

Appendix A - The comments

The surgery is extremely well run and I am always confident that I will be given the best advice and treatment.

I have been through some difficult and distressing times and the kindness and professionalism shown by my doctor (Dr Brinkhurst) has made my situation much easier.

Friendly family practice which we have used since coming to Buckden in 1974.

We always receive very good and friendly service here- have always been able to get an appointment when needed. Can't believe how lucky we are. So glad we live in Buckden- for our friends in Stevenage getting an appointment is a nightmare. Well done Buckden Surgery.

Good to see a female doctor when you have problems you find difficult discussing with male doctors. Pharmacy dispenser so helpful, took the time to show me how to use the applicator with my meds. Thank you.

I had very severe IBS, unable to go out for weeks, got referred to a dietician and am now about 90% better

Thank you all !!

I was in waiting room waiting for my appointment with Dr Irwin, a phone call came in from an obviously very distressed individual. Without mentioning the person's name or address, the receptionist dealt with the situation in an extremely professional manner. She insured the caller was in a safe place and was not alone, calmed the person down and provided an emergency appointment (and made sure the person would be brought in by someone). I was very impressed! Mary Smith receptionist.

Because the service is always consistent and helpful. The helpfulness of all staff is great. The environment is fresh and welcoming.

The staff in reception, pharmacy and nurses are very good and treat you with respect and humility. The doctors are very patient friendly and listen carefully to what you are here for.

Always very pleased in the surgery.

Already have, parents moved to the area and are now patients.

Caring staff. Easy access

I found reception is very helpful in fitting me in to see Dr Fagnoli as it was urgent.

Very friendly

No problems getting appointments or advice.

The reception staff are particularly helpful.

Friendliness, kindness. Prompt attention and discretion which has been particularly important to me.

Very pleasant and helpful GP and staff

Very polite and considerate staff. Ladies in reception who "run the extra mile" to fit in appointments.

Very much appreciate long term staff and have been with the practice for over 40 years. Always helpful including pharmacy staff.

Friendly efficient reception and dispensary service. Can usually get an appointment early. Have faith in my GP for my care.

Good friendly surgery.

Everyone is very helpful and always cheerful

Excellent practice in every way.

Great service

All staff are always friendly and efficient. Pharmacy always helpful and am particularly pleased with doctors.

Always helpful reception, easy to get appointment. Everyone friendly.

Very good

Buckden surgery is the best.

Easy to get appointment. Very friendly and efficient reception staff. Nice atmosphere. Carol was great!

New patient and have been made to feel very welcome.

Always get an appointment. Friendly staff.

Easy access. Good service. (Hopefully!)

Always found them to be very friendly and have not have any problems getting an appointment . My doctor regulated my medication very well.

Friendly service. Hardly any waiting.

Excellent practice

Good friendly service. Confidence in doctors, nurses and staff.

Really nice doctors and staff. Friendly and helpful

A*

Friendly, clean, appointments usually fairly close

Nice location, helpful staff, good system

Always helpful, on time, guaranteed appointments

Friendly practice

Very helpful staff