

Littledown Surgery

Patient Feedback

December 2020

272 patients left us feedback

99%

patients likely to
recommend us

1%

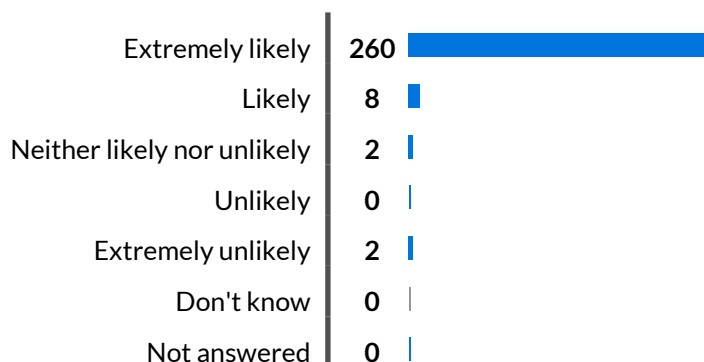
patients unlikely to
recommend us

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

Spread of responses

Online	0	
Paper	39	■
App	0	
Other	233	■

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?

Yes. The reception staff and doctor were all very helpful in sorting out my problem. Excellent service. Doctors are friendly. Reception staff are lovely and I feel comfortable being at this doctors. Thank you for fantastic service

Fantastic care and attention to detail by the Dr. Thank you.

As always, very efficient service & completely satisfied with my consultation with Dr Murray.

Excellent, minimum waiting, cheerful nurse- and receptionist too

Got an appt same day. Nurse dealt with everything I had the appointment for and more.

Receptionists nice. Dr Rogers very kind & nice and helpful.

Communication not clear enough through the econsult system.

I initially completed an eConsult and received an appointment less than 24 hrs later. The GP dealt with me very well.

Nurse is always so helpful friendly and kind! Gentle and puts you at ease always !

First time ever having flu jabs and it was really quick and easy for both my husband and I. We were seen on time together - no waiting. Nurse is also very nice

Because we were seen on time, very efficient and completely COVID compliant.

Arrived at the Surgery early. Friendly greeting at the door. Given the information leaflet straight away then went straight in for the Injection.

Because the surgery sends out text messages to collect patient feedback which shows an openness to patients experiences. Thank you

The service was as excellent as usual. Efficient and friendly, could not fault the flu vaccine experience at the weekend. Thank you very much.

The team at the surgery were efficient, professional and friendly and couldn't have done no more Very well organised flu jab clinic. Friendly and respectful staff. No waiting, jab given quickly and almost pain free.

All staff were sympathetic, caring, efficient and Covid safe.

Everyone was great, receptionist, nurse, Roz was great as usual. Littledown is the best. Thanks you all.

So safe, great system you had set up for the flu vaccine. Very efficient, friendly. Thank you.

Dr Smeaton is supportive and listens to what you have to say

Clean facilities, prompt appointment time, very nice nurse.

Well i turned up early expecting a bit of a queue but I was put through early and had my shot, excellent nurse, thank you.

I didn't have to wait at all. Straight in and out for my flu jab. Very friendly and efficient

Always had a good experience but sadly now outside the catchment area. I hope my new surgery is as good

Two appointments in last couple of days, first with Dr. was very thorough and efficient. Today's blood test was also done quickly and efficiently.

I was treated with friendliness and respect. My appointment was on time and I felt safe and protected.

Because I managed to book a telephone appointment for the day & time I asked for, due to a very helpful receptionist

Every stage of my appointment from parking my car & ringing the bell to enter the surgery Was stress free & relaxed. With helpful staff to assist.

Yes the receptionist was very friendly and helpful. GP called back as advised and gave medical advise and what treatment was required.

My veins are small and deep, I have had problems before, but the nurse at Littledown surgery brilliant.

Reception staff can be extremely rude and not attentive. Receptionist passive aggressively complained about letting me in.

Enquired about a flu jab recently and had my injection at 6 pm yesterday. Excellent service

I have been a part of this Practice since I was 15yrs of age and am now 74yrs old. I have always received the very best of care and attention from all of doctors, nurses and receptionists

Dr Murray was thorough, kind, empathetic, had a great manner with my daughter. He was very reassuring.

Because the whole process was very quick and efficient. You gave me an appointment within a couple of days, I came straight in with no waiting.

Wonderful people who make you feel better as soon as you walk into the surgery.

Excellent Doctors, receptionists, nurses & a spotless & wonderful surgery

Staff are always very friendly. I was seen at exactly at my appointed time and nurse took a blood sample leaving me without a bruise on my arm.

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

Yes	0	
No	0	
Not answered	39	■

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	39	■