

Buckden & Little Paxton Surgery
 NHS Friends and Family Test Results February 2018

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	1	1	2
Likely	0	0	0
Neither likely or unlikely	0	1	1
Unlikely	0	1	1
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	1	3	4

Buckden Comments

Staff very polite and helpful. Doctors are excellent.
 Practice Manager Response: Lovely to hear. Thank you for taking the time to fill out the form to allow us some positive feedback.

Little Paxton Comments

<p>Surgery needs to start coming up with the times and stay open longer for Tuesday's and Thursday's and not close (lunchtime too). Little Paxton is getting bigger in population.</p> <p>Practice Manager Response: Unfortunately it is not simply the practice which decides on opening and closing times but has to rely on available funding along with patient numbers which dictate our opening hours. Little Paxton patients are fortunate to be able to use the facilities at Buckden surgery which does not shut for lunch (and phones are transferred to Buckden surgery for Little Paxton patients' convenience at lunch times), and is open on a Tuesday afternoon. Our Dispensary at Buckden is also open throughout for all your prescription queries. Little Paxton still remains the branch surgery to Buckden with only 36% of our patients registered at Little Paxton.</p>	<p>I am a new patient and I think your forms for completing are too extensive. Too many forms.</p> <p>Practice Manager Response: We agree that our forms are more extensive than other surgeries but we make no apology for our thoroughness and hope that you will find this reflects in the quality of the service we provide to all our new patients because of it.</p>
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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.