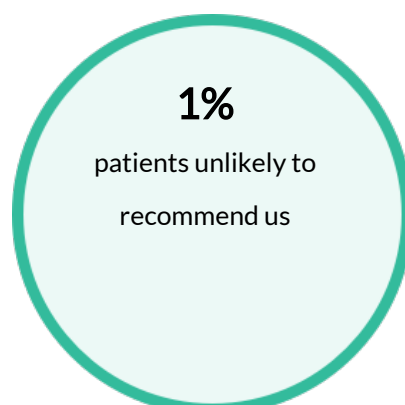
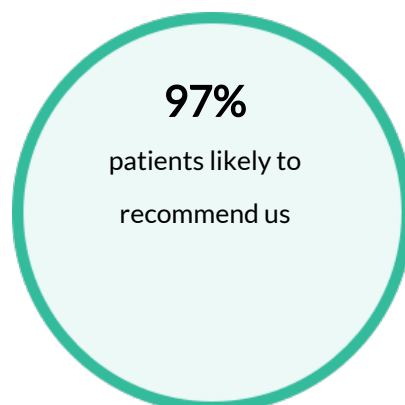




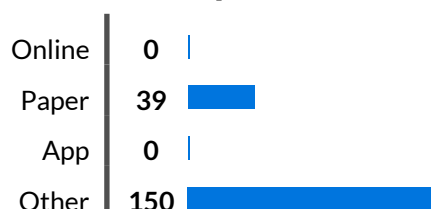
July 2020

189 patients left us feedback

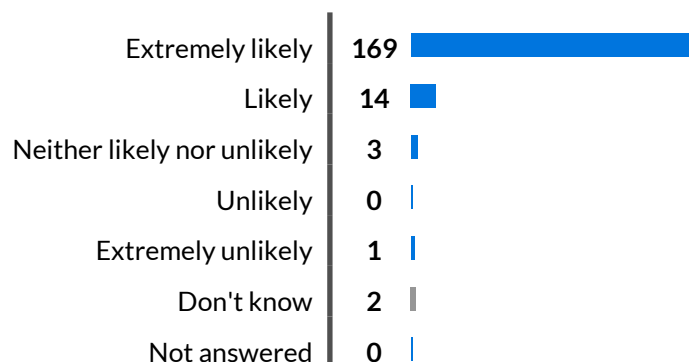


(2% didn't answer or gave a neutral response)

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?

There was only two of us in the waiting area. I was really disappointed of lack of service by receptionists.

No waiting, friendly staff and very efficient.

Felt very clean inside and safe

Great care is being given in these times of pandemic

Efficient, safe, friendly.

Lovely reception staff as always and perfect still considering the pandemic and the rules. My nurse did an excellent job with my bloody test and I was in and out.

As an emergency patient i was dealt with quickly and well looked after on my visit(s). Very polite staff and a good overall experience

Because I was able to see the doctor quickly and was able to get another appointment then next day to have more tests done

Very helpful lady in reception. Physical examination was performed fully & professionally. Great, understanding doctor.

New covid procedures were easy to follow and was seen much quicker less waiting time in waiting room

Being profoundly deaf now you are always so kind to me.

Phone consultation was very quick, lovely doctor who understood I wanted to be in and out. Able to see the doctor within half an hour of my phone consultation.

Nurse was very good with my daughter taking her pre school booster

Because i have been treated with respect and the lady that opened the door for me and the doctor both been very nice to me and i went to my appointment very quickly

Because it was a good service but hasn't solved the problem.!

They warm welcoming of the staff and their smiles.

The nurse Mandy was very kind and put me at ease. Very friendly and nice. Please convey my regards to her.

I was treated with respect and thought the doctor and staff were excellent

Bang on time, no queue, everyone I saw was friendly, and it didn't hurt when the nurse drew blood.

Nurse was very efficient, and the whole surgery team were very thorough and mindful to adhere to the measures that had been put in place for Covid-19

My appt was very well managed safety wise in respect of the virus risk.

Staff & doctors all very helpful! never rushed always have time for you

I have had numerous operations and fully understand what it takes to run an operation like the Littledown surgery.

You really couldn't surpass the professionalism.

Always excellent service and fantastic staff

Always friendly. All a bit weird with the PPE etc but necessary of course

In these strange times it's very reassuring to know that I can still talk to the receptionist and a G.P. From the initial phone call appointment on Tuesday I was given great service.

No problems at all, was a swift appointment that covered all the points it needed to and I was in and out in less than 15 minutes

Neil seems very professional and friendly and caring. It was a good experience

Good staff and management

Sister Roz was very friendly and kind

Because I received excellent help from Roz

Appointments on time understanding never rush you at all . You feel relaxed at all times .

Staff were very helpful and the surgery was very clean

The strict way as you entered and I felt very safe and was worried about seeing the GP but all was well thank you all

Saw on time, felt listened to, Dr Rogers really understood my concern and took the time to explain the condition

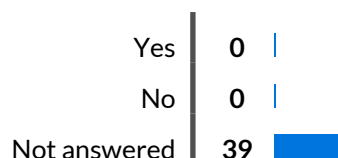
All very quick and efficient - reception - GP - nurse. Thank you all for your kind and reassuring attention in challenging times.

Haven't been to visit the surgery for several months but it seems the usual good efficient service.

The organisation and safety for patients and staff was excellent. Having the text beforehand about facecoverings was very useful. No waiting involved.

Reception staff friendly and helpful. Roz a star as usual. All very professional, reassuring and friendly

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



Are you satisfied with our telephone system?

