

Littledown Surgery

Patient Feedback

March 2020

170 patients left us feedback

96%

patients likely to
recommend us

2%

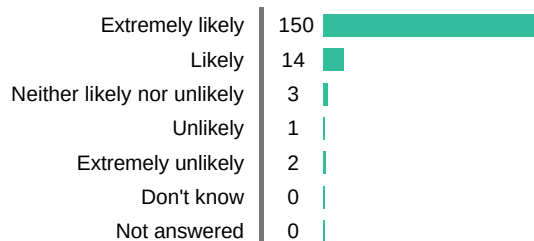
patients unlikely to
recommend us

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

Spread of responses

Online	0	
Paper	30	
App	0	
Other	140	

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?

Excellent service, always so nice to talk too, doing an incredible job still given the current circumstances

The staff are always helpful. I had a telephone call with Sister Roz today and Sister Roz always listens to you, and makes you feel very comfortable.

Always so accommodating, friendly and quick to make appointments when you need them.

Always very helpful and prepared to listen and advise. Still had time, despite the current situation with Covid19. Thank you.

This surgery and it's doctors are in my view efficient and friendly and the three doctors I have seen in the last year were excellent.

Because all members of staff are very kind, helpful and caring

Reception staff and nurse were courteous and professional

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Roz nurse, so friendly and always puts you at ease!

Dr Rogers was very pleasant, listened, gave advice and was caring.

Always a 1st class service delivers by friendly professionals

The surgery gives excellent treatment and care and we are very lucky to be patients there.

Caring Dr and surgery. Our NHS can Not be faulted. Thankyou.

Because the practice always treats me and my family professionally and efficiently.

Doctor is great however my daughters appointment was at 11am and we where seen at 12pm. Meaning she was out of school for an extra 1 hour more then needed

Doctor Rogers is a legend !!!

Bernie is a really helpful doctor

Simple. Just cannot imagine having to go to another Doctors Surgery. Everybody so nice

Appointment on time with a good reception team and great Dr Murray

Staff always pleasant and kind. I have great confidence in the nurses and most of the doctors.

You can always speak to a doctor, all staff are very helpful

really good customer service and Mandy the nurse was lovely and efficient!

Everyone is always very helpful and I feel listened to here, in the past that has not been the case with other surgeries so it's very refreshing!

Truly the best care is given by Dr Murray and all the doctors at this surgery. Thank you!

Really helpful , kind and friendly receptionist staff and doctors...well organised....usually very punctual time keeping...and quite easy to get through on the phone.

Nurse who took blood was excellent, didn't even feel needle go in, much better than some of the blood tests I have had at the hospital

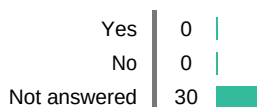
It was easier to have a blood test at the surgery rather than the hospital and the nurse was on time and lovely.

A practise I trust, efficient & friendly staff, super nurses and great doctors. Smart clean modern surgery too.

Very efficient and doctor Torquati is very thorough.

Because the staff are very friendly and helpful

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



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	30	