Littledown Surgery

Patient Feedback

May 2021

96 patients left us feedback

98%

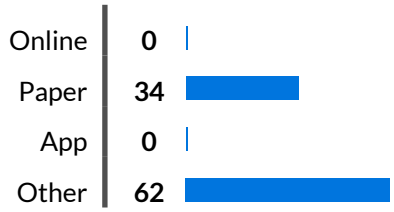
patients likely to recommend us

0%

patients unlikely to recommend us

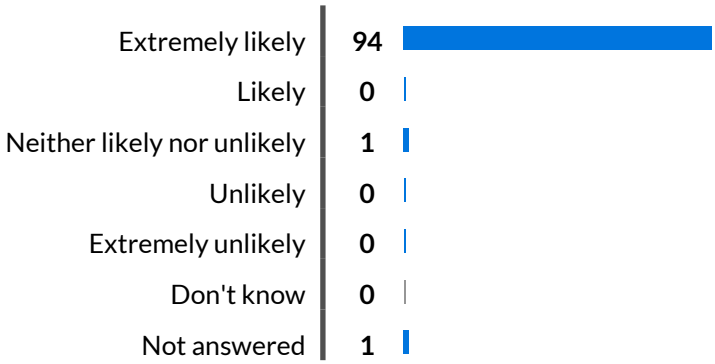
(2% didn't answer or gave a neutral response)

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?

I received a better service than expected from my doctor

Dr Torquati arranged 999 to hospital as cardiac emergency

Exceptional service - telephone triage, telephone consultation and appointment. Very impressive in the current Covid situation. Thank you all so much.

We were extremely impressed with the care we received from Dr Torquati . So different from our previous surgery. Thank you

The care and service from Tracy was, as always, excellent

A very positive experience! What a great team you have at Littledown!

First class caring service by an excellent doctor and helpful admin staff

Dr Rogers answered all my questions and is just brilliant.

The service given by the surgery is first class considering the circumstances which we have to live in at the moment

Dr Murray was very kind and supportive.

Dr Smeaton is incredibly thorough.

The Littledown Surgery is the Best one

From the personal phone call asking me if I wished to have the Shingles vaccination, the next day appointment arranged and the very helpful and pleasant nurse Mandy - the surgery is simply the best

I have been going to the surgery for years and appreciate that the staff know me well. It makes me feel reassured

Friendly interaction, especially Dr Rogers, she's a sweet soul, bless her, many thanks to her

Everything from the receptionists, to the nurses, to the GP's themselves is fabulous at Littledown Surgery. Best practice around

I was able to park, check myself in, only 1 person in waiting room and the doctor was only running about 3 minutes late.

Roz treated my elderly mother in a kind, respectful & reassuring manner, while providing a professional service.

Felt very safe everything was very clean and was excellently treated

Easy to park, no waiting time, the nurse was very friendly, professional and understanding, and she took the time to explain things.

Roz is a fantastic nurse. The staff are very nice.

When I saw Dr Murray he was, as always, efficient, clear and kind and when I saw the nurse she was too .

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Nice clean and tidy reception area. Prompt and polite staff. Very friendly and approachable nurse.

Have just transferred to the practice and it was a very good first impression

The treatment was carried out very well . Very professional but friendly.

Because I can't fault Littledown Surgery. It's my Mum's surgery & always so efficient compared to mine.

I called this morning and spoke with very kind lady in reception, I didn't have to wait long for the phone call from the doctor. Excellent service

Always a great service our surgery is the best. Thanks

Doctor explained things very clearly and very helpful.

Practice nurse very reassuring professional and knowledgable

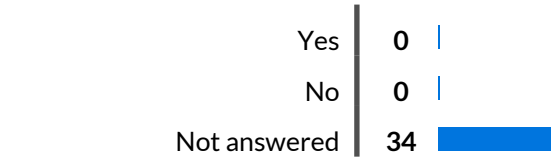
I had an excellent experience, the service was quick well organised and felted safe.

All lovely staff in and out very well organised Thank You

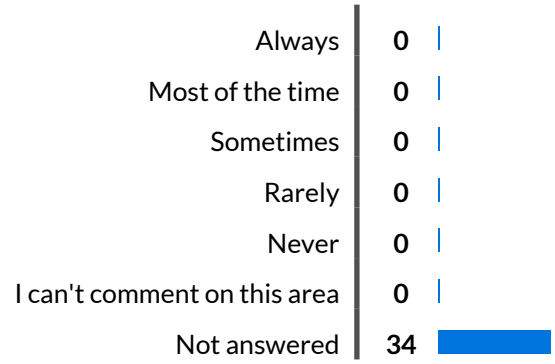
I felt safe with all the Covid precautions in place. Staff were friendly. Roz in particular was very patient, understanding and professional.

Because it was good to see the nurse in person they have a well run system in place, also helpful advice 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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