

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results June 2016

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	146	10	156
Likely	31	2	33
Neither likely or unlikely	3	0	3
Unlikely	1	0	1
Extremely unlikely	2	0	2
Don't know	0	0	0
Total Submissions	183	12	195

Always helpful	Reception always friendly, polite and want to help. GP's always provides great advice, however just wish could of time see them sooner
Always helpful and friendly	Satisfied with everything happy with results.
easy to access via telephone at surgery. Emergency appointments sufficiently flexible to meet my needs. Friendly and responsive staff	Good efficient service, always seen as needed by friendly and helpful staff
I've always found everyone friendly and helpful and my doctor has time for me.	This GP practice is efficient and caring I have lived in the area over 30 years and attended the practice. The reception staff, pharmacist and nurses are very pleasant and understanding. All the doctors especially Dr Goodwin have lots of patience and listens. Thank you.
Doctors and staff friendly/helpful. Appointment times ok. Organised and stress free.	Friendly. Good care from all staff. Only difficulty is busyness- i.e. hard to get through for an appointment, or to request repeat medication and appointments are often some time hence.
Easy, friendly and accommodating.	I have been with this surgery for over thirty years and have always been extremely happy with all the help given.

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Excellent service/ pleasant and courteous staff.	Although I am only a temporary patient at Buckden, I have been familiar with their service from a very young age and have always found them sensitive to ones issues as well as welcoming to all patients.
Staff and G.P very helpful with family in last few months.	The staff are always helpful and friendly. The doctors and nurse practitioner are professional and informative.
Always able to see a doctor promptly, especially when my children are ill. Feels welcoming and always feel you are listened to.	Receptionists always friendly, appointments always available as required and doctors always willing to listen
The friendliness of the reception staff and the incredibly helpful pharmacy team. A warm and welcoming environment to wait in. 10/10	Very satisfied with everything at surgery
I like my doctor and am always seen quite quickly and my problems are usually resolved in a timely manner. Would not go to another doctors I am quite happy where I am.	Very quick, friendly service from all members of staff. Always a smile.
Always very helpful, can usually get a prompt appointment.	Always very good at trying to arrange suitable appointments as soon as they possibly can. Always friendly and approachable.
Very good, prompt service. I would certainly recommend Buckden Surgery	The surgery is always obliging- whatever the requests staff always willing to help.
Fantastic surgery/ great doctors	My doctor (Dr Goodwin) has been a very caring and understanding doctor and has helped me get through a very difficult time. My time with the surgery has usually been of a high friendly standard.
Just had ears syringed for first time. Doctor Mokah and Denise Richardson were extremely friendly and helpful. Thank you.	The nearest surgery to where I live. My family live in other parts of country therefore, not appropriate.
Always satisfied with appointment and doctors- hope things never change	I am very pleased with our service at Buckden surgery

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I'm happy with the doctors here and the help I've received here so far.	Friendly approachable staff. Appointments usually available.
I find it relatively easy to obtain an appointment and I find the staff and doctors very helpful and polite.	Always received prompt help in any emergency.
Thanks for flooring revamp-so fresh! Dr Fagnoli has been such a help with my father-thank you	Convenience of location, surgery services are comprehensive, onsite dispensary
I fortunately do not have to visit the surgery very often, but when I do I feel all the staff exceptionally pleasant and helpful and the doctors have always dealt with me professionally and thoughtfully. I feel very fortunate to have the surgery in our village.	Always helpful- get an appointment 95% of the time when requested.
I am quite pleased with the service I got thank you.	Could not be a nicer and a great sense of humor.
Always very happy with the service that the practice give.	I am extremely happy with the whole set up at the surgery. The receptionists are very good especially Caroline. Pharmacy very good and obliging and other nursing staff and doctors are excellent.
A good service by all!	No problems with service
Always a friendly service at reception. Always able to get a prompt appointment.	Always happy to help if there is ever a problem I need solving. Quick to get an appointment.
I needed to see a nurse and obtained an appointment for the following day.	I believe we are very lucky with the service we get here. Thank you!

