

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	131	24	155
Likely	12	7	19
Neither likely or unlikely	2	0	2
Unlikely	0	0	0
Extremely unlikely	1	0	1
Don't know	0	0	0
Total Submissions	146	31	177

Only 1 of the 177 respondents was likely or extremely likely to recommend our practice to friends and family.

One patient felt they were extremely unlikely to recommend our practice with the comment

I have learned to never publicise a pretty village, with excellent shops and communications, a wonderful doctors surgery staffed by excellent doctors and supporting staff . The surgery is always a delight to visit. Why would I want to publicise this and attract more people to this over- worked facility.

Surgery Response: Thank you!?!

We had 150 comments. To give you a flavour of these comments, a sample of the more commonly used words are below and a list is in Appendix A.



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.

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Appendix A

It has been my best practice all my adult life, and my needs have always been met and considered. I am now 80 years old and feel good!

It is very good service and very helpful.

I have always had excellent service from this practice. For example I came in to cancel my flu injection as I was going to be away, but I was offered it there and then.

Doctor was very understanding and did not rush me. All staff were friendly and helpful.

Friendly and helpful staff

This is a brilliant surgery. Everybody is so helpful and has time for us all.

Practice run very smoothly with helpful friendly staff

The Buckden surgery is always very helpful and the reception staff are cheerful and kind whenever I have to come in! I can't think of anything on the downside- so long may it continue!

I am always treated with utmost care and professionalism Very happy with any treatment given.

I have never had to wait for an appointment. All the staff are always helpful and you are treated with respect

Buckden Surgery has provided me with excellent service during this very difficult year. From very pleasant reception staff to my Dr- Dr Irwin, the service has been outstanding.

The quality of service is generally very good.

I came to the surgery for blood tests and the two young ladies behind the desk suggested I would like to fill in one of these surveys so I said what do I put! Reply was how wonderful, caring, considerate, polite. So I did.

Friendly staff, friendly doctors, efficient service, convenient location.

Brilliant staff and doctors. Only downside is phone answering at Little Paxton when trying to make an appointment can take 20 minutes.

Doctors are competent. All nurses, reception and pharmacy are warm, helpful and friendly

The surgery and staff have always been extremely helpful

Always very helpful

Helpful, accommodating, all GP's are the same!

Tip top always helpful and there for you. Fan Dabby Dozzey.

Always get greeted with a smile at reception-usually get an appointment quickly- very accommodating.

Always helpful and pleasant. Very efficient even when busy!

Reception staff are so helpful

Excellent service and care

Am very happy with the treatment I get at Buckden Surgery.

Very helpful and always have a smile

very friendly and helpful

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The staff are always helpful and good at listening

Outstanding service - as usual. Saw Vicky - practice nurse

Very friendly and caring staff always very helpful and considerate.

The practice is very friendly and accommodating. Drs are very approachable and professional.

The staff are extremely helpful and caring but surgery hours are a bit restricted!

Very pleased with staff and service. Phone could be answered a little quicker at Little Paxton.

I saw nurse Sharon Libby today. Excellent! Listened to all my issues and was understanding, informative and very gentle with my treatment. Many thanks.

Very good service and appointments always prompt.

Friendly

Very helpful and very thorough in the reason I was here. Also gave me a flu jab during my appointment I wasn't expecting, saving me from re-arranging another appointment taking up mine and the doctor's time. Really pleased with everything. Thank you.

I have always had extremely good service and care from all staff- Reception, nurses and doctors.

Depends on where they live- if near then no outstanding issues.

pleasant

Don't wait long for appointments. Very helpful when you ring. Very friendly.

Wonderful doctors and staff. Nothing too much trouble

Everybody at the practice is helpful, friendly and I feel comfortable coming here.

Always helpful (all staff). Always seem able to fit in to see a doctor which under my present situation is very comforting.

Always very helpful. Mainly on time and always patient.

Everybody is friendly and very helpful. Pharmacy staff are amazing. Can always get an appointment urgently on same day if needed.

Friendly helpful staff. Always able to get appointments when needed. Wouldn't want to go anywhere else so moving house is a no no.

After seeing the doctor my hospital referral was done very quickly. Staff always polite and helpful

Very friendly and helpful dispensary staff.

Helpful and quick

I've never had any problems that the surgery haven't been able to help me with

Just had superb experiences here. Feel very comfortable and at ease.

I have always had excellent treatment at this surgery.

Dispensing staff are very helpful and friendly. Go out of their way to get medication when there are problems.

Everyone always helpful, pleasant, willing to listen

Very nice receptionists. Not much time given by doctors

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Always manage to obtain appointments

My husband and I have attended Buckden Surgery for 34 years, we always have excellent care and treatment which gives great confidence as a patient. We are very grateful. Also all of the staff are most helpful.

Very helpful doctors and staff Always

Quick appointments

Very friendly staff who are very helpful compared to other gp surgeries.

Very happy with the care and support given

Excellent attitude and care from staff, nurses and doctors. I feel very well cared for.

Have every confidence in all medical staff and the helpful and courteous manner of all other staff.

Great service. Good reception. Very reliable/ most helpful

Great service with a smile!

Very friendly and helpful

Always very good service from staff and doctors

All staff are very friendly and efficient and have been throughout (34 years). My confidence in the surgery is high. Thank you!

Always efficient

Receptionists are very friendly and helpful. Good service from the doctors and good advice.

Very comfortable to discuss any issues. Great team.

Paragons of care!

The care and service is second to none. The staff are extremely helpful and willing to help.

The reception staff, nurses and doctors also the pharmacy are excellent and are good listeners. 10/10.

