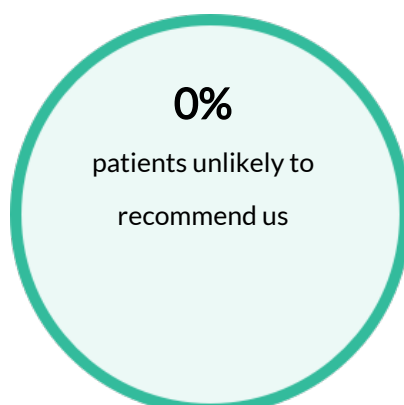
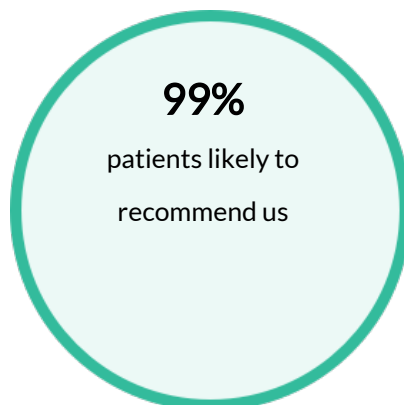




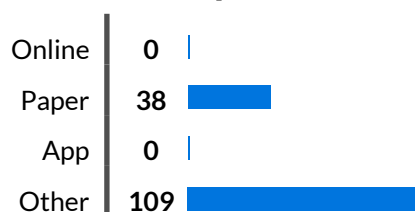
June 2020

147 patients left us feedback

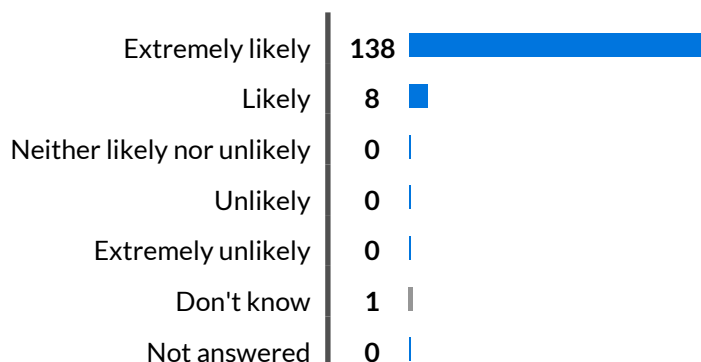


(1% didn't answer or gave a neutral response)

Spread of responses



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?

Because Littledown surgery, is the best surgery I have every been to, so helpful, and very good with you cannot fault them in any way , phoned up same day and got an appointment.

Well organised, explained clearly over phone procedure during COVID19 for my visit.

Despite the long wait to get an appointment + ongoing restrictions due to COVID, Dr Torquati continues to provide a high level of medical care

All at the surgery very professional and friendly service. Nurses are extremely gentle and all explanations are understandable.

You all do a difficult job and I have no complaints

Personalised visit to take into consideration the patients needs thank you

Ros was as usual friendly & courteous . Also very efficient.

Dr Berni Rogers was so kind and understanding but also professional and informative. And I got an appointment next day. Well done Berni and Littledown team

Extremely helpful and reasoned advice from Roz

I have found you all very kind-particularly since I have been profoundly deaf.

Thought appt was easy to arrange, ran to time, staff were friendly & efficient, above all visit seemed SAFE

Always an excellent service, Friendly, polite and informative. 5 star.

All at the surgery are very helpful and pleasant in such trying times Thank You

Good monitoring by Reception Staff of patients entering and exiting surgery and the Nurse was helpful and efficient!

Because I was given a perfect Ten service. Thank you all. ?

Full Covid prep... Gloves masks etc. Excellent medical and admin staff. Felt safe.

I had been very worried about my first close encounter with a person and another place for three months, but the doctor had reassured me re. the PPE and procedures. the reception ladies were also very kind.

On time , doctor listened and explained everything nothing was rushed

Seen promptly and professionally. Admission process straightforward and easily followed. Nurse friendly and efficient.

Staff were helpful and very friendly

We understand we are in difficult times.The sevice we have from littledown is very good and Dr Murray is very caring and helpful.

Within 2 hours of contacting surgery, had appointment to see the Doctor, and was treated immediately. Felt treatment was excellent hence awarding 1.

Tracey was a professional and good nurse, and the place is clean and neat

As always, a first class professional service by dedicated friendly staff

Very accommodating, happy and friendly services.

Easy to use the Web site and quick response

Appointment on time to the minute, friendly polite staff, efficient in procedure, clinic spotlessly clean, further prompt help later in the day over a prescription. Excellent surgery

During this very difficult time, everyone was helpful and pleasant, I had a blood test, and it was all fine, Explained the questions I asked and took her time to answer them .

Helpful reception and very helpful appointment with GP. Excellent service including previous e-consultation. Please don't go back to "normal" afterwards.

No waiting, excellent attention and with great kindness.

First time I've met Mandy and she created a relaxed approach to getting my bloods etc

I was attend by a smiley and friendly nurse who explained why I was there. What tests were going to be carried on.

For the 1st time my BP was OK usually"

Your surgery is the BEST in Bournemouth!!!! All the staff have time to listen and are so helpful. The Doctor's are beyond brilliant.

Ros was very friendly and efficient thank you

Good to see measures are taken with social distancing and infection control. Staff wearing PPE, and all very friendly.

First class service as always

No waiting around, nurse came to get me from outside, much prefer to be outside in the fresh air than in a waiting room (even without COVID19 around)

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

Yes	0	
No	0	
Not answered	38	

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	38	