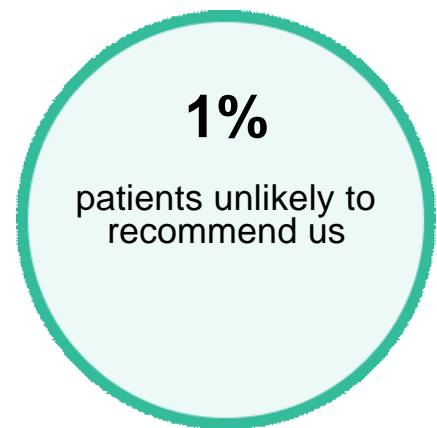
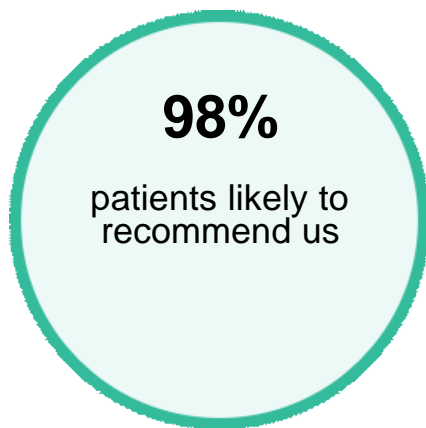


Littledown Surgery

Patient Feedback

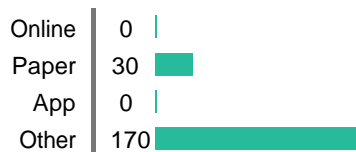
April 2017

200 patients left us feedback.

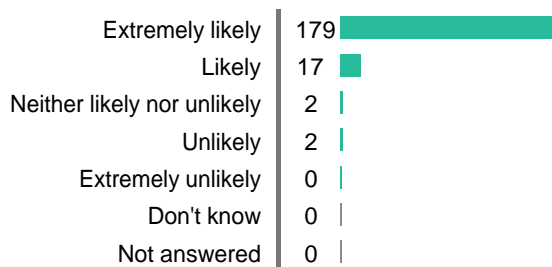


(1% didn't answer or gave a neutral response)

Spread of responses



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?

Because I'm so grateful for the kindness and support the doctors have given to my mother, and I feel lucky to belong to this surgery.

I've always been happy with the service at the medical centre. When I left you today I did actually recommend you to a friend whose surgery is closing down.

Because of the excellent, caring service I always receive from the Practice - especially the 2 lady Drs (haven't seen the men so can't really include them!).

Good children's area, nicely refurbished, reception always helpful on the phone

The only thing I have faced was waiting around 35 mins. I have never seen this thing in any other surgery.

I was seen at short notice for what was not an emergency. My problem was diagnosed in very short order and I was on my way in a few minutes.

Lovely doctors & receptionists, Great treatment & referral. Waiting times often a disappointment though, now sadly a standard across the NHS.

Because everybody there are kind and friendly and the surgery is clean and you can always get an appointment
Great GP- Dr Rogers , high standards on reception with friendly helpful staff , clean modern environment in the surgery and waiting area

Dr Rogers is always extremely helpful, nothing is ever too much trouble and actually listens to your worries and she is very friendly!

I find it a very friendly surgery. The doctors try very hard to understand the problem and are willing to take time in listening.

Because you never let me down. Treatment and accessibility is excellent.

Very quick at getting on the day appointments for my children. Very friendly doctors.

I had to register on the same day I needed to have a high blood pressure issue dealt with. The situation was handled promptly, sympathetically and very professionally

Very comprehensive asthma review with pleasant nurse who answered all my questions.

Nurse was excellent with my little boy.

Dr Rogers is a very good caring and compassionate doctor

Because every time we have the need to visit "our"surgery we are greeted over the phone with absolute courtesy and discretion.

I am a new patient , and not seen a GP yet but have only seen sister Roz and she was very welcoming and very thorough.

Because the doctors are just amazing. And reception staff so polite. Just a perfect doctors surgery

Immediate appointment given. Although long wait when arrived. Dr was very sympathetic, helpful, and listened well.

Dr Torquati always kind and helpful. On the day appointments available on request.

The care I have received has always been fantastic - I feel privileged to have access to such a wonderful healthcare team. Thank you

Because I can never get an appointment

The atmosphere when you enter is very light and friendly. The staff seem incredibly kind and do their very best to put you at ease.

Approachable doctor who was professional & efficient but also human!

No better surgery

Always friendly, helpful and caring doctors and staff.

My appointment was for 10am and I was seen within five minutes and the Doctor who saw me was fantastic at explaining everything

The doctor I saw was kind, caring & he listened to me

Do you feel you are treated with respect and dignity by practice staff?

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	30	■

Are the practice staff friendly?

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	30	■

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

Yes	0	
No	0	
Not answered	30	■

Are you satisfied with our telephone system?

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	30	■

Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?

Yes	0	
No	0	
Don't know / unsure	0	
Not answered	30	■

If you have used the triage service, where a doctor calls you back to discuss your problem, what did you think of it?

Poor	0	
Less than satisfactory	0	
Satisfactory	0	
Good	0	
Excellent	0	
I can't comment on this area	0	
Not answered	30	■

Any further comments you would like to make about the surgery?

What is your gender?

Male	0	
Female	0	
Not answered	30	■

What age are you?

0 - 15	0	
16 - 24	0	
25 - 34	0	
35 - 44	0	
45 - 54	0	
55 - 64	0	
65 - 74	0	
75 - 84	0	
85+	0	
Not answered	30	■

What is your ethnic group?

White	0	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	30	■

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

Yes, limited a lot	0	
Yes, limited a little	0	
No	0	
Prefer not to say	0	
Not answered	30	■