

February 2017

197 patients left us feedback.

96%

patients likely to  
recommend us

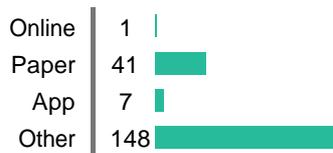
1%

patients unlikely to  
recommend us

*(3% didn't answer or gave a neutral response)*

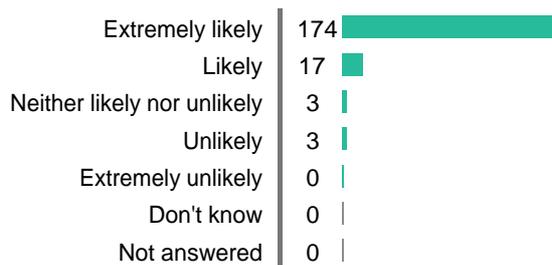
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### Spread of responses



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



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

It's an excellent surgery, efficient and caring. Doctors, nurses and reception staff always helpful and professional. We are lucky to have them.

Clare Hendy is very kind and reassuring; thank you Clare.

Because the Dr I saw today was lovely (RA) and my regular Dr Murray is fantastic. And when I called for an appointment today an appointment was made for me

Very good service, we were seen rapidly and treated appropriately. The doctors are competent and knowledgeable  
We have been with Littledown surgery for 35 years with no cause for complaint ! Can always get an appointment that suits and an emergency one if required .

My GP is fantastic! Very caring and thorough (BR)

Old Fashioned standards of care. With cutting edge technology in a functional contemporary setting. Where being a Practitioner is Vocational not just a job.

Because I had a few things to go over and although didn't have a double app, the doctor covered them to my satisfaction without seeming to be under pressure (BR)

Very friendly staff, short waiting time and GP'S take the time necessary to listen to what I have to say

The doctor was very understanding, very reassuring and had my best interest in mind with medication (FT)

My consultation was very thorough and all questions answered and explained in detail giving me peace of mind. I was given the time to explain my concerns

Just downgraded score. Took time off work to go for ecg scan at hospital and told surgeries should do these. Wasted my time

Efficient services, great Dr (Rashed). However I had to wait over a week for the appointment which is not good

Excellent appointment with the nurse who took time to carry out tests in attempting to diagnose a persistent problem and followed up test which doctor forgot as well as noting results of routine checks.

Yes, I waited for 50 minutes after my appointment time to see the doctor (BR) and felt a bit rushed through the appointment.

I felt respected and cared for by my doctor (BR), who showed genuine concern over my problems and cared to address all of my issues. Thank you for the service

Excellent service from phoning to get a quick appointment to seeing a caring listening helpful doctor

Always have to wait at least a week to get an appointment and then wait at least 40mins after the appointment time to be seen  
I feel sometimes the reception can be a bit unfriendly and we do have to wait quite a long time for a non emergency appt but that could be the same for another surgery

Because I have always felt that your Dr's and staff are very kind always have a smile, and are kind and friendly which is great when you are not feeling very well

The Surgery on all levels of staffing is Excellent and the Service is top class. Thank you to you ALL

Because I'm very satisfied with the treatment I receive from the doctors & nurses . Also the general running of the practice which I find helpful

They are an amazing team

Because I have found Dr Rogers extremely helpful and seems to go out of her way to help with my condition.

Always got an appointment easily when needed and all staff very helpful and friendly

Roz the nurse was helpful and approachable and friendly

The doctor was running a little late - the first thing she did was apologise. The care & attention I receive from Dr Rogers is always excellent

Doctors have a listening ear. They have a sympathetic approach to patients and are friendly putting patient at ease to discuss problem

Dr. Rogers was thorough, professional and friendly. I felt listened to and looked after!

Was able to see the doctor at 8pm. This is excellent as I don't need to take time off work.

Nurse on time (Roz). Had all medical records up to date so totally satisfactory.

I saw Dr Murray this morning and as usually he was extremely polite and knowledgeable

Very good advice from Kate Smeaton ,all the dr's in this practice are amazing and friendly

Dr Smeaton is a great doctor and very approachable as all the doctors are at the practice

I really like Dr Smeaton. I feel like she really cares about sorting out an on going issue for me, in a very open, friendly yet professional way.

