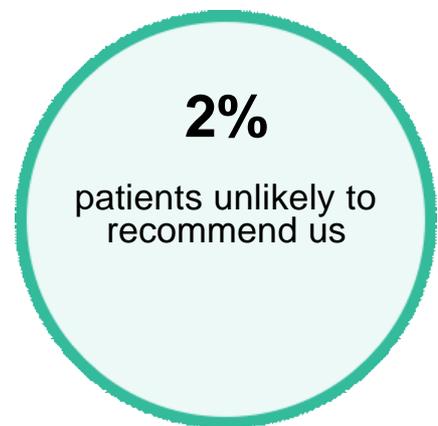
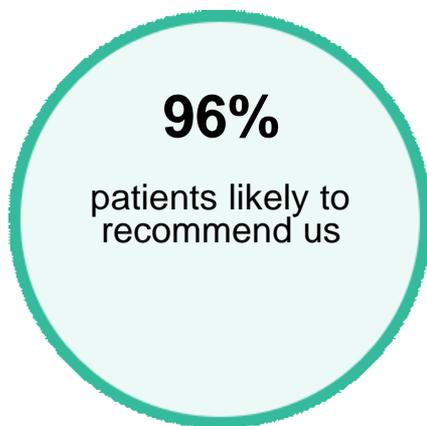


Littledown Surgery

Patient Feedback

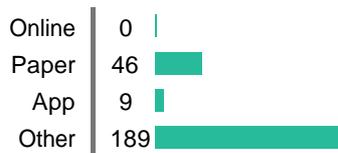
January 2017

244 patients left us feedback.

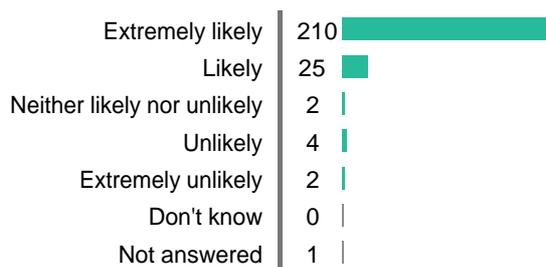


(2% didn't answer or gave a neutral response)

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?

I always find all the staff so friendly and helpful. This is a rare thing these days.

Very professional and friendly staff. Very charming doctor (Dr Torquati) who seems genuinely interested in our health!

All the staff from top to bottom are very good at what they do

Your reception staff are rude as is your practice manager whose response to a complaint is to send a threatening letter
Right from booking the appointment till the consultation...the process was quick smooth and efficient and am quite satisfied as it was a good experience

The service I have experienced has been second to none. The gp's at the surgery are very caring and professional
Would have given 1 but I find I am always having to wait at least 20 minutes past appointment time before I am seen. Dr was very efficient and knowledgeable

Clare is very gentle and careful.

Dr Fabio Torquati is a very good Dr. My wife is also very impressed with him.

Nurse Clare done a good job on my leg nice lady

The doctors are very professional and understanding. The staff are very friendly and efficient. Access to a Doctor is excellent.

Never had any issues there. Always willing to listen and try and help sort out any issues. Friendly staff.

Friendly and fast service especially for my young children x

I've always had first rate care from this Practice and all the staff are polite and helpful.

Good service and quick call backs when calling for an appointment. Usually an appointment is given that day.

Phoned in morning had a phone call from doctor then had a appointment straight away! Surgery is modern updated and even felt relaxing in waiting room!

Because of Bernie Rogers care, and smooth service through new check-in tech

Because when I call I can never get an appointment with the GP - think the quickest I've been able to get one has been 2 weeks for a routine appointment

Roz nurse was extremely nice. She was efficient, gentle and kind. I was seen on time

I phoned for an appointment and got one suitable for me. I arrived early and was seen straight away. My doctor had time to listen and give me very good advice (Dr Murray)

I was extremely happy with the care & attention from Dr Smeaton

Excellent service. Seen same day by Dr Murray. Listened to all my concerns and had a very comprehensive response. Thank you to everyone at the surgery.

