

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	16	11	27
Likely	3	0	3
Neither likely or unlikely	1	0	1
Unlikely	0	0	0
Extremely unlikely	1	0	1
Don't know	0	0	0
<b>Total Submissions</b>	21	11	32

<p>Had problems with delivery services and doctors not communicating with hospital.</p> <p>Practice Manager's response: I am sorry to hear you have had issues with our medication delivery service and with hospital communication. As all comments are anonymous it is not possible for me to look further into this for you so I would be most grateful if you could contact the surgery ASAP to discuss with me. We take all issues of this kind extremely seriously and would like the opportunity to investigate, put right and achieve learning outcomes.</p>	<p>Staff are friendly and willing to help. Doctors also friendly and willing to listen to problems.</p>
<p>Just had my first appointment with Dr Newark- what an asset to an already wonderful practice! Hope he stays.</p>	<p>Pleasant, helpful staff. Able to get prescriptions online accessible.</p>
<p>I saw Dr Chan, a new doctor, I found extremely helpful and very nice</p>	<p>Caroline is so helpful and the nicest receptionist ever! Thank you! Give her a pay rise!</p>
<p>All been treated very well here.</p>	<p>Very happy with this surgery.</p>

For 50 years on 3rd June in the village we have always been looked after extremely well. No complaints at all.	Very reliable prompt service- unlike Eaton Socon Health Centre, where you may have to wait up to a week for an appointment.
Superb practice. We have had excellent care for the whole family for the last 20 years.	Superb doctors surgery. Never have to wait too long for an appointment and doctor rings back when requested.
Friendly staff and can always get an appointment.	Always friendly. Kind and polite.
The staff all try so hard to give a good service to patients.	Always very helpful. Have time for patients. Friendly staff.
Good surgery.	Friendly, efficient service.
Everybody is friendly.	Good reception staff. Good doctors. Supportive and helpful.

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.