

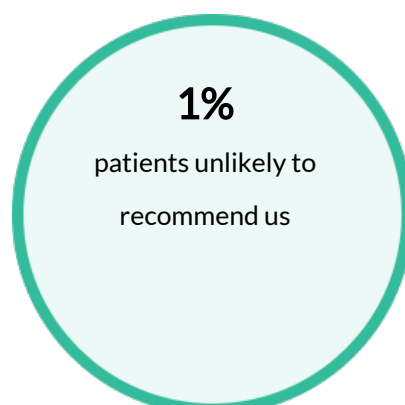
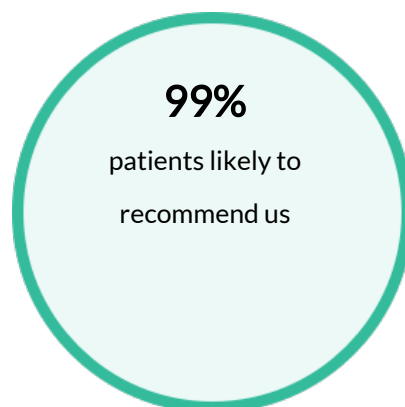


# Littledown Surgery

Patient Feedback

May 2020

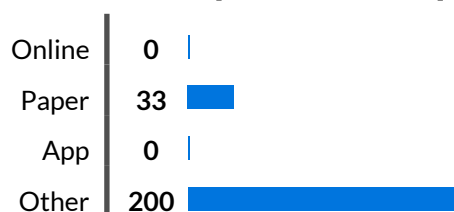
233 patients left us feedback



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

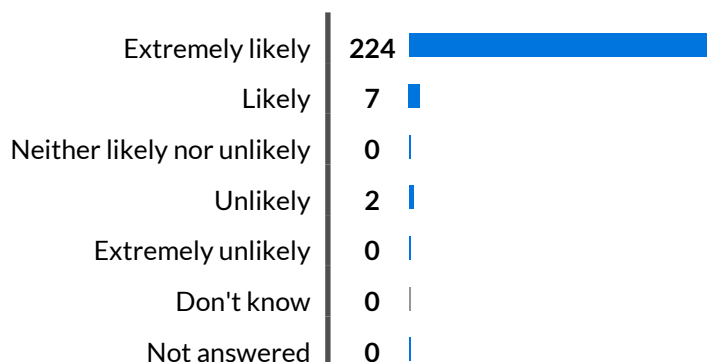
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## Spread of responses



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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?

I was seen very quickly and had a follow up conversation.

I felt safe coming in for my injection B12 and did as instructed by text and Ros was exceptionally good as usual and also cleaned everything as I left Thankyou

Prompt service mask provided friendly atmosphere

FANTASTIC SURGERY, WONDERFUL STAFF, SPOTLESS CLEAN SURGERY

Excellent Service 10/10

My family & I have always received excellent service from Littledown Surgery. Dr Torquati has been so kind & supportive to my Mum & we are extremely grateful.

I was impressed with the set up of the surgery with the current situation and felt safe coming in

Everything was very well organised no waiting I was nervous before I came well done everyone

Amanda / Mandy the nurse is amazing. So kind, knowledgeable and compassionate. Makes such a difference when you go to an appointment you are worried about.

From start to finish excellent service. During this unprecedented time I felt the nurse was very professional, kind, put me at ease and explained everything well.

Quick response to online enquiry, really helpful phone call, quick appointment on time and friendly people.

It was a telephone consultation but then asked to see me got an appointment the same day, everything from ppe to safe distancing was all very good.

Very efficient service and felt calm during this difficult time

Excellent service on every level. Good communication before my appointment, via text message. The waiting area well organised under the coronavirus guideline

Very pleased with the care I have received during these difficult times. Thank you

Always first class service and care from everyone

We patients are so fortunate to have such an excellent surgery. Thanks

Roz was really helpful and kind. Roz kindly checked my blood pressure as I was feeling very dizzy all day. She kindly tested this without an appt. Everyone at the surgery are brilliant. thank you

Because they are the best surgery around, nothing is too much trouble and they always put the patient's first. I could not be happier

Really helpful receptionist, it was easy to book appointment. Very good consultation from GP.

My blood was taken, samples will have been at the lab an hour later. Amazing service at any time but during a pandemic it's especially good. The reception, GP and phlebotomist

Friendly punctual professional service and adherence to covid guidance

Friendly nurse and doctor ringing me back promptly.

Always have good didnt have to wait long either

The nurse Amanda was really friendly and made me feel comfortable talking to her and throughout my appointment. All Staff are always friendly and polite.

The staff 's venipuncture skill is brilliant, and with very professional manner.

Always reactive and quick in seeing you

I was dealt with very quickly and the doctor went the extra mile to do my blood test in the middle of the Covid lock down

Speedy consultation with Dr.so any fears taken away which during these strange times is extra reassuring!

Polite efficient care even having blood taken could be described as pleasant. Thank you to everyone at the practice.

Because everyone is professional and friendly and the surgery is clean and tidy

The nurse Tracy was spot on for time & treatment + very accmodating & pleasant . Even tho I chatted. I'm an old woman sorry ha ha

The receptionist was helpful and courteous and the nurse was pleasant and professional. During this Corona lockdown I felt secure.

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

|              |    |                                                                                     |
|--------------|----|-------------------------------------------------------------------------------------|
| Yes          | 0  |                                                                                     |
| No           | 0  |                                                                                     |
| Not answered | 33 |  |

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### 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                 | 33 |  |