Roz gives vaccinations nice and quickly so babies don't cry too long

The reception, the face and voice of your surgery, are always friendly, approachable and helpful and the doctors actually seem to care and listen to you.

Friendly reception staff, doctors and nurses. Feel like they genuinely care. Always get a reasonable appointment time.

Because I have been with the practice since Doctor Caplin's time, all my adult life. Littledown has a heart! You are such a good caring team.

Everyone there is exceptional. I would never change going to this practice. I am also truly grateful.

Positive and helpful Nurse Clare

Dr Murray was excellent with my shy 5 year old

Approachable and effective GP, friendly surgery staff, clean environment

Managed to get a same day appointment and the level of care is always superb. Receptionists are lovely. Dr ran on time as well! Quick check-in for appointment, didn't wait long, and Dr.Torquati friendly, sympathetic, and willing to explain/discuss. Well done! Because they deserve it. I have been their patient ever since they started and never had a bad experience. Always professional and courteous

Because they put the patients care first and foremost and their prompt action once saved my life. They are by far the best practice I have ever attended.

Because you are friendly

I have found all the staff to be kind, professional, empathetic and through. I've never had to wait long for an appt and i feel taken care of

Nice staff and facility - like the text updates

Reception staff are amazing, always understanding and try best to get you appt. Drs super and so are the nurses. We won't move out of the catchment area

Skill, kindness and caring attitude (Clare)

Always helpful, friendly doctors and now been redecorated much more relaxed atmosphere

The doctor was very thorough, listened to my questions and has taken action by referring me to consultants. He is always very pleasant and approachable.

The surgery's level of professionalism and response time are fantastic. I have found every member of staff to be caring and supportive.

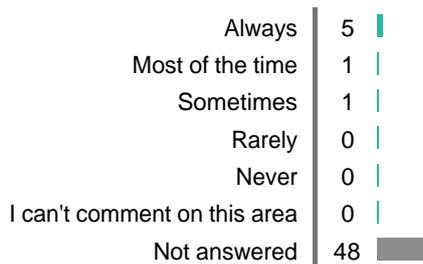
Very helpful receptionists, dr rang within the time frame given and got a same day appointment with everything running to time when I got there!

Knowledgeable, professional and kindly doctors, Very friendly and helpful receptionists.

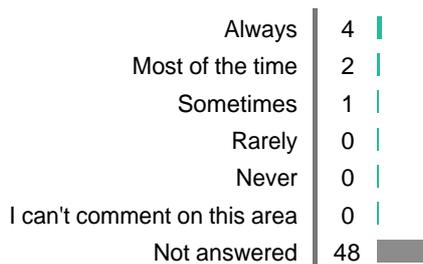
Doctor Murray is both very amenable and extremely effective

Suitable appointments available to book online whilst surgery closed and GP able to provide required treatment straight away

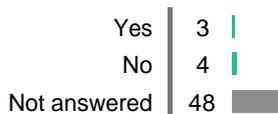
Do you feel you are treated with respect and dignity by practice staff?



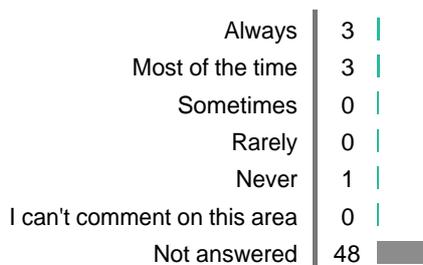
Are the practice staff friendly?



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	5	
No	2	
Don't know / unsure	0	
Not answered	48	█

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	3	
Excellent	1	
I can't comment on this area	2	
Not answered	48	█

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

What is your gender?

Male	2	
Female	5	
Not answered	48	█

What age are you?

0 - 15	2	
16 - 24	0	
25 - 34	1	
35 - 44	1	
45 - 54	0	
55 - 64	0	
65 - 74	2	
75 - 84	1	
85+	0	
Not answered	48	█

What is your ethnic group?

White	6	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	1	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	48	█

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	1	
Not answered	48	■