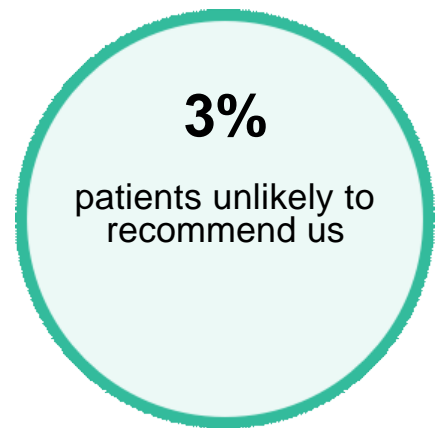
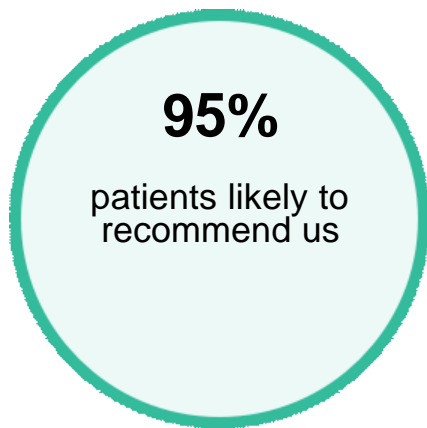


# Littledown Surgery

## Patient Feedback

August 2016

**187** patients left us feedback.



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

### Spread of Responses

Online	0
Paper	0
App	6
Other	181

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**How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?**

Extremely likely	162	
Likely	17	
Neither likely nor unlikely	2	
Unlikely	2	
Extremely unlikely	4	
Don't know	0	
Not answered	0	

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**Can you tell us why you gave that response?**

Nice doctor made you feel at ease.

Lovely staff and environment

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

Always	3	
Most of the time	2	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	1	
Not answered	0	

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**Are the practice staff friendly?**

Always	3	
Most of the time	2	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	1	
Not answered	0	

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

Yes	4	
No	2	
Not answered	0	

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**Are you satisfied with our telephone system?**

Always	2	
Most of the time	4	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	0	

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

Yes	4	
No	2	
Don't know / unsure	0	
Not answered	0	

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**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	1	
Good	1	
Excellent	1	
I can't comment on this area	3	
Not answered	0	

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

Dr smeaton should be here permanently

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**What is your gender?**

Male	2	
Female	4	
Not answered	0	

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### What age are you?

0 - 15	0	
16 - 24	0	
25 - 34	0	
35 - 44	1	
45 - 54	2	
55 - 64	0	
65 - 74	2	
75 - 84	1	
85+	0	
Not answered	0	

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### What is your ethnic group?

White	5	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	1	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	0	

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### 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	2	
No	4	
Prefer not to say	0	
Not answered	0	