

Buckden & Little Paxton Surgery
 NHS Friends and Family Test Results November 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 | 59 | 14 | 73 |
| Likely | 18 | 0 | 18 |
| Neither likely or unlikely | 4 | 0 | 4 |
| Unlikely | 1 | 0 | 1 |
| Extremely unlikely | 0 | 0 | 0 |
| Don't know | 0 | 0 | 0 |
| Total Submissions | 82 | 14 | 96 |

Comments-

| | |
|---|--|
| Responsive whenever I have needed to see a clinician. | The reception are helpful. GP's listen and refer to hospital if required. |
| Can get an appointment relatively quickly | Always good service |
| Always helpful receptionists and can always get an appointment quickly. | Prompt response |
| I have always been treated nicely, politely and considerately. Generally don't have to wait long for an appointment. | Usually get an appointment quickly and efficiently. |
| Friendly, efficient service which goes the extra mile to fulfil our needs. "The best we have experienced" | Feel let down re care received. PM's response: Please feel free to contact the surgery to discuss this comment further as we do not wish anyone to come away feeling let-down. |
| As a whole I am very happy with the practice. Nurses, doctors and front of house staff are all very good and professional. The only time I would not be happy to recommend would be regarding one particular GP who I found to be not interested at all in me as a patient. This made me feel not thought about at all. This sadly was my first visit to a GP here and times when I have been back since I have asked not to see this GP again. PM's response: I am sorry to hear your initial visit was not satisfactory. Indeed, with six GPs to choose from and a Nurse Practitioner, you are at liberty to choose another clinician for your routine | Receptionists are all lovely! Nurse practitioner is very helpful. Pharmacy are unhelpful! PM's response: I am sorry to hear there seems to be a disparity in the service you receive from one service to another. We note that you have referred to our Dispensary as a Pharmacy. Dispensaries cannot operate in the way pharmacies can and we have printed a guide to this in our latest newsletter emailed to patients w/c 5 th Dec and can also be found in our waiting rooms and on our website. This may go some way to explaining why we may appear unhelpful when we are bound by strict rules - certainly, it is never our intention to be obstructive |

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

| | |
|--|--|
| appointments. | in any way so please feel free to speak to me or the Head Dispenser Jayne Charles, should you wish further clarification or wish to talk through any issues. |
| Cheerful makes you welcome | Always treat patients with care and respect applies to all staff. Caroline is the best. |
| Doctors and staff are great | Excellent service to all the family. Friendly, helpful never had problems making a phone appointment even if it takes time on a Monday morning to get an answer ! |
| Joined surgery 3 years ago and find it to be very efficient and we are impressed with our treatment. Very friendly. | Very helpful and caring staff. New to this area and so impressed- much better than previous surgery. Pharmacy a bonus. |
| All staff are very friendly and helpful. They try to accommodate my family's needs as much as possible. It can sometimes take a while to get an appointment outside of the normal 9-5 hours and you do not always stock specific items but effort is usually made to deliver them to us. | For 50 years we have been patients at this surgery and my husband and I have always been very well looked after. No complaints. The doctors and staff are all so helpful. |
| Very good on reception. Very friendly and very good practice. | Very good staff who always treat patients with kindness and respect. Caroline is the best |
| Responsive, supportive, sensitive doctors and helpful nursing and "front of house" staff. | Receptionists are extremely helpful and very pleasant. Nurse practitioner is very good. |
| Staff are very professional, efficient and helpful. All GP's are excellent. | Receive good treatment at all times. |
| Very helpful reception, always seen when needed. Never an issues. | Always get an appointment when needed, friendly reception staff, experienced and friendly doctors. Overall brilliant service. |
| Very helpful staff and always get appointments. | Very helpful and friendly reception staff. Always busy bit never too busy to be of assistance. Very accommodating pharmacy. Doctors approachable and explain clearly the situation. In an emergency can see a doctor on the day. |
| Very good receptionists - very helpful | Always get seen quickly/promptly. Great surgery. |

