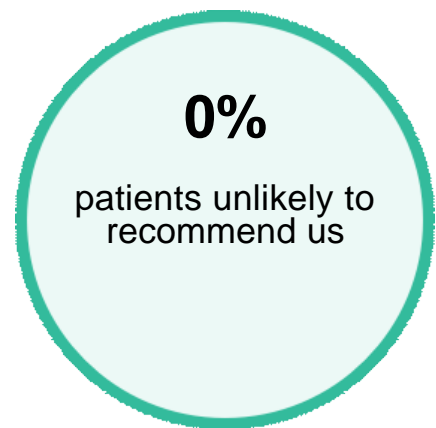
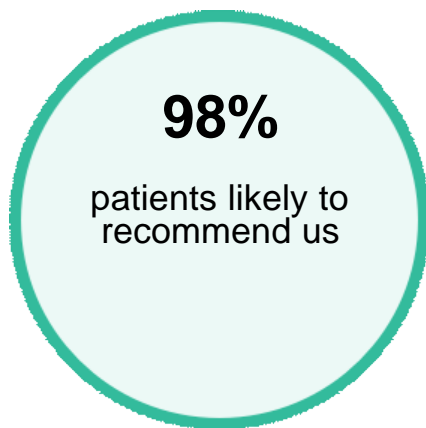


# Littledown Surgery

## Patient Feedback

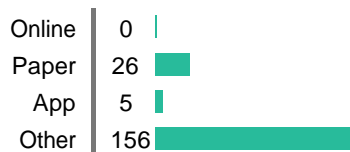
December 2016

**187** patients left us feedback.

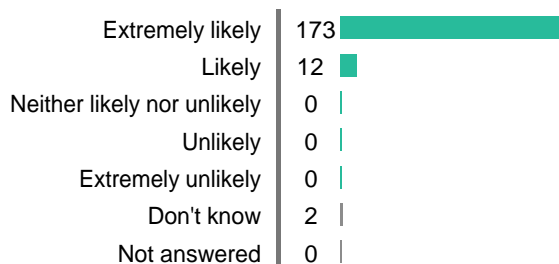


*(2% didn't answer or gave a neutral response)*

### Spread of responses



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



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

I love the way I am looked after by all of the staff x  
Dr Smeaton is extremely attentive and determined to find a diagnosis for me  
Yes we managed to get an emergency appointment very quickly and to see a doctor immediatly so grateful.  
Everyone I have come across is very friendly, caring and professional  
Friendly staff, easy to get appointments, good treatment, nice clean facilities  
Got an appointment v quickly. Polite & efficient receptionist on the phone.  
Although you were running late to fit me in after a bank holiday was excellent  
Because Dr Murray is excellent & I trust him.  
Saw Clare Hendy very informative about the jabs my daughter was going to receive and all the possible side effects. Keeps mums and dads at ease :)  
I would recommend Littledown surgery because I never feel ill at ease with any member of staff. The attention is kind and professional and thorough.  
Because the receptionist & doctor were kind & friendly as well as prompt.  
"Good Doctors Good repeat prescription system For us excellent location Well presented surgery. Etc."  
Reception staff very pleasant efficient surgery itself bright airy GP lovely  
Good surgery.  
Fastest smear test ever. No messing about. Massive respect for lovely nurse (Roz)  
Extended hours, so I can get an appointment after work. The staff are not only technically competent but also nice and respectful, receptionists, nurses,  
I find all the doctors are equally nice but sometimes its hard 2 get an appt. but this is general with all surgeries these days.  
Great service , always respond well when have had a problem. No long waiting times and can be seen same day if serious issue. Doctors and nurse very supportive.  
Very friendly surgery.... Doctor Torquati makes me feel at ease, he is friendly & very professional.  
Friendly staff  
You get seen on time and everyone there is friendly and lovely  
Always helpful with advice  
Never had anything other than very good service from doctors, nurses and receptionists at surgery.  
I needed a quick appointment and got seen the same morning. Doctor rang me first and I was in before lunch. Great service.  
Thank you xx  
Friendly and professional staff, seen in timely fashion. Brilliant practice.  
Very efficient from.booking to my consultation the quality of service is exceptional  
The staff are helpful and pleasant and eager to help. I don't feel like a number but a valued patient. The surgery is clean and welcoming.  
Because the Team that is Littledown surgery.. from reception through upstairs & all general Practitioners are best of the best.  
Well done ..  
Thoroughness, covered all points raised, valid suggestions, appt for follow up given on the spot.  
It is fantastic,all staff are helpful and see you at short notice.

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

Always	4	█
Most of the time	1	█
Sometimes	0	█
Rarely	0	█
Never	0	█
I can't comment on this area	0	█
Not answered	26	█

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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	0	
Not answered	26	■

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

Yes	3	
No	2	
Not answered	26	■

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

Always	2	
Most of the time	2	
Sometimes	1	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	26	■

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

Yes	3	
No	2	
Don't know / unsure	0	
Not answered	26	■

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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	0	
Good	2	
Excellent	3	
I can't comment on this area	0	
Not answered	26	■

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

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### What is your gender?

Male	2	
Female	3	
Not answered	26	■

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### What age are you?

0 - 15	0	
16 - 24	0	
25 - 34	1	
35 - 44	1	
45 - 54	1	
55 - 64	1	
65 - 74	1	
75 - 84	0	
85+	0	
Not answered	26	■

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### What is your ethnic group?

White	5	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	26	■

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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	3	
Prefer not to say	0	
Not answered	26	■