

# Buckden & Little Paxton Surgery

## NHS Friends and Family Test Results July 2022

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	1	3
Likely	3	0	3
Neither likely or unlikely	0	0	0
Unlikely	1	0	1
Extremely unlikely	1	1	2
Don't know	0	0	0
<b>Total Submissions</b>	7	2	9

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

Please obtain form HC1 to allow patient to claim for help with health costs. Filling this in allows NHS to issue yearly certificate.

Being seen very quickly. Reception excellent customer service skills

Extremely Unlikely: Until they get their act together and start looking after patients as they used to be in the past.

The reason is the recent changes to the practice and patients have to go online for an appointment or even a simple request for a call back that requires duplication of details. Not patient friendly. Very time consuming and form not appropriate for simple requests.

When able to see a doctor they are very helpful. Waiting list for appointments, even telephone can be long

Location of Surgery.

Lovely smiling faces all staff were seen. Smile goes a long way to help others. Thank you

They only deal with initial problem. Do not investigate what's causing the problem.

Always available when needed. Doctors easy to talk to.