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

| | |
|---|---|
| <p>The staff and the doctors are very friendly and helpful.</p> | <p>Always very thorough and helpful</p> |
| <p>Happy with service provided. Always pleasant.</p> | <p>Efficient and friendly staff!</p> |
| <p>Good practice. Some doctors are more empathetic than others.</p> | <p>Very friendly staff. Been with Buckden doctors for all my life.</p> |
| <p>I am able to get an appointment when necessary and find the doctors very professional. My only criticisms was when I was struggling to conceive my second child and I felt the doctors were unsympathetic and unhelpful.</p> <p>PM's response. Please feel free to contact the surgery to discuss this comment further should you wish. This is not how we wish our patients to feel after any consultation. We are bound by increasing strict pathways with reference to fertility and this may have come across as unhelpful for which I can only apologise. Please do book a further appointment with a GP should you wish to discuss fertility issues further.</p> | <p>I have great admiration for the way the surgery is run, Changes over the years have always been for the good and improvements thought through. As far as staffing goes, competence and friendliness are to me, fore.</p> |
| <p>Over many years both myself and my late wife enjoyed excellent treatment. Thank you all</p> | <p>Never had an issues. Access and locations are good. Always had a good experience with the doctors I have dealt with.</p> |
| <p>Appointments very late with no information for patients when they arrive eg. 45 minutes. When you check in this information should be provided</p> <p>PM's response: We do try very hard to stick to appointment times and when emergencies occur, it is not always possible for the GPs to alert reception who in turn are able to alert waiting patients, due to the necessity to attend to those patients who need the emergency care. Please rest assured that the very best of care is being given to the patients before you and it is unusual for clinics to run quite this late. We apologise for any inconvenience.</p> | <p>An excellent service</p> |
| <p>Fantastic</p> | <p>The reception ladies are always very helpful and Dr Goodwin has been my doctor for many years and always listens and has time for his patients. A very friendly GP practice.</p> |
| <p>Generally get an appointment when needed including emergency ones.</p> | <p>I have been a patient at this surgery for many years. The staff greeting me on arrival have always been friendly, efficient and helpful. They go out of their</p> |

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

| | |
|---|--|
| | way to make appointments fit me. The doctors are kind, always explaining what my treatment will be and anything I don't understand. |
| Excellent appointment availability. High quality care. | I have always had very good service from your surgery. |
| When I have needed to see the GP I have normally been able to get the appointment I need. | It's a nice surgery. The receptionists, nurses and doctors are interested, kind and patient. You can usually get a convenient appointment. The surgery is close to where I live. |
| <p>Doctors are always attentive and usually sympathetic about problems. Usually a slight delay waiting but this is common to most surgeries. Overall very pleased. (N.B. One particular doctor could make improvements in his "Bedside manner")</p> <p>PM's response: Oh dear. Sorry your lovely comments have been marred by a particular experience. Your comment will be discussed in our next Doctors' meeting.</p> | <p>Too long waiting time for appointment and on arrival, but getting better</p> <p>PM's response: Emergency on the day appointments are always available but for routine appointments where a patient wishes to see a particular GP, there sometimes is a wait, particularly if the GP in question is due annual leave. If patients could consider another GP for consultation, this might cut your waiting time down.</p> |
| Very good and helpful | I have always received and excellent service at this surgery. The doctors are fantastic. Thank you! |
| I am very impressed I have no problems. Have been here 12 years. | Efficient and friendly. Convenient location of surgeries . Very good online booking of appointments. Good choice of doctors. |
| Always seems easy to get an appointment, staff are always helpful and friendly and the doctors + nurses are very well informed on the ailments and am put through to the person with the best knowledge on specific ailments. | <p>The practice is not joined up. One hand knows not what the other is done.</p> <p>PM's response: Gosh, this is a new one to us! Please do contact the surgery to elaborate further so that we may learn from your experiences or make explanations to you accordingly.</p> |
| I have always been delighted with the kindness and courtesy of the reception staff and grateful. I am fortunate to rarely require to see a doctor but the nurse has always been very helpful. | All very helpful at all times, great service |
| I have been coming to the surgery for the last 13 years and find everyone to be so helpful. The pharmacy department in particular are very punctual when asking for prescription and dispensing. Very satisfactory. | Very happy and polite |

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

| | |
|---|--|
| Always helpful can always get an appointment. Advice is always helpful | Always received excellent care |
| Very helpful surgery with polite staff | Very good |
| Poor consultations- Always about cost of treatment. Dr's never want to refer you for investigations PM's response: GPs have strict pathway guidelines that they must follow before referral for investigation is permitted. If the pathways are not adhered to, your onward referrals will be rejected by the hospital. If symptoms persist, please do not hesitate to book a further appointment to discuss with a GP. | It is the main practice they are efficient. It can be difficult to consistently secure an appointment to see the same GP (even when recommended to) However, regular appointments and medical reviews can always be with your named GP (advanced booking). |
| The staff are always very helpful and extremely pleasant. | Because I have been taken care of by the surgery for many years and they just keep on improving! |
| Very good staff who always treat patients with kindness and respect. Caroline is the best | |
| Little Paxton Comments | |
| Always professional and helpful | Because they always see to us straight away, we never have to wait too long. They do what they can for us. |
| Service with a smile! | Very good service |
| I find our doctor always very accommodating and easy to talk to. | Always helpful |
| This surgery is very local and easy to reach from where I live. | Staff are friendly and helpful and overall the service is very helpful with time and they endeavor to see you on time. |
| The doctors care and interested in ones problems. | |

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.