

Buckden & Little Paxton Surgery  
NHS Friends and Family Test Results April 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	5	1	6
Likely	1	0	1
Neither likely or unlikely	2	0	2
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
<b>Total Submissions</b>	<b>8</b>	<b>1</b>	<b>9</b>

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**

Very Satisfied. Always helpful. Especially difficult times for you all.

Always get good service. Thank you. Would like to be able to pick up prescribed drugs from surgery as I live next door, Ridiculous that I have to use chemist.

I have found the doctors in the practice to be of the highest caliber and I could always find emergency appointments for urgent matters.

Over Bank Holiday weekend - Fri, I rang and was on hold for 15 mins to ask if the dispensary was open to collect prescriptions. No Answer. I called up, you were open, reception in darkness. Not sure why, was on hold for so long, But you were closed. All I ask is you update your website and answer messages to tell people you are closed. It's not a given NHS closed on Bank Hols. I'm NHS and work all bank hols. Please update your details thank you.

Able to get appointments, always respond to communication and follow up.

Because we waited a long time but that doesn't really matter. Good Service and may you keep it up.

I just want to say that Nurse 'Jules' gave me the best experience possible when having my smear, awesome lady.

Still difficult to SEE a doctor. Tel calls for e.g. moles. They need to be seen. Call backs often take longer than 24 hours. If you are anxious this is not so good. (I have had problems with drug dosage)