Very welcoming and friendly. Made me feel comfortable.

The staff are excellent and very helpful (and I am very fond of the doctors too)

Always get an appointment. Very understanding and helpful receptionists. Very pleased with the doctors we have seen. Dr Newark was amazing with my baby son- felt so reassured from the time and care he spent with him today.

Everyone is always very kind, helpful and understanding. I think that they are all brilliant and class myself lucky to be a patient at this practice.

Always a first class practice and I have been with it for over 30 years. Always get my needs met promptly and efficiently. I am 80 years old and they keep me feeling well

Caroline, Mary, Angela, Sharon and team all lovely as always.

Staff always helpful, kind and go the extra mile especially the pharmacy staff who I have a lot of contact with.

I have been a patient here for over 30 years and I wish to express my thanks to the team at Buckden Surgery. The service and personal touch has always been second to none! Having such a superb local surgery is a great benefit to myself and the community as a whole. Thank you

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Because the surgery has always been very kind and helpful

I have a lot of faith in the staff.

I have been a patient at Buckden surgery for 24 years and have always been treated well and with respect whether for myself or my family.

The waiting room is airy, clean and never in my experience overcrowded. apart from flu day! Staff are considerate and helpful

Everyone we contact at the surgery - receptionists, nurses and pharmacy are always happy to help and do what they can to help.

Because they are fantastic

People are always helpful and friendly - staff/nurses,GP's. I have certain needs that can be urgent and everybody has always been 100 % first class.

Well in excellence of NHS standards. Amazing service, brilliant expertise.

Always helpful and polite

I know it's a difficult time but I feel there are a lot of barriers in the way when receiving treatment.

Always receive very good advice and care

Reception staff very pleasant and approachable and very efficient. Drs Brinkhurst and Irwin are very good at listening and caring.

The service you give is second to none. Thanks to everyone

All the services provided are carried out professionally and with consideration and in a pleasant manner

Caroline and Mary are a joy to reception. Always very friendly

I have learned to never publicise a pretty village, with excellent shops and communications, a wonderful doctors surgery staffed by excellent doctors and supporting staff . The surgery is always a delight to visit. Why would I want to publicise this and attract more people to this over- worked facility.

Always get good treatment with a friendly face

Very happy with availability of appointments and how everyone has been - especially secretaries. Have already recommended to grandparents who have been very happy with the service.

Excellent care from all staff and Dr Irwin

All services approachable, friendly yet professional. Informative and helpful.

Always helpful. Can book appointment when it suits.

My wife and I have been treated here for many years and have always found the treatment very good

Friendly and efficient

Fast friendly service. Plus very high standards of medical solution.

I always find the practice extremely supportive and helpful in all aspects - reception, dispensary and most doctors

Very good doctors, feel confident in the advice.

Had fasting blood test but had extreme difficulty getting blood. Told not to eat or drink (only small sips of water which made me very dehydrated). Should be told to drink water as it helps.

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All staff are friendly and helpful. Always feel the doctors or nurse practitioner listen intently and help where they can.

Excellent, friendly, helpful

I have always had good rapport with surgery and staff

Always happy with treatment

Minimal waiting times. Exceptional service and care.

Always been extremely well treated by staff and doctors.

The best doctors and treatment is first class.

Friendly- approachable staff- always willing to help. Able to get bloods taken and collect prescriptions easily

Considerate staff. Timely attention

The reception staff, pharmacy and nurses and doctors are excellent. They listen to you and are sympathetic to the reason you are attending the surgery, 10/10

Never had a problem with the practice and find the staff very helpful at all times.

I am really happy with the services I receive here.

Friendly service. Dispensary is always very helpful and friendly. Dr Fagnoli and Dr Goodwin gave both been very supportive

Hearing people complain about their doctors and that they can't get in to see the doctors for weeks. I've never had any problems here I always get my appointments quite quick and very good service and politeness throughout.

Because the staff are so friendly when you get there. Dr Goodwin is great.

Dr Mokah provided an excellent level of care.

Have been with the surgery for over 60 years! Why change now!

Small practice so very likely to get appointments quickly. Everyone's friendly and you have a feeling of security and confidence.

Helpful

Little Paxton surgery are the most caring doctors I have been with. They have always helped me and my 3 children. I'm so glad I am with them. All the doctors and reception staff are so helpful. I would recommend them to everyone. Thank you.

Dr Kevin Brinkhurst referred my husband to the cardiac team after he had a cough and he is having triple bypass and a valve replacement. We would say a huge thank you for saving his life.

Busy morning but didn't feel rushed. Staff friendly

Because you are good, giving clear advice and explaining treatment.

I have had very good treatment from all the staff and doctors.

Great surgery, plenty of appointments when needed. Nice friendly staff

Good access for appointments. Excellent care by doctors and nurses who always listen to our problems and give good advice and treatment, and early referral to hospital where necessary. The early telephone call for

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an emergency appointment works really well. Altogether a first class service, we are so fortunate here in Little Paxton to have this high standard of healthcare.

Friendly and helpful

Really helpful staff

Really nice polite

Everybody involved are always helpful and friendly

I think the surgery is very good.

Good

I always have excellent care at this practice

Always friendly staff- excellent care

Easy to make appointments, friendly staff and professional nurses and doctors

All staff and doctors at Buckden and Little Paxton are experience, friendly and give time to patients under a NHS that's under great pressure.

Appointments are easy to get. Take time to listen. Pro-active. Supportive and very thoughtful. I've only ever had positive experiences.

Sometimes running late- always apologises- excellent care and services received.

Very happy with both surgeries

Very good GP's and nurses