Littledown Surgery

Patient Feedback

March 2021

109 patients left us feedback

96%

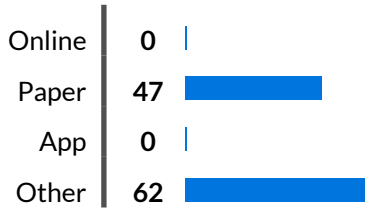
patients likely to recommend us

3%

patients unlikely to recommend us

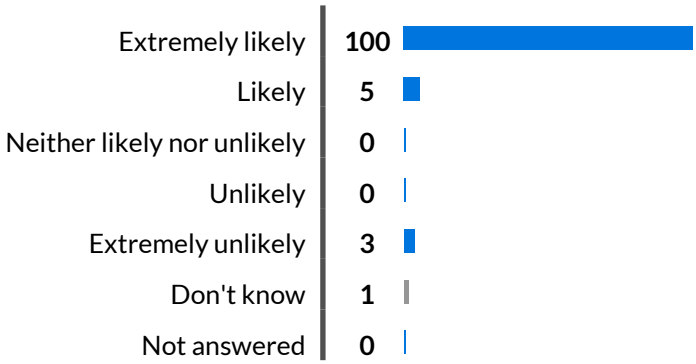
(1% didn't answer or gave a neutral response)

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?

Well Rosalind is excellent. Experienced professional and with hands on skill. With needy patients always a Joy to speak with her.

Text message reminder the day before very helpful. Seen immediately and a safe environment

Always very well looked after by Dr Rogers

The reception staff were wonderful, helpful and interested in you as a patient. The nurse made time to discuss matters and give great guidance, I couldnt recommend them enough

Nurse Roz is very professional, understanding and always puts me at ease with her kindness.

Lovely nurse. Helpful. Patient and the whole experience was made easier with her way of being

Appointment was efficient and quick. Maybe need someone monitoring the door more closely to allow people in and out to avoid waiting.

All staff very friendly and polite. No waiting to be seen. Covid protocols all being strictly observed.

Lovely midwife

Littledown surgery are very good at getting you seen or speaking with a doctor as soon as they can.

Doctor was great, clear and concise. Receptionist when I went in person to the surgery blatantly lied about my record status.

Very caring. Thorough examination and prescription to make me better.

Everyone is Professional, friendly and supportive.

Nurse waited for me even though I was running late

Staff are always very helpful, booking straight forward and service excellent

Nurse Amanda was very happy, welcoming and professional. In and out quickly. Covid safe. Thank you all.

Dr Torquati was excellent and bearing in mind how busy reception was due to covid the receptionists were excellent too.

Receptionist was polite and nurse was so welcoming and informative.

Had a blood test which is normally traumatic for me . The nurse was brilliant .

the staff were amazing! i think her name was mandy - so kind and inviting, made me feel so at ease. I had a really lovely experience

No waiting, friendly nurse, very helpful with questions that I asked. Friendly and professional

I got a call but it went to voicemail so didn't speak with the Dr. I am expecting another call today hopefully.

Each doctor I see always is compassionate professional and you feel as though they are listening to you

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Friendly, professional staff, clean & tidy practice.

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Dr Torquati was very caring & trying to help expedite me being seen by a consultant for a long standing issue that is deteriorating rapidly

The nurse was so friendly and welcoming. Put me fully at ease. Safety measures are amazing.

My appointment was on time and I felt that I was listened to and all my fears were appeased all staff were very friendly and professional overall a really good

Everybody was very helpful in the circumstances of COVID.

Staff always very friendly and helpful which is what you need when feeling at your worst or worried

Tracey was as gentle, kind and efficient as ever. Had a good chat with Dr Torquati after seeing Tracey. Explained everything and discussed all my worries

Nurse was lovely but receptionist was very unhelpful

Appointment ran on time, easy and quick sign in system. Doctor was also very attentive and receptionist staff were very nice

Dr rogers responded well to my problem. Nice staff here

Well managed practice with friendly helpful staff. Thank you

Surgery empty so service quick at appt time

The surgery is verry friendly and helpful. I was worried about having my smear, but the nurse was so lovely and all my worries disappeared

Because the nurse that took my blood was very helpful and I didn't have to wait to be seen for very long

A warm welcome, efficient staff and the Dr gave us the time we needed with patience and sincerity

As always I am very happy with the care and support I receive from everyone at the Surgery. Many thanks

I was waiting a considerable time after my dedicated time slot, obviously I totally understand that appointments can over run sometimes, however I think the doctor should of apologised.

The service provided is excellent. The receptionist are very helpful and friendly. I had my injection and felt comfortable with the nurse.

Dr Kausa was very thorough and sympathetic.

Telephone appointment on Friday able to book a blood test for the following Tuesday which is nice and quick.

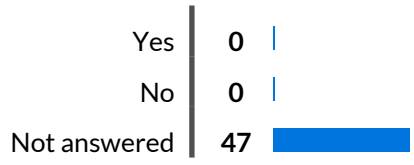
Appointment took 10 minutes and everyone was really nice

During my appointment i got the feeling the nurse did not want to be there, i was there for a pill check up.

Felt safe and efficient accessing the surgery. And the nurse (Roz) was absolutely lovely and completely put me at my ease.

Friendly midwifes and reassuring care given

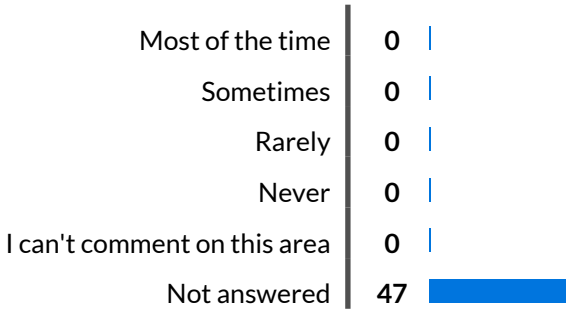
Are you aware of the late Monday evening surgery 6.30 - 8.20pm?



Are you satisfied with our telephone system?



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