

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

Response	Buckden Site	Little Paxton Site	Total
Extremely likely	2	4	6
Likely	0	0	0
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	1	1
Don't know	0	0	0
Total Submissions	2	5	7

6 of the respondents would highly recommend our practice to friends and family.

1 patient felt they were extremely unlikely to recommend our practice with the comment *Some friends and family no longer use surgery as its part time ie closed Tuesday and Thursday afternoons, no evening appointments and Saturday appointments so people feel they need to use the walk in centre.*

Surgery Response:

When Little Paxton is shut on Tuesday afternoon, patients are welcome to book appointments at Buckden surgery for routine and urgent appointments with the nurse or the doctor.

When both surgeries are shut on a Thursday afternoons, if the matter is urgent, please call your usual surgery and follow the instructions to speak to the on call doctor. The on call doctor will be able to offer advice and will arrange to see you if necessary.

Evening appointments are available at Buckden Surgery on Monday evenings.

We are sorry appointments at Buckden Surgery may not always suit our Little Paxton patients.

We also now offer telephone appointments either before 8am or after 6:30pm which may suit some patients.

Other comments

Never problems getting appointment. Doctors and all staff always have time for me. Do not fix something that is not broken!

Buckden surgery is a wonderful and friendly place. The receptionists are always extremely helpful and kind. Like having an extra mum! Caroline and Mary are a credit to the practice.

Able to get an appointment relatively easily. Helpful GP's / nurses that go above and beyond duty to help gain a diagnosis. Very happy we moved.

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Complications with antibiotics/ existing medical conditions. Dr Tess Thomas was amazing very thorough and went above and beyond!

What a lovely individual Dr Thomas is- approachable, non-patronising and just generally fab! What a shame we dont get to keep her! Any chance of her going to work at camh, they could really do with someone like her!

The ease at which I can book GP appointments (my practice in Harrow has to wait 4 weeks). Also where possible, both the doctors and nurse accommodate my wishes.

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.