

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results March 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?”

Everyone who responded would be highly likely to recommend our GP practice to friends and family if they needed similar care or treatment. No other responses were received.

Response	Buckden Site	Little Paxton Site	Total
Extremely likely	4	13	17
Likely	1	0	1
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	5	13	18

Your comments

All the comments were positive. Here are all the comments:-

Always very polite on reception & try hard to accommodate your request for appointment. Doctor extremely helpful & patient. Pharmacy very efficient & give help on queries raised.

Seeing Mary and Wilma's cheerful faces. Having an excellent GP.

Listening to problems from other local surgeries there are no real problems at the Buckden Surgery.

Pleasant reception staff-helpful pharmacy. Brilliant "doctoring".

Very quick and understanding

A nice friendly atmosphere, staff always pleasant and helpful. Great GPs always have the time to explain problems thoroughly and never feel rushed. No problems getting an appointment. Nice to have background music in reception. Well done Little Paxton.

Excellent service

Friendly, helpful doctors and support staff. Never have a problem getting an appointment.

Receptionists very helpful, caring and considerate. Medical staff also. Sharon Sira especially helpful and friendly.

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Always courteous, caring and efficient.

I have always found the receptionists very helpful and have always had good listening to me, from the Dr's.

I find all the staff extremely helpful.

Extremely/Helpful/ Efficient/ It is what a clinic should be.

Staff are friendly and supportive. Doctors are thorough and highly skilled. Dr Brinkhurst literally saved my life because he knew something wasn't right (I was not really sympathetic). They always have appointments and return phone calls.

Friendly

Completely satisfied with all attention from doctors and nurses.

Here is a sample of the more commonly used words in your comments since this initiative started in November 2014.



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.