

Littledown Surgery

Patient Feedback

September 2019

231 patients left us feedback

96%

patients likely to
recommend us

3%

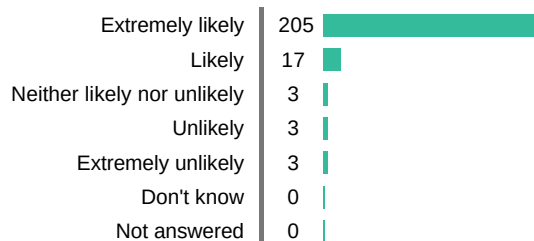
patients unlikely to
recommend us

(1% didn't answer or gave a neutral response)

Spread of responses

Online	0	
Paper	31	
App	0	
Other	200	

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



Can you tell us why you gave that response?

As new patients we have been very impressed by the service we get at the Littledown surgery. Very friendly staff and quick and efficient service.

Practice nursing sister is excellent

Because the care provided by my midwife is excellent

I just think that your surgery is friendly, professional and efficient.

"In and out in less than 10 minutes. Friendly and professional nurse Great service"

I have been a patient at this surgery for 30 years my experiences have always been very good. I am a very lucky patient.

The surgery always try to accommodate with appointments and they give the patient time.reminders for appointments go out. We are updated all the time thank you.

Dr Rogers is amazing and the staff are kind and helpful.

Smooth booking in process, friendly and helpful staff and amazing consultation with the doctor. Very efficient in every way

Very punctual, nurse communicated very well and explained everything in her limited time

I was left waiting for over 40 minutes making me very late for a future appointment, the Dr was helpful but unacceptable wait times.

Always good service. Excellent Doctor Receptionist was helpful and smiley

We got seen on the same day when called the surgery. Doctor was lovely, informative and helpful. She even saw us 10 minutes earlier than our appointment

Excellent service receptionist polite and doctors take their time talking to you never rushed .

Friendly staff and appointment available after 5pm which help the people working office hrs.

Great Staff at Littledown,all feels very welcoming

All of the staff are friendly, helpful and efficient. I'm never waiting long and have always been happy with treatment/service.

Nurse was very kind and nice , she explained me everything about my test . And also test wasn't that painful like before .

Level of customer service from reception team, DR ringing when she was supposed to and getting an appointment same day.

New Dr to surgery, was very attentive and put me at ease. Listened and gave clear instructions, as to what to do next. Very friendly you may have to wait 2 weeks for appointment ,but today the nurse went the extra mile for me ,and the doc was kind and explained everything ,no rushing ,

The doctor took me seriously and admitted me straight to hospital for tests.

Brilliant service. Great receptionist. Wonderful doctors.

Always had good treatment / flexibility with nurse Roz

Helpful caring staff - both reception and medical

Because I was good treatment. For me Dr Rogers is very good specialist and I can high recommend her. Receptionist also was very kind. Thank you.

Very good from initial telephone call to seeing GP

Sometimes hard to get appointments and delays when you do have one

Despite waiting 50 minutes, received the usual courteous and knowledgeable attention from the doctor.

Extremely polite doctor with a great sense of humour and willingness to listen !

Dr took the time out to listen and looked up other treatments and we agreed a plan going forward

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

Yes	0	
No	0	
Not answered	31	

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	31	