

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results October 2015

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	23	3	26
Likely	0	0	0
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	23	3	26

All 26 respondents were extremely likely to recommend our practice to friends and family.

Here are the comments

I have been with this practice since my arrival in the village 40 years ago and have always been very satisfied with the treatment provided.

Yeah. Great. Lovely ladies always helpful

For me Buckden surgery is a good place. Reception staff are excellent, cheerful and efficient as are all those in the pharmacy. The nurses and medical staff know what they are talking about. People we can trust. Keep up the good work, in this day of ever increasing work load

Helpful and caring

Excellent "service" from all staff. Reception staff very helpful.

Y'all sooooo good at you job !!!

The receptionists are extremely friendly and helpful as is the pharmacy and we can always get an appointment. Doctors are excellent

Congrats to the practice for helping with family emergency. Reception, doctors and pharmacy are great.

Very pleased with all aspects of the surgery service

Always helpful receptionists and pharmacy. Doctors and nurses brill !

Always helpful and friendly. Willing to give advice and I trust them

The nurse appointment was very kind, friendly and helpful

Friendly staff. Good doctors. Well run surgery. Good communication with community.

Can always get an appointment. Quality care. Good pharmacy advice

Good, reliable service

I have been with this practice since the arrival in the village 40 years ago and have always been very satisfied with the treatment provided.

I have been a patient for 12 years and my treatment at Buckden surgery has been very satisfactory at all times and when I was diagnosed last year with bowel cancer every need was handled with care and consideration by all the staff and my aftercare is second to none. Thank you to all the doctors, nurses and other members of staff.

The reception staff go out of their way to help you, especially if you need it at short notice. In general this is the nicest surgery I have come across.

If Carlsberg did surgeries this is how they would do it !!

Doctors and staff are always welcoming and friendly and very efficient.

The dispensary staff are extremely helpful and polite !!!!

Always very helpful

Very helpful, easy to get appointments on the same day if required also pre booked appointments. Approachable staff, good receptionists.

I have always been treated with kindness and understanding

Professional and friendly staff, always accommodating.

Receptionists (first point of contact) couldn't be more helpful and friendly. Choice of Little Paxton or Buckden so wider access to appointments. Doctors are very helpful and thorough (not reaching for prescription pad within a minute or two. P.S. Dr Kha- really good appointment.

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.