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Friendly, mostly helpful	Can always get an appointment, always very friendly
Always very helpful and friendly. Would recommend this practice	The service is quite efficient and does not fit with general opinion of the health service.
Helpful and enthusiastic staff	First time back in 6 years away. Receptionist staff at doctors often come across as "snooty" but the 2 ladies here seemed polite and friendly.
Efficient and helpful staff when making appointments and caring, alternative practitioners.	Very attentive staff. Appointments available and facilities are good.
Everyone is very helpful and friendly. If you need to see a doctor urgently you are always accommodated.	Professionalism at its highest
Fair and good service	Great service, friendly staff! Appointments always available.
Dr Mokah was very helpful and thorough. The reception staff are very caring.	Service always great. Very helpful receptionist. Always able to get an emergency appointment same day for my children. The doctors are all very nice and listen to you. Overall it's pleasant and efficient. Thank you
Staff always very helpful and kind	Very helpful staff and I always get appointments when I need one at short notice.
Have always had very good service. When phoning have always had urgent appointment.	I always get first class attention and all staff are so polite. I wouldn't go anywhere else. My husband is also happy with the special attention he gets.
Very pleased with service we get, with appointments etc.	You're top of the class at what you do.

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Well run practice, good doctors and friendly staff.	Always trying to help and fit in an appointment / friendly helpful and professional.
I have been a patient here for over 30 years now and have been supported through many illnesses and difficulties. I have always found my care to be exemplary by all staff. The only improvement would be appointments to be more available for non-urgent slots.	I have always received excellent support from the surgery.
Good service from 1967	You are all jolly nice people.
Good surgery. Easy to access- to get parking etc. Friendly staff	Always helpful and go to the extra mile for our family.
All staff very nice, although difficult to get through on phone line and appointments take a long time. But credit to staff as they are always helpful.	Very easy to get appointments
I have received very good care from the practice.	Excellent service with good doctors and staff.
Lovely receptionists	I am recognized and made to feel I matter.
I am always treated with respect and treated as an individual. Appointments are always ready when needed, and you are treated as very well as expected. Thank you	Through in content, timely and fully informative (and keeping me going)
Very good	We have needed help over the years both emergency and routine and you have always been able to sort us out. The dispensary are fantastic and deal with all our issues.

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Because everything was fine and as requested. Thank you	Although busy and it takes time to get an appointment they generally make you feel welcome.
Always helpful and polite	All the staff are brilliant. Could not be better if it was a private doctor's surgery.
Helpful, kind staff and excellent doctors offering service across the spectrum.	Very efficient atmosphere. Docs seem to care & gave focused time at appointments. All good.
Excellent service	Not left waiting too long and lovely, friendly staff
Always excellent service	They have been very good with me. Thank you
Easy to get to see the doctor when I need to. Very good service from everyone at the surgery	We have been with the surgery 42 years and are extremely satisfied.
Always very helpful and friendly	Always very helpful-appointments readily available. Advice and treatment given with thought and care.
Easy to book appointments, very good service.	Very supporting reception staff. Friendly and helpful. Very good care from the medical staff.
Been happy here for 39 years	I come here as only and when needed and most people at surgery are ok (not all) and friendly.
Staff are friendly and approachable. An appointment time is always given when required. Car parking is easy and accessible.	Doctors listen. Prompt action. Receptionists helpful and pleasant.

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Your reception team are always so helpful and friendly. Appointments are readily available especially for children. Thank you for your care and compassion.	Very good GP's and nurses
It's most convenient for those who live in Buckden	I am the only one here.
Very happy with our surgery	All the staff are excellent (doctors, nurses etc.). Could not have better in private hands.
I have had good service over many years.	Over 20 years of first class service
Never had a problem getting an appointment. Staff always friendly and helpful. Medical advice practical. Referrals timely.	Easy appointments, pleasant GP's, easy parking, keeps you well informed
Professional services, compassionate and friendly. Would definitely recommend.	I always have an excellent compassionate experience at this practice.
Good surgery can always get an appointment when needed.	As a private carer for the elderly I am often at Buckden Surgery for various people as well as myself and always find doctors, receptionists and pharmacy are more than helpful and patient as many of my clients have dementia, so I do not always have the full facts.
Very helpful and easy to get a appointment. We are a new patient and this is a very good surgery	Excellent doctors, speedy appointments and surgery.
Always polite and deals with health matter efficiently.	Sometimes running a bit late, otherwise I may have selected extremely likely.

