

# Littledown Surgery

## Patient Feedback

August 2019

**154** patients left us feedback

**97%**

patients likely to  
recommend us

**1%**

patients unlikely to  
recommend us

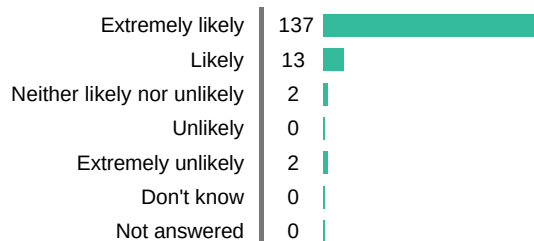
*(2% didn't answer or gave a neutral response)*

### Spread of responses

|        |     |   |
|--------|-----|---|
| Online | 2   |   |
| Paper  | 21  | ■ |
| App    | 0   |   |
| Other  | 131 | ■ |

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



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

My doctor (Dr Smeaton) has been so helpful and supportive through a hard time and given me really good advice. Thank you!

Dr Murray was both professional and caring. The new touchscreen check in is also really good.

Very professional and human treatment and that is not an easy combination. Clean environment. Efficient management

Whole team great.. Doctors are always easy to talk and really helpful every time!

Caring, thorough, efficient, professional and competent. Inspires confidence and feels right in every respect.

Got an emergency appointment very quickly and received a quick diagnosis and prescription.

Helpful staff, good comp system now,much better than before.

Because my appointment was relatively on time and Dr Murray was very easy to talk to and I feel satisfied with my treatment plan

Because Roz is always so professional in her job but at the same time is there for you as a patient personally. Surgery could not have a better nurse

Very relaxed and both nurse and doctor made me feel at ease and I was really happy and confident with the mini surgery undertaken thank you

Excellent consultation with Dr Torquati again. Offering evening appointments is a much appreciated service.

Whilst I cannot fault Dr who was helpful and sympathetic, I had to wait 2 weeks for appt.

It is based on my overall experience at the surgery which can't be less then Excellent.

Never experience an issue, generally seen on time. Dr Murray always efficient

The doctors and nurses and reception staff are all brilliant how lucky we are and Kate Smeaton who I saw this time is exceptional

Dr Torquati is brilliant

Best surgery, Doctors and Staff in Dorset

Caring & efficient service. Impressed with how quickly response made when think I needed more blood tests

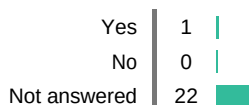
Tracey was very prompt in getting me in and got blood out first go xxx

Timely appointments, friendly staff, and knowledgeable GP's who spend time with the patient.

Been under the care of Fabio for many years and always found he is excellent

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



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### Are you satisfied with our telephone system?

