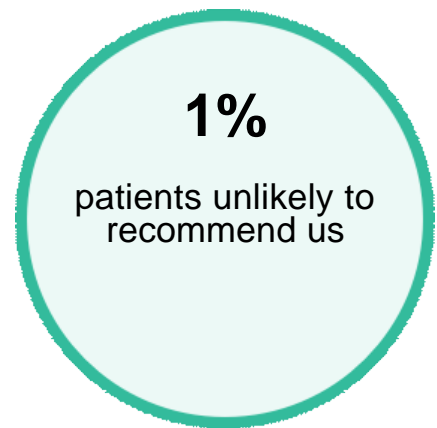
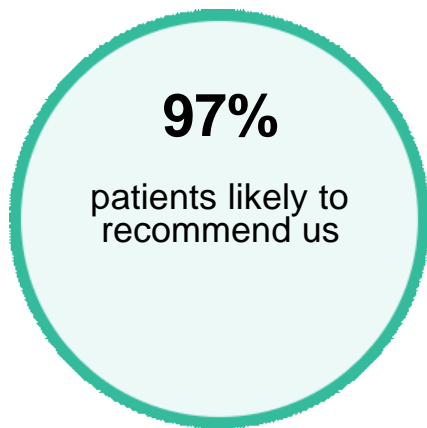


Littledown Surgery

Patient Feedback

July 2016

219 patients left us feedback.



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

Spread of Responses

Online	0
Paper	0
App	8
Other	211

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

Extremely likely	194	
Likely	19	
Neither likely nor unlikely	2	
Unlikely	1	
Extremely unlikely	2	
Don't know	0	
Not answered	1	

Can you tell us why you gave that response?

Dr Rogers is superb
You can see a professional here when you need to and they listen well

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

Always	5	
Most of the time	1	
Sometimes	1	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	1	

Are the practice staff friendly?

Always	5	
Most of the time	1	
Sometimes	1	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	1	

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

Yes	2	
No	5	
Not answered	1	

Are you satisfied with our telephone system?

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

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

Yes	4	
No	3	
Don't know / unsure	0	
Not answered	1	

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

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

All doctors are friendly and great with children

What is your gender?

Male	2	
Female	5	
Not answered	1	

What age are you?

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

What is your ethnic group?

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

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	1	
No	5	
Prefer not to say	0	
Not answered	1	