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Reliable, friendly, obliging always	Relatively new to the area having re-located from Kent in 2015. We can therefore, make direct comparisons. The reception staff and dispensary are especially friendly and helpful and we are made to feel part of the family. It makes all the difference.
Lovely doctors, great pharmacy and helpful receptionists and nurses	Been with you for 45 years- Excellent service and friendliness!
Polite, efficient, effective	Doctors are good. Whole surgery is brilliant.
Congratulation on CQC results	Friendly staff, helpful, clean discreet environment
Always very helpful and cheerful	Reception staff very caring and welcoming immediately put at ease. Always been able to get appointments quickly. Good location.
Quick service, caring, accommodating.	Been happy for 39 years with the surgery
All aspects of both of these practices are conducted in a professional and efficient manner whilst being compassionate and friendly. An excellent service in every way.	I have never had any issue with my treatment at Buckden- It is a pleasure to come here.
Pleasant efficient staff. Dr Goodwin in particular taking time to explain any of my concerns etc.	Very friendly staff and doctors. Always polite and very helpful (especially Caroline).
Professionalism. Friendliness. Ability to put me at ease. Dr Goodwin is one of three people who gave me hope when I was having suicidal thoughts. Due to these people and my Christian faith I am still alive 10 years later.	Friendly service and always professional

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Staff always very friendly and couldn't be more helpful. GP's always make you feel welcome and never rushed, whatever time you need to spend with them for your problem you can. Always been very happy here.	Always great service particularly from the pharmacy department!
Always able to get an appointment when you needed. Able to do everything online.	Short waiting times for appointments and to be seen by doctor.
Never had a problem with booking appointments. Staff friendly.	Friendly staff always can get appointment if needed urgently
I've been a patient here for about 16 years always a friendly face and very helpful.	Ideal for people living in village
Care, good service. Appointments available when needed!	They are really supportive and always get through to the doctors on the phone. All staff are really lovely.
The surgery at Little Paxton is the most efficiency and friendly establishment- my wife and I appreciate the reception, particularly Sharon, and the opportunity to seek advice from Dr Goodwin on the telephone during surgery hours for prescription to be provided.	Good service
Very friendly surgery and no long waiting	Treated as a person and not as a nuisance.
Very good service. Always get an appointment.	Doctors and nurses are lovely and friendly

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<p>Some reception staff are really helpful! Some rude. [One] needs to go to charm school! Big thumbs up for Dr Newark and rest of staff!</p> <p>PM's Response: It is gratifying to hear that you have given Dr. Newark a thumbs up! Please do continue to book your appointments with him should you wish.</p>	<p>The only issue is that it is difficult to book appointments sometimes due to the quantity of people booked. To be fair that's out of your control - the service I've received has been great- doctors and receptionists are nice and easy people.</p> <p>PM's Response: Our clinical team will be expanding soon. Watch out for details in our forthcoming newsletter.</p>
<p>I have felt a few times that the doctor is rushing when being seen to. Don't get through to reception often when calling in.</p> <p>PM's Response: I am sorry you have had trouble getting through to our reception team. There are some particularly busy times, such as first thing in the morning but we are fully staffed and do try to answer the phone as quickly as possible. Regular appointments are 10 minutes long. If you feel you would like more time with your GP or have more than one specific to talk about, please consider making a double appointment.</p>	<p>Not very easy to get appointments after 16:30. [A particular clinician] leaves a lot to be desired, seen once-never again!</p> <p>PM's Response: I'm sorry to hear you have had an experience with a particular clinician which did not live up to your expectations. Should you wish to discuss this with the PM, please do not hesitate to be in touch. In the meantime, you are reminded that we have telephone appointments available before and after working hours if this is an option for you and we have pre-bookable evening appointments available on a Monday night until 8pm.</p>
<p>Too busy due to Little Paxton. Have to wait a month to see the doctor. Never on time</p> <p>PM's Response: On-the-day appointments for emergencies are available. Some GPs do get booked up in advance for routine appointments and we would encourage patients to consider booking a routine appointment with an alternative GP who may be able to see you sooner.</p>	<p>Doctors bedside manners need to be addressed at times</p> <p>PM's Response: We really do try hard to please but GPs are only human! Work pressures are sometimes difficult to manage in the reactive industry we are in. Please don't hesitate to contact the PM if you wish to discuss this further.</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.