

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results March 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	13	77
Likely	16	5	21
Neither likely or unlikely	2	0	2
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	82	18	100

Buckden Comments

Always been able to get appointment when needed. Doctors always professional. Nicki was amazing taking bloods! Reception helpful and friendly.	Very friendly and helpful
A very friendly, helpful and professional service.	Convenient, friendly and helpful staff
Very accommodating and friendly to deal with.	Very pleased with service
Cause they are really friendly and polite	Since moving to Buckden 13 years ago I have found Buckden surgery to be highly efficient and friendly.
Consistently excellent service	Excellent surgery- always extremely helpful
I find the practice very good and helpful. Staff are always cheerful. I like having the dispensary on site.	Pleasant, helpful, patient, courteous
Staff are always helpful, always pleasant and polite and make you feel welcome.	You give great service. Always
Always very pleasant when you arrive, very easy to book appointments through any one of the receptionists. I'm only 20 but I have never had another doctors surgery and I don't plan on changing anytime soon. Always pleased with my visits and the help I receive.	Been 40 years with this surgery and found care and treatment excellent.

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Always been treated with care and understanding by all staff.	Only just registered, had one appointment but very friendly.
Extremely happy with all the service the practice provides. Excellent receptionists very helpful. Noticed a longer wait on telephone some mornings to arrange appointments.	Excellent service
Staff are always friendly and doctors sympathetic.	Kindness, caring, efficient. Nothing is too much trouble.
Always helpful, welcoming with a smile!	All the staff at Buckden and brilliant. Nothing is too much trouble.
Always good treatment and always can get an appointment. Receptionist always nice.	The staff are always friendly and helpful. I generally manage to get an appointment when required. I feel lucky to have Buckden Surgery for myself and my family.
Always able to get an appointment when urgent. Polite, friendly service all round.	Always had a good service
Very good treatment	Good texting reminders. Friendly staff
Very efficient service both booking appointments, level of care from GP/nurses and good pharmacy supports. Thanks Buckden Surgery.	Very friendly reception and dispensary. Good appointment system and thorough, friendly treatment.
GP choice mainly down to convenience of location. This surgery is neither better nor worse than previous surgeries used. Good points- good at fitting in emergency appointments and friendly professional reception staff.	Always friendly and helpful at the surgery.
Helpful, friendly quick to find an available appointment.	Have been with the practice for 11 years, been very happy with everything. Very friendly staff.
Knee dressing by practice nurses. Helpful and thorough.	We have always received the best care and managed to get an appointment ASAP.

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<p>Relatively easy to get an appointment when needed.</p>	<p>Excellent service. Not to be faulted.</p>
<p>Been 40 years with this surgery and found care and treatment excellent.</p>	<p>Always friendly, caring, good GP attention- They care. Clean and bright waiting area, good magazines to look at while waiting.</p>
<p>Some of the doctors are great, some seem judgmental of financial circumstances. Takes a long time for phone to be answered to make appointments, waiting time for appointments seem excessive.</p> <p>*PM's response: I'm sorry to hear that our services haven't lived up to your expectations. It is true that at certain times of the day, particularly on a Monday morning, the phone may take a little longer than usual to be answered. We are currently in extensive training of a new receptionist to replace our recently retired member of staff and we hope that this will significantly improve telephone answering times imminently.</p> <p>Many surgeries only offer 'on-the-day' routine appointments where no advanced routine appointments are permitted. On average, waiting times for a routine appointment at Buckden & Little Paxton surgeries is approximately 1.5 weeks which is well below national average. Should you wish to book for a particular named GP, this may take longer. We strongly encourage patients to register for online access so that they can make their routine appointments from the comfort of their own homes without the need to telephone the surgery; please contact us for further information or find details on our website at www.bandlp@nhs.net</p> <p>GPs are not funded for non-NHS work and there will be times when certain requests from patients will carry a charge regardless of patients' circumstances as we cannot discriminate or make a judgement as to who we feel have the means to pay. A list of the most popular non-NHS requests which carry a fee can be found in the waiting rooms at each surgery.</p>	<p>Cannot get appointments only emergency. *Please see response from the last comment</p>

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Fast appointments. Friendly staff and doctors.	Quick appointments- seen on time. Doctors very friendly and efficient.
Always very helpful	Very friendly doctors and nurses are reception and pharmacists
Always helpful, professional service. Brilliant village doctors.	<p>Have had mixed results- mums cancer went undiagnosed for a year despite repeated visits. Doctor has been very supportive with the sudden illness and death of my dad and helping with issues related to my son.</p> <p>We are unable to comment on specific cases and I am sorry that clearly your expectations were not met with regards to your mother's diagnosis which may have all manner of extenuating circumstances. Despite the loss of your father for which we extend our heartfelt condolences, we are very pleased to hear that those expectations have been raised of late and we trust will continue to do so.</p>
Good general service- some particularly empathetic doctors- Good staff.	The doctors and staff always extremely helpful and understanding. I have never felt uncomfortable when making appointments via reception
Quick fast diagnosis.	Good appointment system and very good doctor.
Never had any reason not to, always fine with me. My doctor is very nice and reception girls helpful and polite	The staff are extremely helpful and friendly and have provided the support that I have needed.
Nice friendly staff. We always manage to get an appointment. Very good dispensary service.	A1 service
Kind receptionists and doctors. The only problem is getting hold of the reception when phoning for appointment or emergency appointment.	We have been in the village for 50 years and have no complaints. The doctors, nurses etc have seen us through many difficult times. Well done, keep up the good work.

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Every time I call or visit the surgery the staff are so helpful and cheerful. The doctors are so professional and attentive. Everything seems so organised and smooth running. Well done!! 3 gold stars !!	Been with practice many years! Having online booking is very helpful. Usually able to get suitable appointments especially as I can get to either surgery. Caring staff when undergoing really bad times.
I have always got on well at the surgery never had any problems getting an appointment	I have experienced lovely service. Receptionists are always very helpful and the doctors are very good, I like the fact you nearly always see your own doctor.
I have always had excellent advice and treatment when attending the surgery.	If Carlsberg did surgeries this is how it would be.
We receive outstanding service from our names GP- Dr Irwin. The reception staff are very helpful and all the clinicians are excellent. We are lucky to have this GP Practice.	I have always been looked after very well.
Excellent care and attention by Gp's and staff.	Reasonably easy to get an appointment with a named doctor - pharmacy on site helps too.
Always had good service from both reception and the doctors.	

Little Paxton Comments

Have been a patient here for some time, never had a problem. Always helpful with appointments. Caring	Prompt appointments. Very friendly service.
Lovely service and very nice staff	Always helpful, from reception to medical staff.
Always get an appointment. Very satisfied with service from GP's and staff.	Efficient and thorough. Excellent on all counts.
I have always found the surgery to be very helpful	Me and my family are already with this GP practice, since last three years and really happy

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Good service, great doctors	Always seem able to fit children in without too much of a wait.
Friendly reception staff, always happy to help. Doctor's really listen and take time to help. Sign in is quick and easy. Appointments fairly easy to get at short notice.	Very good service!
GP listens to issues and was very supportive and compassionate. Receptionist was very friendly	Locality to home. Access to GP's at Little Paxton complimented by Buckden.

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.