Littledown Surgery

Patient Feedback

August 2021

151 patients left us feedback

99%

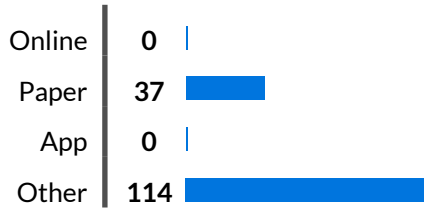
patients likely to recommend us

1%

patients unlikely to recommend us

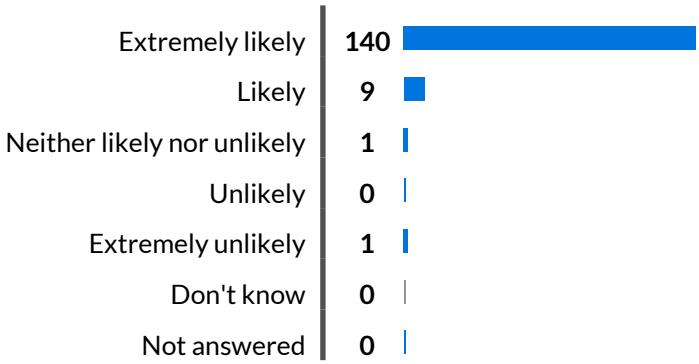
(0% didn't answer or gave a neutral response)

Spread of responses



Generated on 01/09/2021 by FourteenFish. Copyright 2021 FourteenFish Ltd.

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?

Always highly recommend Littledown surgery, staff, nurses and doctors have always been both professional and friendly

The treatment was excellent

The receptionist team are v helpful and have people skills, not like other surgeries

Mandy is very kind I always have my b12 with her

Service was very good, quick and the nurse who saw us was very happy and chatty, generally very lovely

All staff at all times are-extremely helpful & very caring.

Seen early and lovely staff

Littledown surgery always great .went for my fasting blood test .nurses really great. Thank you.

Because they always give me first class care ,

Dr Rogers was great the best doctor ive ever had

Just appreciate a good caring practice, thank you

I was seen exactly on time for my B12 as usual nurse was cheerful and helpful and gave me a date for my next injection could not have been better

The nurse Mandy has been absolutely fantastic with our daughters vaccinations. Both sets she has been calming, understanding and for it over and done with quickly

Reception staff pleasant and helpful, nurse efficient and pleasant. Short wait in reception.

Service, response, helpful and committed, all staff including GP's, nurses and admin

Helpful, friendly, informative, punctual

Very calm, professional, gentle care given to our young daughter for her immunisations

Happy, amiable greeting and throughout appt. excellent blood taking considering I have deep veins.

Outstanding service, always helpful, friendly and efficient. Nurse Roz is brilliant. Thank you to all the team.

Blood test, didn't feel anything Roz is very friendly and efficient can't fault the whole practice

Phoning at 8.30am for an appointment on the day is a pain, but I got a telephone call in the end so it worked out ok.

Easy to get a time for an appointment; simple onsite process; quick and efficient in the appointment.

There was no waiting time, the nurse was very quick and efficient

Really easy to book very convenient time and one of the best Doctors I think I have ever had

Easy to book, super friendly, on time, kind, caring and a thoroughly pleasant experience. This is my first visit to Littledown surgery.

Generated on 01/09/2021 by FourteenFish. Copyright 2021 FourteenFish Ltd.

Dr Kate Smeaton is just simply the best!

Because the staff are so so friendly when they answer the phone and it feels like they really care

I found it really helpful that the surgery combined mine and my babys postnatal check with her vaccinaions, meaning I only had to make one trip to the surgery.

Quick and swift service. The lady doctor was very polite

Tracy was excellent, punctual, efficient and friendly

Dr Torquati phoned me in the afternoon, then saw me at the surgery a few hours later. Excellent service

Great service and on time . Polite staff

I received my telephone and in-person appointments quickly and felt the consultation was thorough and addressed my concerns

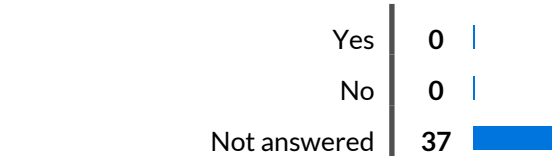
The nurse was lovely and professional but I did say when making the appointment that I was very difficult to bleed and unfortunately today was one of the day she couldn't get any blood

Excellent service from nurse and receptionist.

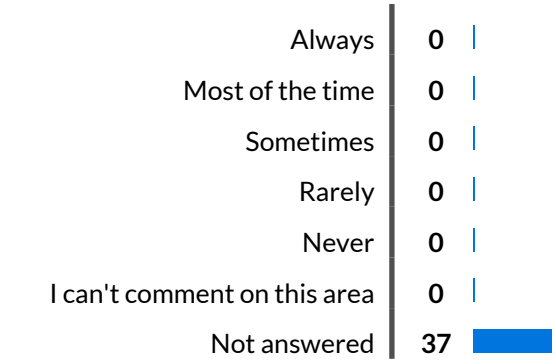
Very pleased with the prompt appointment with Dr Murray , always very thorough and feel very confident with his diagnosis

Dr Berni was so caring and kind to me today, she took time to explain everything and didn't rush me. Thank you

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



Are you satisfied with our telephone system?



Generated on 01/09/2021 by FourteenFish. Copyright 2021 FourteenFish Ltd.