

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results March 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	45	7	52
Likely	9	2	11
Neither likely or unlikely	3	0	3
Unlikely	0	0	0
Extremely unlikely	1	0	1
Don't know	0	0	0
Total Submissions	58	9	67

Buckden Comments

This surgery has always treated me with dignity and respect- I've always felt like the staff genuinely want to help ME- not just get their jobs done. Would always recommend the surgery.	Always accommodating and helpful
Always friendly and helpful	Helpful staff, convenient
Always professional, gives me confidence.	Although I do not visit the practice regularly, whenever I need the service of either prompt appointment /repeat prescription I am offered an efficient and professional service. Well done Buckden!
Have had very good service over a long period	Service is quick, staff friendly and helpful
Fantastic service, receptionists very helpful	Always had quick appointments-ladies on reception are always friendly and accommodating. Doctors and nurses are friendly and approachable and have always helped with anything I have needed. They go above and beyond the needs I have.
Friendly helpful staff. Appointment to suit me even though I work shifts.	Had a lot of problems which Dr Goodwin has handled well.
Availability of appointments, chemist at surgery usually runs to time.	Good experiences at appointments but would like access to routine appointments a lot quicker
Friendly, reliable, good service	Because the staff are friendly and helpful
Always friendly and helpful	Phlebotomist very kind and gentle - explained everything to me when asked questions.

<p>The staff (receptionists, nurses and doctors) are always very helpful and take time to listen and deal with the "problem". Over many years and many surgeries, this is by far the best.</p>	<p>It seems that there is no alternative that is not to say that there is no room for improvement. I don't like surgery closures during the week, reluctance to home visits and general feeling that it is a "business" rather than a caring organisation. But I have generally been treated well at this surgery.</p> <p>PM's response: If you have been generally treated well, then we are most definitely doing our job correctly! I am not entirely sure about your comment re having no alternative but patients do most definitely have a choice and should you find another local surgery which better suits your needs, you are at liberty to register with them. More and more we are bound by pathways thrust upon us that we are expected to adhere to and often this is due to monetary restrictions imposed on us and not by choice. This may make it look as though we are particularly business-like at times and is very much a sign of the times. Closure afternoons are a necessity to affect training for staff both clinical and non-clinical and so that the business of providing you with a service in which you are treated well can continue.</p>
<p>Excellent services in all departments</p>	<p>Generally good GP's- occasionally unhelpful</p>
<p>Very friendly and helpful staff and doctors</p>	<p>Always very helpful</p>
<p>Friendly, reassuring, receptionists always ready to help. Feel safe. Feel able to talk about issues.</p>	<p>The service seems to be a friendly and efficient, it would be nice to get to see a doctor quicker</p>
<p>Brilliant surgery, with option of booking at either Lt Paxton/Buckden - ease of appointments. Reception is always friendly and helpful.</p>	<p>Always able to get an appointment. Very happy with quality of care.</p>
<p>Too long waiting times</p> <p>PM's response: Waiting times for routine appointments at both Buckden and Little Paxton surgeries are much shorter than the national average of around 13 days. It is true that if you wish to see a particular, popular GP, waiting times might be longer but routine appointments are generally available quicker if you are happy to see an alternative GP. We also offer on-the-day emergency appointments and do not ever turn anyone away who has a genuine need of an emergency appointment. Telephone</p>	<p>Over the last 12 years my husband and I have received wonderful care and attention. I am very grateful for everyone's kindness.</p>

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appointments may also be a good alternative.	
Friendly practice. Sometimes waiting times for appointments (routine) can be a long time.	The reception staff are always most helpful. Doctors are always sympathetic when required and know what they are doing.
Very quick appointments when needed	No problems at all. Everyone is good. Everything is fine.
Visit once a month for tablets and 100% good service. Visit for quarterly? Equipment and again 100% good service. Illness very rare but as and when 100% sorted out. Perfect.	All staff are very helpful and friendly. I feel like we are very lucky to have this surgery in Buckden.
Excellent reception & pharmacy staff. Good Doctors.	Always excellent - from reception to doctors
Because I've always been treated right	My doctor is one of the best and has a perfect manner to his patients.
Very good and professional services	Length of wait to see a doctor in non-emergency.
All staff are friendly. From other friend's stories, the wait of about 1 week is not bad!	They've always been helpful
Shame it's 8.45am and there is already a 16 minute delay though! PM's response: GPs cannot foretell what emergencies will befall them or a patient who is being seen before you. We would urge patients to book more than a 10 minute appointment if they have multiple issues they wish to discuss with the GP as this can often be the cause of a GP running late. We think 16 minutes isn't bad at all!	Extremely friendly and always able to book urgent appointments if necessary.
Buckden Surgery provides me with a good level of care and retains emergency appointments so you can see a doctor quite quickly when you really need one.	I have been coming to the surgery since the 1960's and I've always received excellent service.
Dr will listen to your problems and concerns and will treat you as needed, always treated with dignity and care.	Always obliging.
Very Good Service 10/10	Buckden surgery never fails to provide an excellent, professional, efficient and extremely friendly surgery.

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<p>It can be difficult to book in a scheduled appointment that fits around working hours.</p> <p>PM's response: We do have Monday evening appointments available and telephone appointments readily available outside of usual working hours.</p>	<p>We have been able to see our main/designated GP and have had support through added changes.</p>
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Little Paxton Comments

<p>This surgery always does it's best to help me. They are very caring.</p>	<p>Always extremely helpful and accommodating. Would highly recommend.</p>
<p>Doctors of Good Caliber. Reception Staff a bit blunt.</p> <p>PM's response: A receptionist's job is not always an easy one and being blunt may be a matter of personality and efficiency rather than rudeness - I hope so in any case! I'm glad the caliber of service in terms of our GPs meets with your expectations.</p>	<p>Kind, polite, considerate doctors.</p>
<p>I've always been able to get an appointment quickly. The staff are friendly and I've never felt anything is too much for them.</p>	<p>First time my 8 year old has had blood taken at the GP's. It was all managed perfectly and was a positive experience, thank you Nicki.</p>
<p>Because I have always been seen and I always get the help I need.</p>	<p>All staff very helpful. Nurse today extremely patient with my daughter.</p>

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.