

Littledown Surgery

Patient Feedback

December 2019

196 patients left us feedback

99%

patients likely to
recommend us

1%

patients unlikely to
recommend us

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

Spread of responses

Online	0	
Paper	35	
App	0	
Other	161	

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

Extremely likely	183	
Likely	11	
Neither likely nor unlikely	0	
Unlikely	1	
Extremely unlikely	0	
Don't know	0	
Not answered	1	

Can you tell us why you gave that response?

Small surgery, nice people
Because it's a very good surgery. The doctor and reception are excellent.
Dr Bernie Rogers goes over and above and really cares about her patients and the nurses (Mandy this time) are kind, knowledgeable and efficient.
Friendly staff and straight forward to get an appointment
Being in constant back, hip, knee & ankle pain over the last few months. It was Wonderful to access the new in house Chiropractic service.
Doctor Murray has been very supportive and informative. He is very knowledgeable and never makes an appointment feel rushed.
Dr Rogers fitted me in when she didn't have to and was so helpful and kind
I think my wife and I are very lucky to belong to your practice.
Lovely staff, lovely doctors, always able to get my repeat prescriptions on time and always able to see someone.
Because the doctors have time to listen and you are not just another patient and the surgery staff are the same
Good advice from Dr Torquati
The GP and Receptionist are lovely they very accommodating to the clients...Thank u
Excellent attention to patient needs not clock watching
Doctors and nurse Roz are very good.
The Practice inspires confidence.
Roz was so lovely and kind very professional
The triage system works really well, GP is caring and informative .
Excellent health care assistant Tracey put me at ease straight away .I arrived early and was not expecting to be seen until appointment time but was seen very efficient.
Arrived 1 min b4 appointment time, sat down for 45 seconds, called in, blood test done and out the door in under 5 mins
I find the service professional and caring. And gives confidence despite over all pressures within NHS. With thanks.
Only pleased that we are your patients, treated with respect and politeness.
Friendly and efficient reception staff and fantastic doctors
Mandy the nurse is brilliant. So compassionate and really listens
Always excellent service provided.
Reception staff are always smiley, helpful and supportive. Doctors are very kind to me especially with my numerous problems!!
Always feel listened to and genuinely cared for. Feel supported & able to ask questions. Decisions are made jointly and everything is explained.
Always promptly seen & thoroughly taken care of.....thank you x
Thorough, caring consultation with Dr Murray. Doesn't rush to make a diagnosis. Explores all avenues. Great service. Thank you
Didn't have to wait and problem resolved
Lovely staff, pleasant environment, easy parking.
Excellent surgery, lovely staff
Staff and clinicians are extremely kind , respectful , professional.
Friendly staff and I managed to get appointment for my daughter straight away
Reception and Doctors very friendly and professional. We have always been able to get an urgent appointment on the day when needed.
Lovely surgery, fantastic doctor, great bedside manner and helpfulness. Did not rush me. A breath of fresh air compared to my previous surgery!

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

Yes	0	
No	0	
Not answered	35	

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	35	