Littledown Surgery

Patient Feedback

November 2021

375 patients left us feedback

98%

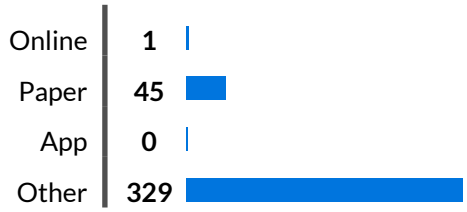
patients likely to recommend us

1%

patients unlikely to recommend us

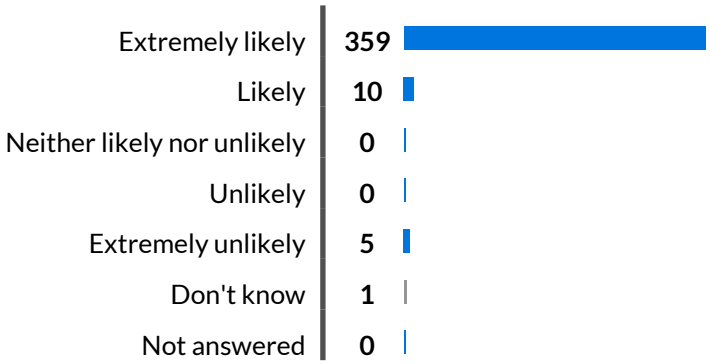
(1% didn't answer or gave a neutral response)

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?

Excellent service as usual, all very proffesional and friendly

Efficient, friendly, uncrowded, playing The Who in the waiting room

I tried to make an appointment to see my GP Dr Rogers to talk about my BP. However, I am asked to ring at 8.30 for a morning appointment and for an afternoon appointment to ring at 14.00 . I have explained several time I am unable to call during set time as due to work. I attended surgery after work (16.00) to organise an appointment to see my GP but was told this is not possible I must fill a n e-consultation form and wait for duty Dr to contact me. I think this is disgusting that as we no longer able to book an appointment to see my GP. Covid is a big excuse for surgery to make excuses.

Dr Smeaton was very professional and thorough

Looked after so well,as usual,by Tracy on time with a smile. Thank you once again!

Appointment on time and great service as usual. Dr Murray took time to explain the relevant treatments that were available for the symptoms I am having

Because Dr Murray was thorough and advised me what I think is a good plan to manage my BP going forward

I gave a 2 because my appointment was 15min late

I had a face to face meeting with doctor torquati within 15 min and a very satisfactory outcome

Doctor was not available. Had to leave without seeing anyone even though appointment scheduled well in advance. Child's ongoing MH issue.

Fast and efficient, plus SMS reminder was very useful

Dr Murray treated my case with empathy and understanding. Coming up with the best treatment to make me better.

Tina is the loveliest, most supportive and helpful midwife. However, I also find the service from the Surgery overall (from reception to doctors to nurses excellent

Dr Murray is always friendly and professional! Great doctor and person! Thank you

Always lovely doctors and staff

Very efficient and well organised flu jab on sat ...best of all given by Dr Murray

All staff at Littledown Surgery are amazing.

Super efficient service provided by staff of the surgery who we know and trust. Very good of them to be open on a weekend.

Flu jab clinic was quick, efficient, ran absolutely on time and staff pleasant/good humoured

Nice welcome, well organised, on time, & stress free! Well down Littledown surgery & thank you.

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Fast efficient service, felt safe and good to see GP's giving the injections.

went for flu jab very well organised quickly in jabbed and out in a smooth safety distanced line.

Very organised flu clinic, just went straight in, no waiting around.... well done everybody involved this morning.

Everyone is friendly and appear to help where possible.

Littledown surgery ir always great, all the staffs are very good, very helpful the best.big thanks to all of them.

Very efficient as usual. All staff were were polite and friendly but a special mention to the nurse didn't catch her name (red hair) who administered my b12

No waiting. Well organised. Clean. Friendly

Dr Smeaton is the best GP I've ever had contact with and actually at littledown that's hard as there are so many great ones! I never feel like I'm being a pain

Polite and friendly staff no problem getting suitable appointment parking the whole experience was hassle free

Because it's the best surgery. I feel lucky to be a patient of Littledown.

As usual, polite and friendly service from receptionist and a very friendly, thorough appointment with the nurse - Mandy.

The nurse Accommodated a telephone call rather than face-to-face which was extremely helpful for me

I was late for my appointment due to road works in the Poole area,however Tracy still fitted me in without delay with her usual efficient and friendly manner

Because Dr Murray is 1st class

Always wonderful service, Dr Berni Rogers is the best Doctor Ive ever seen

Staff is polite and helpful. Nurse Roz, always great and helpful.

Dr Kate really took the time to listen to me today

Timed appointment- no waiting- friendly, welcoming receptionist and friendly, efficient and thoughtful nurse

Been at Harewood surgery for nearly 16 years, always been great with excellent doctors and staff

Put 1 as at last found a drs where we felt comfortable and they were interested so thank you

Because I was call on time, the nurse was nice, was helpful, she ask me all the questions in a nice way, explain me how the system work, she was proactive

Very efficient and friendly staff. Roz always puts me at ease. Always a great service from everyone

Tracy was spot in time and as it was only 8.30am, she was cheerful and professional.

Doctor Rogers very good . Had to wait 30 mins after appointment time but understandable

Lucky timing. Saw Dr Murray within the afternoon of calling.

Quick blood test conducted on time with a professional and friendly manner. Thank you once again Tracy

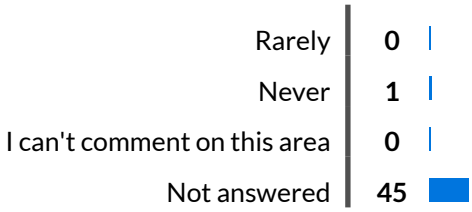
Are you aware of the late Monday evening surgery 6.30 - 8.20pm?

Yes	0
No	1
Not answered	45

Are you satisfied with our telephone system?

Always	0
Most of the time	0
Sometimes	0

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