Littledown Surgery

Patient Feedback

February 2021

172 patients left us feedback

100%

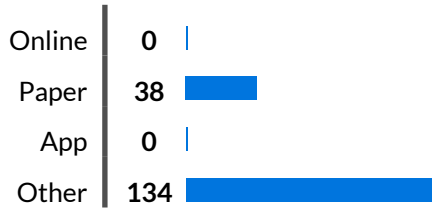
patients likely to recommend us

0%

patients unlikely to recommend us

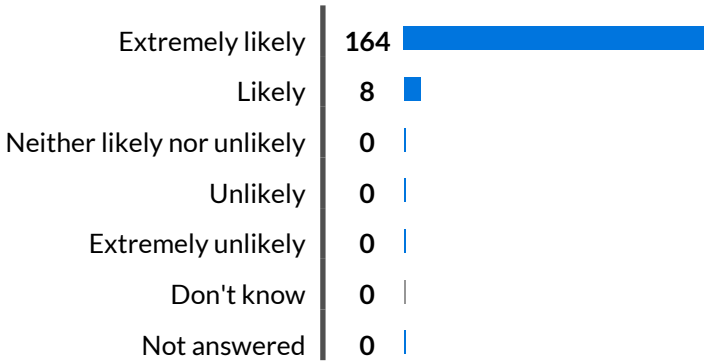
(0% didn't answer or gave a neutral response)

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?



Can you tell us why you gave that response?

Surgery was clean and everyone had masks etc

Good people. Efficient service. Did what it said on the tin!! Good stuff.

The nurse was efficient, pleasant and professional. I felt at ease and in good hands.

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Great service, excellent team!

Dr Rogers is very helpful and thorough. I just need to remember all that she said.

Appointment was on time, staff is very polite, informative and highly professional

Dr Rogers has gone over and above helping me.

Very quick to be seen. Professional and caring

Nurse was very pleasant & professional... doctor also very pleasant & made me feel a lot happier with my diagnosis.

Well done all round. However to receive 2 chaser texts on days leading up to the appointment was a bit of overkill.

Well organised, lots of space, admin girls were friendly, professional, and accommodating.

I thought the receptionist was unfriendly but the service was good otherwise

The doctor's are all lovely. They listen and never rush you. That's invaluable.

Receptionist was very friendly and efficient. Availability of appointments. Doctor Torquati was very helpful and explained possible reasons for symptoms.

Very helpful staff on time and I felt safe coming into surgery for my B12 injection

My visit was all handled very smoothly and pleasantly and abiding by covid restrictions.

I was seen to on time, very efficiently and reassuringly, as I don't like blood being taken but hardly felt it. Also staff are always so kind and smiley.

Dr torquati was amazing reassuring me and being very quick with my little one before he started screaming the surgery down. Very gentle man amazing asset to the surgery

I just love this practice and the how the doctors and staff look after their patients

Service was effective, Gp was very friendly and helpful

The nurse Mandy was lovely

Everyone was very polite and helpful and could not do enough for you

The lovely nurse made me feel relaxed and explained everything really well. I felt very Covid-safe in the surgery too

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I was seen very quickly same day after enquiring in the morning.

Dr Murray is very efficient and thorough. Tests were organised straight away!

V thorough service with the doctor but a 40 minute wait for appointment. Understandable but tricky with time off work

Such a lovely surgery. Very friendly and always there to help. So happy that I am apart of your surgery thank you for being amazing.

Highly scored due to the professional manner, care and kindness you receive when you visit or have a telephone conversation with the surgery.

I was very nervous and the nurse put me at such an ease by being so friendly and welcoming.

Friendly and efficient, Dr Rogers is so very kind and compassionate

Dr Murray has been fantastic in my care. He has gone above and beyond to try and get to the bottom of what is wrong

Usual friendly greeting and treatment with very impressive anti viral regime

Reception staff friendly, nurse very efficient on time just no complaints from me

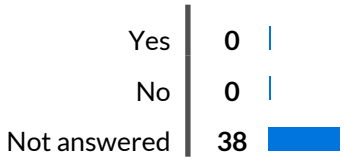
Roz phoned me at home as my 24 hour blood pressure monitor appt had been cancelled in the morning due to it not working. She got it fixed and called me to arrange another appointment

The conversation came up with some fruitful ideas by Dr. Rogers to proceed.

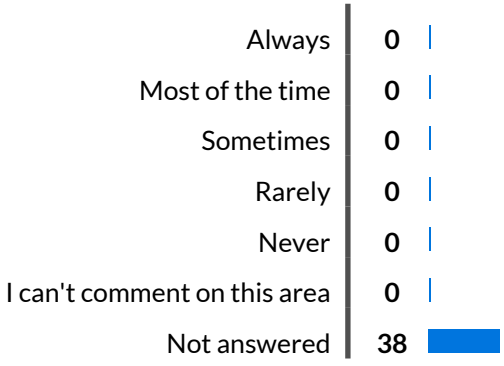
Very friendly and efficient service from everyone who works there.

All staff warm friendly and efficient

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



Are you satisfied with our telephone system?



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