

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results June 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	78	14	92
Likely	23	0	23
Neither likely or unlikely	2	0	2
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	103	14	117

Buckden Comments

Very accommodating and have never had an issue with getting an appointment.	I'm perfectly happy with the practice.
Wonderful doctors and staff	I've been with Doctor's for 47 years and I've been very pleased with their service
I've never had a problem getting an appointment, friendly staff	Have always received good service from all staff, friendly and helpful
Always friendly, no long waits	Friendly and helpful reception staff, not had same nice experiences at other local practices
Always able to get appointments in a reasonable time. Always feel I am listened to.	Caring doctors, great service
Generally very good services, but sometimes do struggle to get through on the phone. Practitioners always willing to listen.	The professionalism of all members of staff and the friendly attitude
Polite reception, always helpful and empathetic. Doctors and nurses are always courteous.	Quite easy to get appointments. Friendly reception staff. Excellent doctors.
Good service. Helpful service	Staff always helpful and friendly. Even when under pressure.

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I cannot thank you enough for all the care and consideration you have shown to myself and my family. You are all incredibly helpful. I have never phoned/ came in and been left feeling unsure. Everyone goes one extra step and goes out of their way to solve any challenges..... Thank you.	I have been extremely impressed as a new patient of the efficiency, courtesy and friendliness of every element of Buckden Surgery. I am delighted to find such a fine service at my new location.
Good reliable advice and service.	Very helpful staff and doctors
Because the pharmacy staff are so nice.	Usually very easy to book an appointment. Helpful reception staff
Never had a problem getting an appointment.	Due to many ongoing illnesses, have had to attend surgery a lot and have always had very good care
Service has always been efficient	Wonderful practice. Nothing too much trouble.
The best care throughout the surgery	Great staff
Can always get an appointment in an emergency as I know other surgeries struggle with this.	Friendly Staff, always able to get an appointment
Because I've been here for 50 years and I've always had good service.	Very friendly, can normally obtain an early appointment. Normally treated at Little Paxton which is more convenient, but have the option of Buckden. Telephone appointment also offered recently when busy which was a good option.
Don't use the surgery very often, but when I do appointments work well and waiting times seem short- for me at least.	Friendly staff and doctors. Good facilities at practice. Little Paxton very good also.
Polite, friendly and very helpful staff. Dispensary staff extremely helpful and friendly.	In the short time I've been attending the practice I've found things to be run very efficiently.
Very good service all round	Very easy to book appointments with little waiting

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Have always had excellent care	I find I mainly get an appointment when required. All the staff are friendly and helpful
Very Professional	First class service, GP's, receptionist and dispensary.
I have always found all of the staff and Gp's as considerate and helpful as possible	Have always got appointment without problem
Always very helpful and a great service	Staff are always helpful & polite. Obviously well-instructed by management and doctors. Have never found a practice as good as this.
Helpful and caring staff and GPs	They are always reliable as a surgery and you can nearly always get an appointment. The receptionists are helpful and friendly, and the doctors very professional! Excellent surgery.
Excellent responsive service, cheery reception staff!	Have always found reception staff and doctors to be very helpful and dispensary too. Very occasionally have had to chase results but otherwise feel very well cared for.
Because this is the main practice in the area	Good service
All staff extremely friendly and helpful	We have always been able to get appointments at short notice. Friendly, helpful reception staff, dispensary staff and of course doctors.
I would recommend the surgery. I have always got on well. All very helpful.	No problems with service. One thing when you ring at 8:00 am for an appointment have waited 20 mins and 35 mins to get through to reception even you are on hold.

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Always happy with service	Good organisation and very polite
I can usually get an appointment, although I don't get seen on time	Always more than willing to help make appointments, when free slots are limited. A smile at the reception and caring attitude. Easy to park at surgery. Local surgery.
No complaints, Very helpful staff	Good help from doctors and their staff
Receptionist at Little Paxton always helpful. Nurses doing blood test very competent with difficult patients. Doctors extremely thorough with diagnoses and are compassionate	Sometimes there is a long time to wait to see a doctor. Have to see a nurse instead to get an appointment sooner. The staff on reception are always polite, helpful and understanding.
Always helpful, friendly and try to fit you in as short notice.	I was previously at another local surgery and they were appalling. Buckden in contrast I have nothing but praise for both efficiency and friendly. Well done.
I find the whole team friendly and helpful. When I need to see a GP or nurse I find it very easy and efficient.	A lot of help, friendly
I walked in on a Friday afternoon; reception staff were very helpful and caring. The doctor saw me straight away and gave me good advice. The Buckden doctors are very lovely!	Excellent service, caring staff
Helpful reception. Appointment availability good. Doctors give time.	Always friendly + compassionate. If needed can always get an emergency appointment. Doctors are great, very knowledgeable/
The ladies on reception are 1st class; always going the extra mile and always have the patient at heart. Parking is great. The overall patient journey is smooth and makes the visit to the surgery painless!	Always friendly and efficient.
Very quick, efficient service. Very helpful staff	Straightforward and well-organised, very pleasant stuff

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All very helpful and informative	Easy to access and get appointments. Docs + Nurses approachable + interested
Brilliant surgery, very friendly, really helpful	Always friendly, feel like staff care and genuinely want to help. A few situations where doctors have misdiagnosed, but on the whole pleased with the practice and standard of care.
Very good GP practice, I have no issues with the service.	Very helpful on front desk. Doctors great. No complaints what so ever.
Brilliant staff	I feel we are very lucky to have such a good surgery, doctors are always willing to see you and normally you can get an appointment in a few days, or quickly in an emergency.
Always very polite and courteous, appointment waiting could be better, but that is outweighed by the full service overall.	Always helpful & cheerful
Very good doctors, use Buckden and Little Paxton, very helpful.	Positive, friendly & proactive approach
The Practice inspires confidences. Always courteous and most helpful in all aspects	Because I get first class service
Friendly, approachable, efficient, helpful.	

Little Paxton Comments

Always helpful and cheerful staff, very welcoming and feel very looked after.	Very accommodating surgery. Friendly competent staff. Competent doctors.
Very friendly staff. Book most appointments online plus most repeat prescriptions.	Always helped with my problems. Haven't had to wait too long after my appointment time. Mainly friendly front desk.

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Excellent service at Little Paxton well backed up by Buckden Surgery when needed.	All staff are friendly and competent. Doctors are very caring, thank you to them all.
Always get good advice from the doctors	Very caring doctors. Always ready to speak to you if you can't get immediate appointment. Usually I don't wait more than a couple of days to see a doctor.
Friendly helpful staff, clean environment too.	Caring, professional staff and doctors, but above all there is never a long wait to get an appointment.
I've always been attended to quite quickly and the doctors I've seen thus far have really listened to me. Almost always have had appointments arranged quite quickly and all staff really pleasant and friendly.	

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.