

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	4	0	4
Likely	0	0	0
Neither likely or unlikely	0	0	0
Unlikely	0	0	0
Extremely unlikely	0	1	1
Don't know	0	0	0
<b>Total Submissions</b>	4	1	5

Help from excellent doctor- took time and very patient and understanding.	Excellent all round service
Having just joined this practice, I am extremely impressed with the service and friendly approach of both the doctor and the staff.	When I rang for a routine appointment for breast pain the kind receptionist offered me an appointment for the same day to relieve anxiety and allow early detection of the problems. Thank You
<p>Shutting early on Tuesday and Thursday is ridiculous. Doctors do not concentrate on paperwork and past medical conditions.</p> <p><b>Practice Manager's response:</b> I am sorry that you do not find our working hour's suit your needs. Whilst Little Paxton surgery is shut to the public on Tuesday afternoons, phones are diverted to Buckden and Little Paxton patients can be seen at Buckden during this time. We do not shut for lunch. Thursday afternoons see both surgeries shut, but the emergency on-call doctor is available during this time – please simply follow the instructions on the telephone system. One third of our entire patient population only is registered at Little Paxton which does not warrant the surgery being open full-time. With the back-up of Buckden surgery, a fully functioning service is available to all our patients, whether</p>	

<p>registered at Little Paxton or Buckden. If opening times do not suit, you are of course at liberty to register at another practice that may offer you alternative opening hours. We are concerned as to your second comment and would urge you to be in touch with the Practice Manager should you wish to elaborate and to give the practice the opportunity to respond in an informed manner.</p>	
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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.