

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results November 2021

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	6	2	8
Likely	1	0	1
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	1	0	1
Total Submissions	8	2	10

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.

Comments

Today's experience was good. Nurse very helpful. Previous experiences unfortunately negative. 2.5 year wait after surgery for referral back to hospital after countless issues.

Face to face appointment which was so much better and was able to mention all my problems.

Easy pleasant experience.

Dr Taylor was very understanding and helpful, just the right person/doctor needed.

Nurse is very nice and friendly

Almost uncontactable during the covid period. Doctors breaking their hypocritical oath by not seeing patients and therefore possibly causing harm. Phone responses very poor.

Very thorough helped me understand.

Vicky the nurse was very efficient and helpful. She made me feel totally at ease. Has an excellent patient manner.

Quick appointment excellent services.

Sharon very good as always.

Pharmacy not up to the job. Tick box C.O.P.D a waste of time.

Phones!