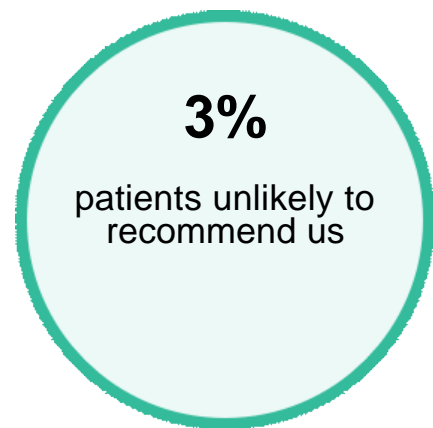
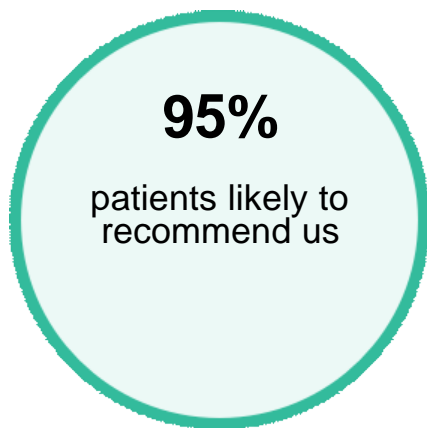


Littledown Surgery

Patient Feedback

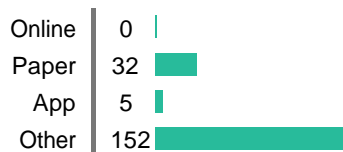
July 2017

189 patients left us feedback.

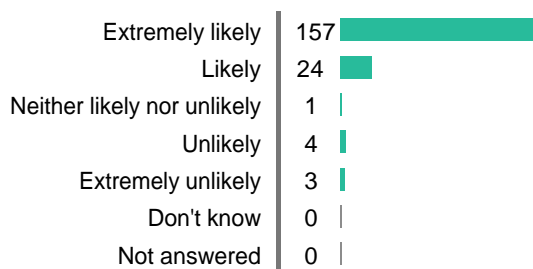


(2% didn't answer or gave a neutral response)

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 rang this morning and had a doctor call me , and he told me to come and see him within 20mins.
Check in process was easy, nurse was friendly, didn't have to wait to be seen, was in and out quickly
I think you are all kind, caring and efficient people doing a great job. I know how stretched people are in practice.
Everyone always, polite, friendly, approachable, professional, generally brilliant!!
The service is better than other surgeries.
Staff are friendly, the process of registration was simple to do, and it was easy to book my first appointment for the next day from when I called.
Almost always running on time. Professional caring and thorough
Great surgery
The doctors are so kind and reassuring. They never make you feel a nuisance.
Because everyone tries to help you in a friendly manner, despite being under time pressure a times.
Because those of you who staff Littledown are a No. 1 Five star team.
Reception staff are friendly and efficient, gps are excellent, my son has serious health difficulties and is always seen when needed.
Dr Rogers is always sympathetic and takes the time to listen and work with you to find a resolution. I couldn't ask for anything more!
Always reactive, personable and lovely. Amazing Drs and refreshing to have equally kind and caring receptionists.
Time with Doctor great. Time in waiting room 40min past my appointment
I had a very unpleasant problem referred by paramedic seen very quickly by dr torquati and problem explained and sorted always so good cannot speak high enough of surgery
Because they are always not on time for the appointments and they are unorganised.
Bc this place always has running late doctors so annoying.... Innit do
Dr torquati was very good with my son and gave very good care as always.
Because I have an 18 month old and every single time I have to wait at least 35 minutes from our appointment time to see someone and it's very stressful.
I have a lot of confidence at this surgery, from the receptionists to the doctors excellent care
Easy to make an appointment. Easy to check in for it. Nice surroundings to wait in.
Excellent care as always from Dr Murray at my appointment this morning. Wonderful team as a whole at the surgery.
Always helpful and do their best to fit you in. Make you feel valued
Friendly and helpful receptionists, doctors and Roz are understanding, patient and meticulous, all round an excellent service
Friendly helpful welcoming efficient
Very friendly efficient service. Bright airy waiting room. Lovely Doctor and nurse.
Because Dr Rogers is excellent. Warm, compassionate, thorough and empathetic. She is also a great doctor.
Appointment was on time and the GP was very friendly and helpful
Although i waited 30 mins before seeing the doctor, i was not rushed and felt i could have as much time as i needed to talk. Very helpful and thorough.
Kate was amazing again today. She really tries to understand her patients and listen before just diagnoses or giving drugs.
She's brilliant.
Wait time is minimal and the doctor was not only friendly and helpful but raise a few considerations my previously GP never mentioned
Quick and efficient service. Pleasant friendly nurse. Clean comfortable waiting room. Helpful receptionists.
The surgery is always extremely helpful and always responds with great care and efficiency.
Appointment on time, nice clean surgery, friendly staff
Lovely nurse (Roz), very helpful and great surgery

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

Always	2	
Most of the time	2	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	1	
Not answered	32	■

Are the practice staff friendly?

Always	3	
Most of the time	1	
Sometimes	0	
Rarely	1	
Never	0	
I can't comment on this area	0	
Not answered	32	■

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

Yes	2	
No	3	
Not answered	32	■

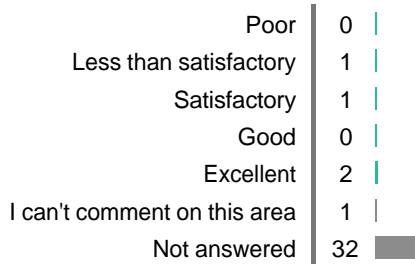
Are you satisfied with our telephone system?

Always	2	
Most of the time	0	
Sometimes	1	
Rarely	0	
Never	2	
I can't comment on this area	0	
Not answered	32	■

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

Yes	2	
No	3	
Don't know / unsure	0	
Not answered	32	■

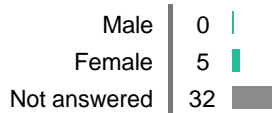
If you have used the triage service, where a doctor calls you back to discuss your problem, what did you think of it?



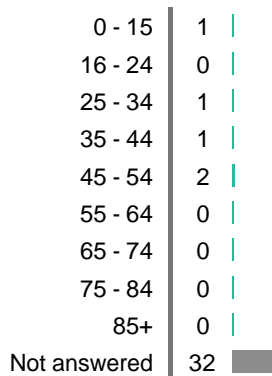
Any further comments you would like to make about the surgery?

Much better since surgery modernised

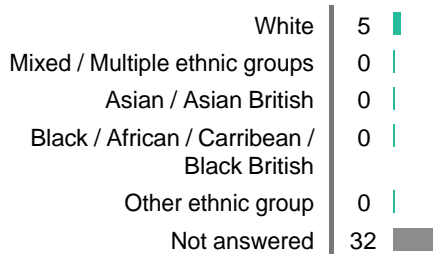
What is your gender?



What age are you?



What is your ethnic group?



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	0	
No	3	
Prefer not to say	2	
Not answered	32	■