

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	31	19	50
Likely	4	2	6
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	35	21	56

GP cannot be faulted in terms of manner. Admin excellent and helpful. Dispensary- whilst useful on site are not efficient.... has changed significantly in recent years.

Practice response: It is difficult to understand where the inefficiencies you mention lie due to a lack of information. We do understand patients' frustrations at their inability to use our Dispensary if they live within 1.6km of the Pharmacy within the village. Unfortunately, this is out of our control. We would welcome further and more detailed comment.

Other comments

I have been with the practice for 12 years and found all the staff and doctors very helpful.

Have been seeing Dr Brinkhurst for several weeks with an undiagnosed condition. He has been so attentive and sent me various tests. This has been so reassuring. Have been able to make appointments to see him without any difficulties.

No complaints at all- always helpful and pleasant.

I am always able to get appointments and prescriptions when I need them.

Always friendly and helpful.

Getting an appointment is always easy and good caring doctors.

Always get an appointment. Nice staff- they listen.

Not a bad word.

Lovely staff. Doctors and nurses look after us very well. Receptionists are very helpful and friendly. Pharmacy ladies are friendly. All in all a wonderful practice.

The reception staff are welcoming and helpful, the background music is fitting, nursing staff are efficient and caring and the doctors themselves couldn't be better. A supply of National Geographic in the waiting room would make any waiting time pass quickly.

Always able to get an appointment. Friendly, helpful staff. Doctor who is attentive.

Always helpful friendly staff to make you feel at ease.

I can't fault you all.

Buckden & Little Paxton Surgery
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Because we like the staff they are always helpful and knowledgeable.

Very good professional, care. Thanks

Effective treatment and courtesy of staff.

Friendly and care. Ease of getting appointment.

Buckden and Little Paxton Surgeries. The service provided by both surgeries are in my opinion second to none. The staff are always polite and very helpful. I saw Dr Irwin today and as always received a professional and personal appointment, will always listen and give good advice. Very helpful.

Very friendly and helpful.

I always experience excellent attention.

All member of staff are friendly and helpful under all circumstances.

The doctors, nurses and support staff are always supportive, helpful and friendly. In an emergency I can always get an appointment and non-urgent stuff usually doesn't take too long.

Always helpful, friendly and informative.

Because you've always been good.

Good service pharmacy. Friendly competent doctors.

Staff were wonderful, calm, listen what my problems and respect.

Excellent service from all staff doctors etc.

Quite simply the best doctors surgery I have ever experienced. Excellent doctors and supporting staff. Appointments obtained very promptly.

A first class GP practice. All the staff medical or otherwise are a credit to Buckden and Little Paxton. Professional, kind and compassionate, which makes the patients feel safe.

Female GP, listened, didn't judge, explained next steps, caring, not patronising, suggesting options, arranged next visit for more time.

Doctors, nurses and reception staff always friendly, helpful and accommodating.

I like how you get the right treatment on your visit and are treated very caring and on requesting different things you are always recommend or advised.

Always helpful, will always offer help and advice, often juggling appointments to get you in. Have always called back when they said they would. I would wholeheartedly recommend the practice and the doctors here.

Very thorough examination every time we come.

Great surgery- no complaints at all. Most of the family already with this practice. (7 of us)

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Very positive staff who are willing to take the time to go that bit further which makes all the difference. The facility is very well maintained and presented and an appointment is easy to obtain with the surgery so close to home making travel without a motor vehicle possible.

Friendly excellent service.

Don't have to wait too long for appointment thorough checks when needed

I find the receptionist very helpful with making appointments and the treatment from the doctors is very good.

Great team. Dr Fagnoli helped me with a skin problem. Thank you.

I feel the staff are very helpful and kind

The doctors, nurses and reception staff are always helpful and kind

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.