

Littledown Surgery

Patient Feedback

October 2019

312 patients left us feedback

97%

patients likely to
recommend us

3%

patients unlikely to
recommend us

(0% didn't answer or gave a neutral response)

Spread of responses

Online	0	
Paper	50	
App	0	
Other	262	

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

Extremely likely	292	
Likely	11	
Neither likely nor unlikely	1	
Unlikely	2	
Extremely unlikely	6	
Don't know	0	
Not answered	0	

Can you tell us why you gave that response?

As always friendly reception. Roz was on time .efficient and professional as always

Very thorough investigation into the symptoms- I felt cared for and listened to.

I called at 8.30 this morning, the doctor called me back at 8.57am and I got an appointment for 12 noon. Great service.

EXCELLENT, POLITE, WONDERFUL STAFF, SURGERY IS SPOTLESS

Been with this surgery for 30 yrs. Always excellent treatment.

Nothing is ever to much trouble ,very understanding doctors always smiling ,reception always very helpful and smiling ,brilliant surgery
The Receptionist was friendly and I received a phone call back from the doctor quite quickly and the Doctor was very helpful when I saw her
My son has autism And I find you very helpful. good listeners And understanding of his complex needs. Mum of young Person under your
care. Thank you.

Even though the wait was long today, I believe the doctors give quality care, which is what all a patient wants even if they have to wait longer
than expected.

Apt 25min late. Rude receptionist when I politely said check in screen not working. She barked in know'. So why not put a note on it? Dr T
was good.

Kind and helpful doctors and friendly reception staff.

Only comment would be that It takes too long to get appointments.

Very efficient and friendly. Doctor took extra time to show me what was wrong even though it was very busy.

I've had some bad experiences having blood taken at hospital. Your nurse was great. No trouble getting my blood.

I called practice early Monday. was offered triage call the same day and an emergency appt next day. the receptionist was v polite and v
helpful.

Rang for appointment at 2pm and seen by doctor at 5 o'clock excellent

Because I had a warm welcome and friendly doctor staff are very helpful. I get contacted to to my regular blood tests. All in all good service.

Dr helpful and informative unfortunately always running very late

Always answer phone reasonably quickly & can get an appointment if needed!, & staff nice & friendly

Staff are friendly, great doctors and waiting times are kept to a minimum

Clean and well organised surroundings, efficient and polite staff

My daughter always gets a call and or seen by the doc the same day, doctors and reception staff are all friendly and warm people and I feel
genuinely care.

Dr Rogers always has time to listen the surgery is comfortable the Receptionist very helpful

Dr Torquati was very thorough and addressed all my concerns

Yes - the examination was done in a professional, friendly manner and answered all my questions.

Dr Rogers, was friendly, professional and reassuring.

From start to finish the service was prompt, friendly and very reassuring which is what all patients require. Thanks from both myself and my
wife.

Seen on time. Very helpful appointment. Very calm environment.

Excellent efficient service and fantastic caring doctors and friendly helpful reception staff

We always. Find you to be very efficient and thorough we are so pleased that you are our family surgery many thanks.

Good appointment times had flu jab today in and out in 3 minutes Very pleasant staff thank u

You are the best.... caring staff who have time for all of us.

Professional and caring attitude

You get very good service from everyone at the practice

I had good treatment and i recieved the medication i needed and felt better

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

Yes	0	
No	0	
Not answered	50	

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	50	