

Littledown Surgery

Patient Feedback

October 2020

438 patients left us feedback

99%

patients likely to
recommend us

1%

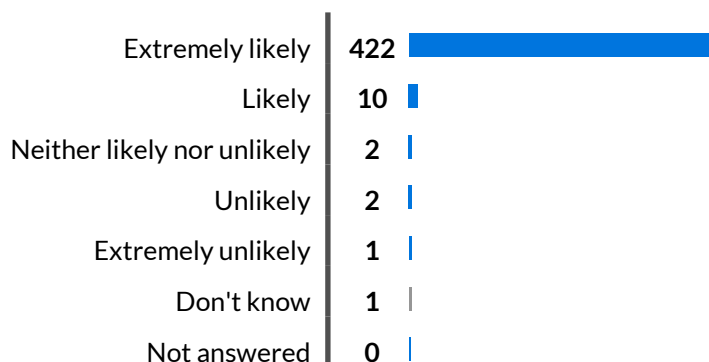
patients unlikely to
recommend us

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

Spread of responses

Online	0	
Paper	36	■
App	0	
Other	402	■

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 treatment as ever from Mandy and Dr Torquati

Having to cancel my appt at the surgery due to a bad cough tight chest and a temperature The receptionist was very helpful And arranged for Dr Murray to phone me instead

I had a flu jab booked for 31st of November. This was cancelled, made another appointment for Tuesday 27th October. Turned up at designated time only to be told they have ran out of the vaccination

Appointment on time, given the opportunity to discuss treatment care management and progress. Felt reassurance and happy at the end of the consultation

Quick, efficient, friendly and low risk. Thank you Littledown.

Service was polite, professional, and very efficient as usual, I had to change my appointment but was given a choice of alternative dates and times that suited.

The physio, Neil was very thorough and gave me some good advice and treatment which has helped already.

First time I have spoken to this dr. He was very nice, friendly and his advice was excellent

Excellent nurse. Really engaged with my little girl and made her feel safe and comfortable having her 3 YO injections. Thank you!

Because they were kind enough to do something there and then and saved us another journey

Yes I can. I've been with the Practice since the days of Dr. Caplin. All of my adult life, I'm 77 in November and the care and support I've received over the years has been first class.

Because Nurse Roz was attentive, polite, thoughtful, professional, efficient and kind. All the things a nurse should be!

Nurse Roz 5 star

Grateful for support from Help and Care coach referred by my doctor.

My wife had our flu jabs timings perfect, all the team are very professional and extremely polite, first class

So COVID aware in and out no waiting around, deserve a medal ?

Waiting time of 25 minutes

Extremely professional and helpful. Really friendly despite the difficulties with the covid restrictions

The nurse was very friendly and informative, passionate about women's health , put me at ease

Easy check in, pleasant staff. A follow up required by GP, got phone call an hour later. Excellent service.

No waiting around, seen promptly by HCA who was efficient and caring. A great service today. Thank you.

Very efficient and friendly team at Littledown Surgery

Went for flu jab. Arrived on time, went in straight away. Nurse was brilliant- didn't even notice the jab. Straight out again. Perfect.

Was such a welcoming team. They were lighthearted and fun. Just what we need at the moment.

Receptionist very pleasant and helpful and nurse very considerent and helpful

Excellent organisation for flu jab. Covid safe for staff and patients.

The nurse makes me feel like I'm a person rather than a number. All staff so far I can not fault, Great and professional

Sure. No greeting or pleasantries from Receptionist on arrival or departure.

Littledown Surgery and all our Doctors, Nurses and Reception staff are so attentive and helpful to their patients.

Fantastic team. So helpful. Extremely efficient. They're brilliant. Cannot speak highly enough of Dr Torquati and the other doctors, Nurse Roz and team are excellent

Not rushed and listened and understood what I had to say before sorting course of action

Very efficient & friendly as ever , the best surgery

It was for our flu jabs, given a time, we arrived a bit early but were brought straight in, jabbed & straight out back door, brilliant.

The general efficiency and consideration cannot be faulted and also the friendliness with which everything is carried out.

Mandy was so nice and professional, friendly and caring, she is lovely

The procedures in place felt very safe , the reception staff very efficient . The nurse who did my blood test and annual review was very helpful.

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

Yes	0	
No	0	
Not answered	36	■

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	36	■