helpful.

Friendly staff.

Very good service.

I think this is a very good surgery. Everyone is always very helpful and understanding.

Whenever we have used this practice everyone (doctors, nurses, reception etc) have always been polite and professional and we have never been made to feel that we are wasting their time. Nothing is too much trouble.

Would highly recommend. Thank you.

I've never had a problem getting an appointment for any of my family. I also like being able to book online.

I like being able to have continuity for an ongoing condition and the facility to see anyone rapidly.

Have always been treated with respect and care from all staff. Have always (over 25 years) considered the practice as very professional. A paragon of health care.

I don't think it is very professional to come in and be greeted by someone who is eating on appointment desk!

Practice Response- We do try wherever possible, to promote a healthy living lifestyle. It is permissible for receptionists to eat pre-cut fruit at the front desk in between patient calls and seeing to patient requests at the front desk should they wish. However, the team, who do a wonderful, but often difficult job, have been reminded that other than fruit, they should not be consuming food at the front desk. I am sorry if this does not quite live up to expectations but as receptionists are often on shifts for several hours, we believe that promoting healthy eating and allowing a little tolerance in this matter is acceptable

along with cups of tea to keep their tonsils lubricated (!) in order to do their best for our patients.

The staff are always friendly and most helpful. Can almost always get appointments.

I rang up 20 minutes ago and I'm sitting here now. I'm so happy you can see me so quickly. Thank you!

I find the practice very accommodating to give you an appointment the day you require.

Always very pleasant and friendly.

Every time I phone either surgery for an appointment etc I can never get hold of them.

Practice response - We are sorry to hear you are having trouble accessing our services. There are particularly busy periods such as Monday mornings, or Tuesday mornings after a bank holiday, which if possible, are best to be avoided for making routine appointments. Otherwise, it might be an idea if you have not already, to register to use our appointment services online which may well benefit you in this matter.

Very obliging, friendly and helpful.

Always find doctors and staff professional and helpful.

All staff are very friendly and excellent at their jobs- always feel safe and listened too!

Always friendly-will help when possible.

Extraordinarily skilful staff, well run, well organised, top class GP surgery.

He has always been good to me.

Happy people!

Although I don't come very often I am always welcomed with a smile.

Very happy with appointment and making and care. Friendly staff.

Very friendly, discreet in delicate/personal matters and has gone over above what I have experience at other surgeries. Nothing is too much trouble and know me by my first name.

Friendly helpful staff and doctors.

Never had to complain.

Excellent service.

Good and polite.

Good front desk, friendly, easy to get to, good parking availability, excellent doctor.

Quick and friendly staff and doctors. Clean and tidy waiting area. Fast appointments available.

Usually get a good service from reception through to the doctors.

Always friendly, easy to get appointments, service excellent.

Always have polite treatments.

Put simply you offer an exceptional service. Doctors and staff are always courteous.

This surgery has always been excellent.

Very good surgery that treats you like a person and not a number.

Always happy to help and will do their best for you.

Staff friendly and always willing to help.

Always had kind and efficient care from all staff whom I have come into contact.

Very pleasant staff in reception and dispensary. Smiling and helpful and very approachable!
Nice warm comfortable waiting area. New patient to surgery- most impressed by all services.
Thank you.

Reception always friendly and helpful. Doctors brilliant especially for emergency appointments.
I wouldn't want to go anywhere else!

People are helpful

Friendly and helpful staff and doctors

Friendly,prompt

Efficient and friendly

I find the practice very good and very helpful.

Everyone is very friendly and helpful. Always easy enough to get a routine or emergency appointment. Always plenty of parking as well. Only downfall is sometimes the receptionist at Little Paxton surgery reception can be quite rude.

Practice response - Oh dear, I am rather saddened to hear your account of one of our receptionists as this is not the impression we wish to leave on our patients. Your negative comment is noted and we are expecting to have additional customer services training in the near future. However, thank you for your other more positive comments.

Have always received a very good response when contacting the surgery.

Courtesy of all staff, prompt appointments , rarely delays, feeling of satisfaction after visits, allowing confidence all is being taken off

Quick service, very nice doctor, very informative.

We moved to the area 5 months ago from Kent, so am able to comment based on direct comparison. Buckden surgery has a real "small community" feel where the reception and staff are very personable and friendly. In my opinion this makes all the difference and couldn't be happier.

Always helpful

Reception staff superb. Patient care 100%. Friendly atmosphere. Cleanliness.

Excellent service.

Speedy service.

Excellent service, pleasant staff, very helpful.

Reception staff always cheerful and go out of their way to get you an appointment.

We've been at the surgery for many years and have nothing but praise for the expertise and cheerful professionalism of all the staff.

Good online information and services. Proactive medical supervision particularly for older patients.

We have always had very good service from this practice.

I always get good sympathetic treatment.

Extremely high regard for medical and administrative professionalism, care, competence and politeness ie extremely "user-friendly"! (Am a retired GP-practice manager-this surgery has to be one of the very best.

Always very helpful staff and very accommodating to your needs. A pleasure to speak to them. Thank you

Caroline very helpful after blood tests etc

Because im currently satisfied with all the staff- also the kindness and courtesy always shown.

Not happy with my doctor for overall care. Otherwise everything is fine.

Practice response - We would be more than happy to discuss your comment made above on an individual basis if you would like to contact the Practice Manager, and try to address your issues. It is a patient's prerogative to choose who they see when booking a routine appointment so please do make use of alternative clinicians should you wish to.

Service is always excellent.

Very helpful staff.

Always able to see a doctor. Always satisfied with outcome of visit. Never really had to wait to see a doctor.

Pleasant helpful staff. Dispensary on site. Have had no problems getting appointments. Able to request appointments and prescriptions online.

Our family have been residents in Buckden for nearly 50 years and have always received first class service from this surgery and dispensary.

Always manage to get an appointment when needed. Pharmacy and reception staff very polite and helpful.

I would recommend Buckden surgery the reception staff helpful and pleasant. The G.Ps are first class, and you feel a sense of confidence and they listen to your problems.

Always been very happy with this surgery.

Everyone treats you with respect.

The practice has always been extremely efficient and helpful and all GP's are thoroughly professional with caring attitudes.

Always professional.

Dr Goodwin is a credit to the surgery, professional and caring.

All staff are always very friendly and helpful and appointment times always appear to be available either at Buckden or Little Paxton. Excellent service all round.

Very good practice.

Friendly efficient service.

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.