

Buckden & Little Paxton Surgery
 NHS Friends and Family Test Results December 2016

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	2	3	5
Likely	0	0	0
Neither likely or unlikely	0	0	0
Unlikely	1	0	1
Extremely unlikely	0	0	0
Don't know	0	0	0
Total Submissions	3	3	6

Buckden Comments

<p>I would like to comment on how friendly, kind and professional Vicky was when I came to the doctors to have my bandages removed. Many thanks.</p> <p>PM's response: We will be sure to let Vicky know of your kind comments, especially under such circumstances which cannot always be easy for patients. Thank you.</p>	<p>Spoke to the receptionist to make an appointment over the phone. She was unhelpful and rude last week.</p> <p>PM's response: Oh dear, I am sorry to hear of this experience – and am really very surprised. Our team are highly trained, efficient and courteous so it is disappointing to read such a review. We do have practice policies we must stick to which can frustrate patients when things don't quite go their way or if an appointment is not quite as convenient as a patient would like. Please do not hesitate to contact me should you wish to talk through this incident.</p>
<p>The best surgery and staff in Cambs. Wishing everyone a Merry Christmas.</p> <p>PM's response: Lovely to hear. Thank you.</p>	

Little Paxton Comments

<p>I always receive good service but I must mention Mrs Libby who has been treating my daughter and has given us both advice. She went over and above in her efforts to calm, advise and accommodate us. Nothing was too much trouble and it was wonderful not to be or feel rushed. What a lovely lady and a true professional.</p> <p>PM's response: Thank you so much for lovely comments which we will be sure to pass on to nurse Sharon Libby.</p>	<p>The service we receive is always excellent. When a health problem arises we are seen quickly, which is most important. The staff are first class and very helpful. The medical staff always make time to listen and are most capable in prescribing the correct treatment. We in Little Paxton are very fortunate to have such an excellent surgery.</p> <p>PM's response: We really do try hard to give the very best of services under sometimes quite trying circumstances. It is wonderful to hear how our hard work, ongoing training and general approach to our patients is recognised. Thank you.</p>
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Seen by Mrs Libby- fantastic service! She took the time to explain all of my risks when travelling. Printed our helpful travel forms. She put my mind at ease and really calmed me down during my injections. Absolutely above and beyond- for once it's been a pleasure to visit the doctors! Thank you !

PMs' response: indeed, we hope you don't have to visit the doctors' too often! So gratifying to hear of your experience.

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.