

Buckden & Little Paxton Surgery
NHS Friends and Family Test Results February 2015

Thank you to those who took part in our first NHS Friends and Family test. Only 6 postcards were completed across both sites during February 2015.

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Everyone who responded would be highly likely to recommend our GP practice to friends and family if they needed similar care or treatment. No other responses were received.

Response	Count
Extremely likely	6
Likely	0
Neither likely or unlikely	0
Unlikely	0
Extremely unlikely	0
Don't know	0
Total Submissions	6

Your comments

All the comments were positive. Here are all the comments:-

The staff at the surgery are always extremely polite, helpful and friendly. Can normally get an appointment to suit. Having the pharmacy on the premises is an absolute added bonus.

"Never a problem in seeing any of the staff. Doctors, Nurses, Reception & Pharmacy are paragon. Thank you one & all."

Unfailing courtesy and professionalism. Helpful receptionists offering swift and helpful advice concerning appointments. Clean and well kept premises.

Always treated with dignity, courtesy & respect by all the staff. They are always helpful when trying to arrange appointments for your requested time. The surgery provides many services in house saving time & distress going from one department to another particularly the dispensary. When one is feeling unwell you do not want to go & travel to an outside chemist & stand waiting for your prescription before going home to start your treatment prescribed by dr.

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My husband and I are getting on in years & seem to need more appointments these days & we find everyone at the surgery so very kind & helpful. I hear people saying that getting past the receptionist is a trial but not so at Buckden as these ladies are so patient & helpful that I cannot fault them or any of the team.

"I can always get an appointment, today within 90 mins. Staff always so 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.