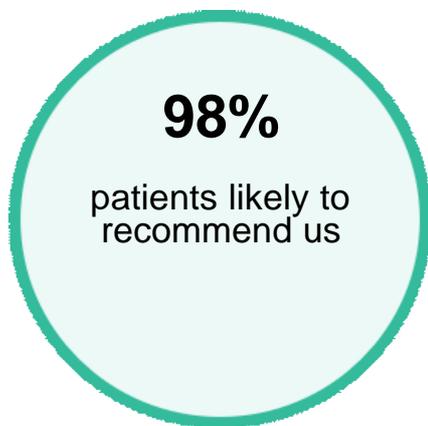


Littledown Surgery

Patient Feedback

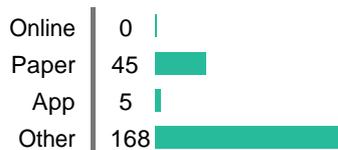
August 2017

218 patients left us feedback.

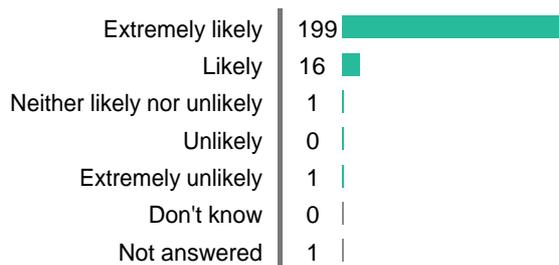


(2% didn't answer or gave a neutral response)

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?

From the first call speaking to receptionist, to being greeted on arrival. They were so nice and happy. To a good consultation Friendly, immediate response by phone, appt in 2 hours with doctor, clean and modern makeover, not long queue from appt time to seeing doctor.

Roz well explained the injections my daughter was having. Professional. Kind.

Appointments easily and excellent care from all staff clerical and clonical

Roz was very polite and helpfull in what I asked her

I was able to see a doctor within an hour of phoning the surgery.

Efficient. Helpful. Professional. Friendly. Personal. Good systems in place from website to phone response.

Dr Smeaton is giving me excellent ongoing support and treatment

Excellent service.... nothing is any trouble and everyone is so kind and friendly and always puts you at ease.

Nurse Claire was punctual, very knowledgeable and efficient. We couldn't fault the appointment we had for vaccinations.

Because the surgery is always running late and never an apology

Needed an urgent appt and was able to get one within an hour and a half, staff friendly.

Good friendly service from all staff. Can always get an appointment reasonably with in the time scale that I require and an emergency appointment if needed.

Friendly service. Roz v approachable. Reception extremely helpful on my other requests.

Dr rogers is just a complete star. Sensitive but appropriately funny. Most importantly gets things done and puts a plan in place with reassurance you can trust.

The Surgery is welcoming and my Dr. (Dr Murray) is excellent. Very happy to recommend this Surgery

Clare is excellent

Because I've had the last 28 months of serious illness and my Doctor has been brilliant and very supportive (Dr Murray)

All the doctors and reception staff are friendly, helpful and great at their jobs. Dr Bernie even picked up something that a specialistin that area missed.

Staff polite and helpful. Nice doctor. But wait for appointment almost and hour, a long time with a child

Appointment on time, nice clean surgery, friendly staff

Roz is incredibly good at making you feel at ease! Never worry when I have to go for procedures.

Everyone is lovely there. Receptionists always smile are helpful and treat you with respect all with a smile on their face. Nurses and doctors are helpful

It's the only surgery I've ever used where not only the doctors are helpful & friendly, but the reception staff are too, & actually answer their phones

Fantastic level of care from Dr, & reception staff always really helpful.

Dr Rogers is amazing!

Doctors are always friendly & helpful (particularly doctor Rogers) & the only doctors surgery to take my pain seriously.

The receptionists were incredibly friendly, the doctor was lovely (Dr Murray) and when asked explained with a diagram exactly what was wrong with my ear

Dr. Murray is 1St class. Puts you at ease and listens to you without rushing you. But then all the Doctors are very good at the Surgery. Well done all.

All staff are courteous and helpful .. doctors are incredibly patient and show much empathy , even when busy. Very happy with the practice

Good atmosphere and all the staff extremely pleasant and helpful.

The Doctor (Dr Murray) made me feel that he had time to listen and remembered previous conversations and he was very empathetic and running on time!

Dr Smeaton gave me a lot of her time and reassurance and I came out feeling confident about her referral and much happier in myself

Dr Smeaton was excellent

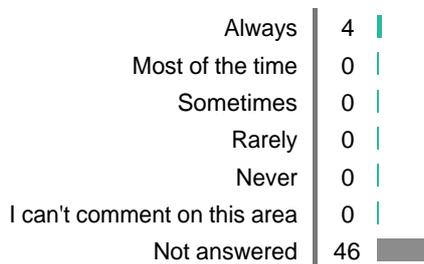
Because I have always received fabulous attention and when necessary the best treatment I could ever ask for from doctors and nurses and receptionists alike.

Thorough treatment with Dr. All reception staff always willing to work with patient to accommodate any other appointments. I.e. nurse etc. Thank you!

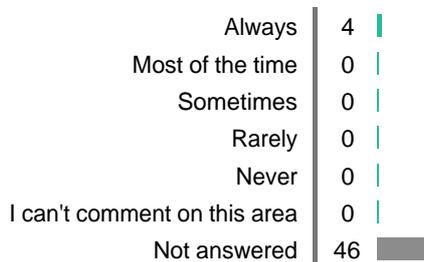
Always get to see a doctor when you need one.

I feel the doctors nurses and office staff, all provide a first rate service
 Having been with this surgery for 20 years, speaks for its self.Would NOT change. DR 'S, Nurses and reception Excellent.
 Friendly staff and knowledgeable, empathetic and approachable doctors
 Very friendly professional service from Ros as always. well organised efficient practice set a good example of what NHS can do !
 The staff were very nice the nurse put me at ease I am a new patient having come from a very busy teaching practice,I found this practice very calm in comparison
 Debbie (Nurse) was very friendly, made me feel at ease and was a good listener.
 Absolutely brilliant drs surgery, everyone is so supportive & kind
 First class
 Really enjoyed the friendliness!
 Sr gilbert is always organised/knowledgeable re diabetes
 Ros was very friendly, thorough and efficient.

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



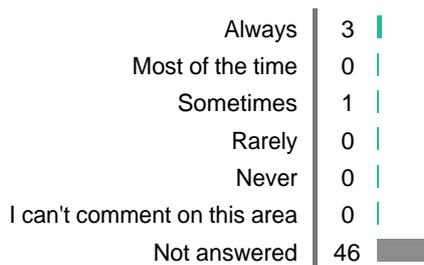
Are the practice staff friendly?



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



Are you satisfied with our telephone system?



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

Yes	4	
No	0	
Don't know / unsure	0	
Not answered	46	■

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	1	
Excellent	2	
I can't comment on this area	1	
Not answered	46	■

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

A great family surgery - keep up the good work!

What is your gender?

Male	2	
Female	2	
Not answered	46	■

What age are you?

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

What is your ethnic group?

White	3	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	1	
Other ethnic group	0	
Not answered	46	■

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	1	
Yes, limited a little	0	
No	2	
Prefer not to say	1	
Not answered	46	■