

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	35	2	37
Likely	4	0	4
Neither likely or unlikely	1	0	1
Unlikely	1	0	1
Extremely unlikely	0	0	0
Don't know	0	0	0
<b>Total Submissions</b>	41	2	43

37 of the 43 respondents were extremely likely to recommend our practice to friends and family.

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

*Appointments not suitable for Mon-Fri workers. Too many spaces given to emergency appointments. Weekend appointments or more late evening appointments needed for workers.*

Surgery Response:

We are sorry that you find our opening times to be inconvenient. You will note that no surgeries in the area open on Saturdays (except one designed to provide a 'walk-in' clinic), due to a lack of NHS funding currently in place and to an acute shortage of qualified GPs which has been well documented in the news lately. You will be pleased to note that evening appointments are available at Buckden Surgery on Monday evenings until 8pm. We also offer telephone appointments either before 8am or after 6:30pm designed around working patients and which may avoid an unnecessary face-to-face appointment.

We have to balance the number of routine and emergency appointments to ensure our GPs are able to provide a safe service to the patients they see. It is difficult to predict demand of emergency appointments and we will always see a patient on the same day if medically necessary. As a result some days, we see more patients than we have allocated urgent appointments.

To give you a flavour of the other comments, a sample of the more commonly used words are on the next page 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.

## **Appendix A - The comments**

*Always very happy with service*

*What would we do without this place and the wonderful staff and doctors!*

*Friendly, kind, caring, diagnosis correct. All in the practice care about the wellbeing of their patients.*

*Been accessible. Nice receptionists*

*I joined this surgery on moving to Grafham (December 2005). I have just returned from 3 years living/working in Sri Lanka and have now re-registered as a UK resident and re-registered at this surgery. I can state without a doubt I have received the best care of any previous surgery, either in the UK or Sri Lanka.*

*Very good and very friendly*

*When hospital consultant are complimentary of the surgery we know we are in safe hands!*

*Reception staff are always friendly and helpful and doctors are always thorough*

*Always very helpful*

*Pleasant staff- Very approachable. Able to get appointment when required. Able to use dispensary for prescription.*

*Buckden surgery have very pleasant doctors and receptionists. They are always available for short notice appointments. All round excellent care.*

*Excellent*

*Everyone in the surgery are so helpful. Never a problem to get an appointment*

*Can always get an appointment which suits and appointments are nearly always on time*

*Excellent*

*Because speed of service and access to appointments is easy. Reception team friendly and always have a smile on their faces*

*Friendly. Don't have to wait long for appointment. Friendly staff*

*I'm very impressed with the practice me and my mum have been very warmly welcomed. It has very good disabled facility's parking and chairs and the reception staff are very helpful. Thank you*

*Always friendly*

*Very professional and helpful*

*All staff are very helpful and keen to explain if you tell them that you want to understand more.*

*Good service, but waiting times can be rather long for an appointment*

*Pleasant efficient and friendly staff. Excellent doctor care.*

*A practice where I always feel at ease to come to and be listened to. I have belonged to this GP practice for 48 years and have always had extremely competent service from the GPs I have seen. Over those years we have had many different reasons for coming to use the GP as a family. Now there is only me in the village. Long may Buckden Surgery continue.*

*Feel choice of GP is a personal thing*

*Good response for appointments. Excellent doctors and staff.*

*I have been with Buckden surgery for 46 years and always found them to be very caring and efficient.*

*Buckden is a very helpful, warm, go out of the box to help. Keep it up*

*Came to see the nurse at 11:30 and asked to see a GP and was asked to sit and wait. Very good to see someone the same day as it was so late.*

*Very helpful and friendly*

*Very happy with care and support*

*All staff are very helpful and friendly*

*Don't need to wait long, friendly service*

*Very pleasant reception*

*I would have no problem recommending anybody to your practice, as everybody is so nice.*

*Booked an appointment for a contraceptive pill change and explained this on the phone. Told I could see a nurse as had last seen a doctor for a pill renewal. At the appointment with the nurse, I was told I should have made an appointment with a GP! Very frustrating. Reception staff should be better informed. Had to rebook appointment.*

*Feel we are well looked after*

*Excellent service provided by excellent staff & GPs. Been a practice member since 1986 - would not go anywhere else. First class a credit to NHS*