

# Littledown Surgery

## Patient Feedback

January 2019

**262** patients left us feedback

**98%**

patients likely to  
recommend us

**0%**

patients unlikely to  
recommend us

*(2% didn't answer or gave a neutral response)*

### Spread of responses

|        |     |   |
|--------|-----|---|
| Online | 0   |   |
| Paper  | 46  | ■ |
| App    | 0   |   |
| Other  | 216 | ■ |

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## How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

|                             |     |             |
|-----------------------------|-----|-------------|
| Extremely likely            | 236 | <div></div> |
| Likely                      | 21  | <div></div> |
| Neither likely nor unlikely | 3   | <div></div> |
| Unlikely                    | 1   | <div></div> |
| Extremely unlikely          | 1   | <div></div> |
| Don't know                  | 0   | <div></div> |
| Not answered                | 0   | <div></div> |

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## Can you tell us why you gave that response?

Doctor Torquati is excellent at making the patient feel valued and that everything they have to say is relevant. He is a credit to the surgery. The surgery receptionists and doctors are very prompt, knowledgeable, reliable and friendly. Invaluable and dedicated service to my family. Because every health professional at Littledown surgery is courteous, professional and knowledgeable from receptionist, nurse and doctor, well done team

Saw Dr Smeaton again this morning, she is so friendly caring and compassionate and easy to talk to, as are all the Doctors you have. Xx Always really efficient, easy to get an appointment, seen promptly and generally my experiences at this surgery so far I have not been able to fault one bit!

Nurse was very nice friendly and approachable. No pain felt and all running on time. Nice people

Because Roz is a fab nurse who puts you at ease, is human has a great sense of humour and compassionate

Everyone is lovely, I can see why there is a wait on appointments with the doctors and the nurses. The receptionist are lovely as well.

Nice helpful receptionists, listening caring doctor (Rogers) and charismatic nurse roz. All know their subject.

Always very willing to sit next listen. Most of the time can get an appointment within a reasonable time.

Phone call with doctor. Appointment and follow up appointment booked. On time for both. Blood test to get. Really excellent service. The doctor was very pleasant & caring and surgery seemed clean & hygienic, however I am a bit worried about 2.5 week wait for non urgent appointments.

Doctor Murray is the most thorough doctor I have ever had.

Dr was very easy to talk to (Dr Murray), in my previous GP practice felt very rushed to get patients in and out as fast as possible. My experience at LD was a lot better

Dr Rogers was very thorough and took the time to ensure that I received the right treatment for my condition. X

Dr Torquati is always pleasant. He listens and is empathetic. It's an excellent practice.

Such good care and drs extremely good. Needs are always met and don't feel rushed. Treated as an individual despite the pressures they are under

Always organised. Friendly doctors, always showing genuine concern and going the extra mile to get to the root of the problem in good time.

Had to wait 2 weeks for an appointment which was not ideal but excellent treatment when saw Dr Smeaton .

The doctor (Dr Smeaton) listened and was interested in my symptoms. She made me feel comfortable and she offered further diagnosis appointments.

Because everyone does their best under sometime difficult and stressful situation.. Although difficult getting appointments when needed.

The surgery is clean and well organised and the doctor was thorough and attentive, which gave me peace of mind

"All staff in reception are welcoming and friendly. Doctors are very efficient and friendly as well. Excellent!"

I had an appointment with Doctor Fabio who I think is personable and made me feel special

Pleasant surroundings, and not too long a wait. Doctor Torquati was as kind , patient and helpful as ever.

"Dr Smeaton is brilliant and I feel happy when I see her and talk about how I am feeling. She is very understanding professional and supportive"

"Dr Smeaton and all the doctors in the practice are excellent. Very caring and kind."

Because as usual Dr Murray is so knowledgeable and he listens.

The nurse was very gentle and chatty which made me very comfortable

A good service and pleasant staff but too long await for appointments

Very compassionate care with Dr Rodgers with me being in so much pain today. Onto specialist straight away to get me sorted

Helpful friendly staff. Had a routine smear test yesterday and thought the Practice Nurse was excellent. Thank you!

Clean, comfortable surgery with wonderful staff. I've only met Dr Rogers and Gillian, they are both very caring.

Roz is amazing

The receptionists are very friendly and the doctors are lovely. I always feel I am getting very good care.

Lovely environment, short waiting times, professional service

Excellent service, prompt callback from GP. Seen same day by GP and referred. All very thorough, thoughtful and caring. Thank you

An exceptional service at all levels. From the receptionist staff, the online arrangements, availability of appointments

Prompt appointment time with nurse for our first appointment and pleasant staff . Surgery looks light airy & pleasant .

Dr Smeaton very nice & good Doctor

Littledown surgery has always been friendly, efficient and professional. Must be the best surgery around and my family have been patients for 34 years.

I had an appointment the day I called , the doctor was very thorough, explained everything clearly and was able to treat the problem.

It's evident that my state of health is very important to the Drs and for that I am extremely grateful

Because I was offered a same day apt ,didn't have to wait to be seen at surgery and had a thorough examination

Lovely doctor (Dr Seth), not running too late, clean reception and waiting area, easy to park.

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#### Are you aware of the late Monday evening surgery 6.30 - 8.20pm?

|              |    |                                                                                   |
|--------------|----|-----------------------------------------------------------------------------------|
| Yes          | 0  |                                                                                   |
| No           | 0  |                                                                                   |
| Not answered | 46 |  |

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#### Are you satisfied with our telephone system?

|                              |    |                                                                                     |
|------------------------------|----|-------------------------------------------------------------------------------------|
| Always                       | 0  |                                                                                     |
| Most of the time             | 0  |                                                                                     |
| Sometimes                    | 0  |                                                                                     |
| Rarely                       | 0  |                                                                                     |
| Never                        | 0  |                                                                                     |
| I can't comment on this area | 0  |                                                                                     |
| Not answered                 | 46 |  |