Always a friendly efficient service and all the staff, doctors and reception included, go over and above in order to help

Because the surgery always has time for their patients and always give that personal touch

Great doctors, can always get an appointment if needed.

They are a very caring surgery with high standards of attention and very professional. We think they are the best..... we are lucky to have great doctors.

Dr Murray is always kind and thoughtful. Swift to implement action when needed.

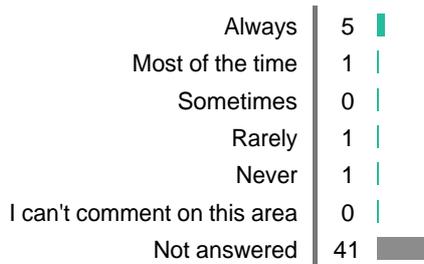
Been with u for more than 20yrs & happy with your exceptional service x

Nice dr (BR). Listened to me. Didn't rush. Checked the issue out and prescribe appropriate medication

Doctor and nurse treat me like an individual grown up and explain pros and cons of new treatments.

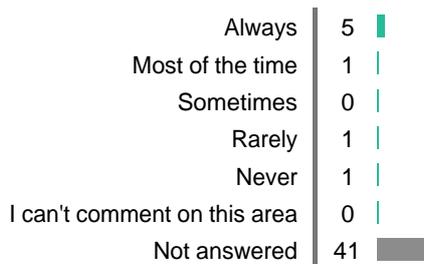
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### Do you feel you are treated with respect and dignity by practice staff?



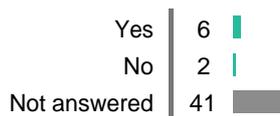
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### Are the practice staff friendly?



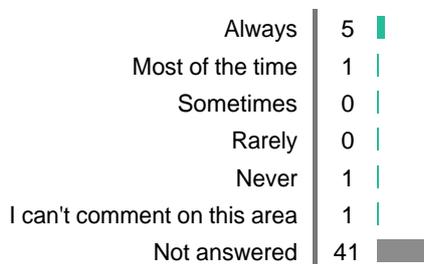
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### Are you aware of the late Monday evening surgery 6.30 - 8.20pm?



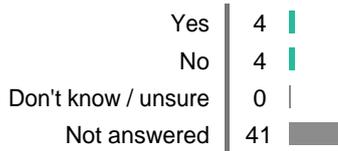
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### Are you satisfied with our telephone system?



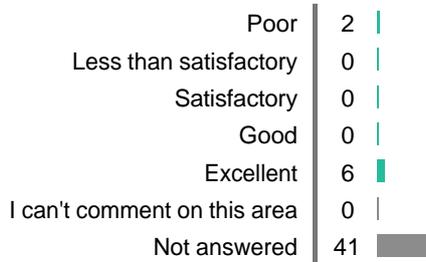
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**Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?**



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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?**

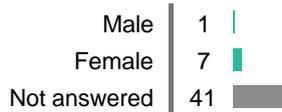


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**Any further comments you would like to make about the surgery?**

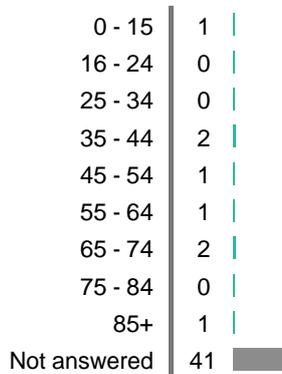
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**What is your gender?**



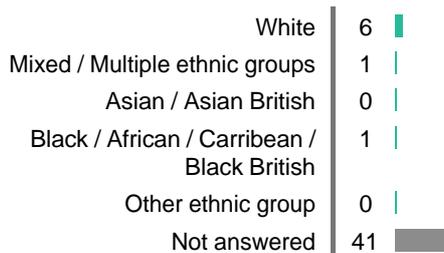
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**What age are you?**



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**What is your ethnic group?**



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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	1	
No	6	
Prefer not to say	0	
Not answered	42	