Littledown Surgery

Patient Feedback

September 2021

122 patients left us feedback

99%

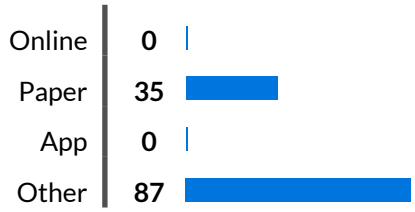
patients likely to recommend us

0%

patients unlikely to recommend us

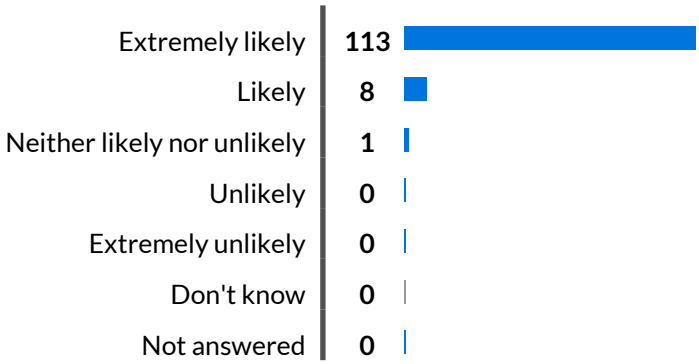
(1% didn't answer or gave a neutral response)

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?

Friendly lady behind the front desk.The Irish Nurse was very helpful and cheerful.

Excellent service yet again. Thank you x

Friendly. Professional. Honest advice.

I was seen on time the nurse was very friendly. I have been a patient at the practice for over 30years and I have always been treated with dignity and respect.

Appointment was on time and dr gave a thorough examination and a treatment plan for my daughter. Excellent detail given regarding her issue.

Doctor Rogers listened to my problem with passion, didn't feel rushed, gave excellent advise and was extremely grateful to be able to see Doctor face to face.

Always helpful and the only surgery I know with friendly receptionists!

Doctor Murray was incredibly kind, and gave generously of his precious time to support me at a time when I was very anxious and upset.

Dr Smeaton gives excellent patient care with empathy and attention to detail.

Dr. Torquati was thorough, kind and aware of my pain and frailty and explained my problems to me. He also arranged my x ray very quickly too.

I waited in my car for my turn To see my nurse .she was on time & called me from inside when she was ready for my appointment. Very reassuring

The nurse was amazing. She explained everything nicely:) you all do a brilliant job:)

Always happy to help, very friendly and make you feel welcomed and not rushed and that is important for a patient to feel relaxed.

The appointment was moved to this morning and had my views listened to and taken seriously. Very much appreciated.

Always an excellent service Dr Dr Murray was fabulous with my son

Thought the nurse was kind and lovely. Receptionist with the brown hair was friendly. Appointment was prompt. Surgery was clean and tidy.

The Irish nurse is so kind and caring and gentle! She's a wonderful asset to the surgery!

Nurse Mandy is very nice and professional did blood test. When I stated I thought I needed to see a doctor but didn't know where to start, Mandy arranged it all for me.

Mandy is the nurse is brilliant

Karen the receptionist and the nurse I had the appointment with were friendly and welcoming. Totally put me at

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ease .

I had a lot to talk about re test results and letter received from the hospital. Was surprised I had a copy before the surgery did. Dr Rogers is on the ball.

All necessary precautions re covid. Nurse Roz friendly, efficient couldn't ask for anything more!

Caring staff in the surgery

Doctor Smeaton diagnosed my problem, prescribed correct treatment quickly and efficiently

Punctual, courteous & helpful. Dr. Murray was excellent

Dr Torquati excellent as always, The nurse I saw was amazing, offering advice on counselling etc.

The surgery are most attentive particularly if a health problem requires prompt triage help

Great surgery and staff, Dr Rogers is wonderful.

The appointment was on time , the nurse very kind and efficient. Also receptionist was very helpful .

Doctor Murray was efficient, thorough and friendly

Like & respect Dr Murray

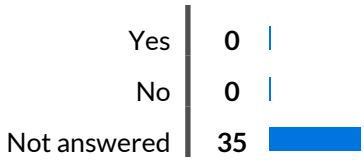
Waiting room clean and inviting, but Dr Torquati was so caring, examined me well and explained his recommendations clearly. Thank you all.

My veins are deep and difficult to take blood. Roz has never failed, even after a few attempts. Way to go Roz!!!!

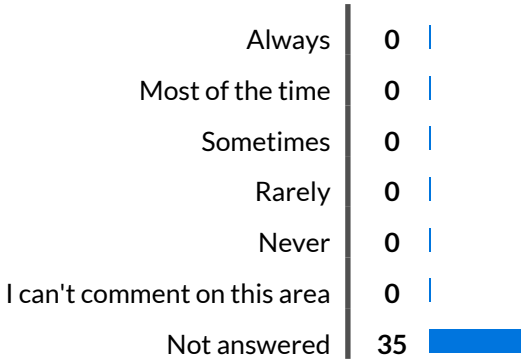
Because I was seen on time and Tracey is very good at her job.

This surgery is the very best . Friendly, courteous, and will always try to fit you in if at all possible.

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



Are you satisfied with our telephone system?



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