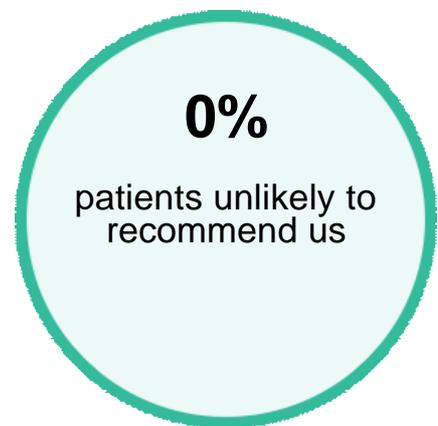
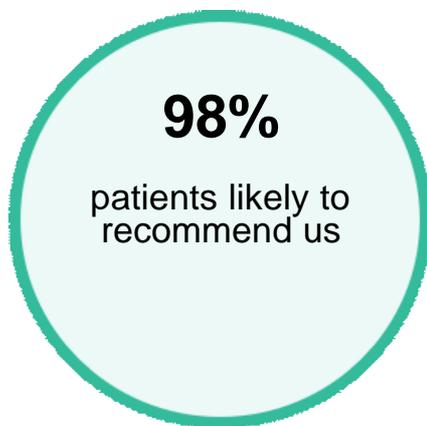


Littledown Surgery

Patient Feedback

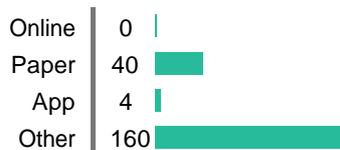
June 2017

204 patients left us feedback.

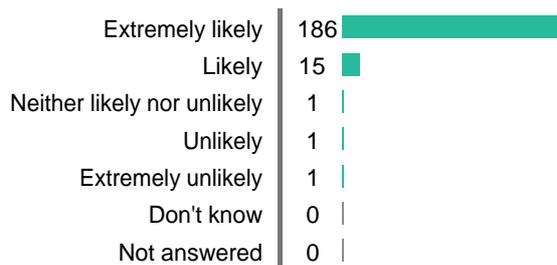


(2% didn't answer or gave a neutral response)

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?

The Doctor was helpful and although the surgery was running late she apologised and remained calm (KS)

Great service this morning and I like the new check in facility.

I really like the way of the doctor 's approach & everyone's behaviour.

Mostly good service and clean surgery but would prefer to interact with a human rather than 'touch screen'

Because the Doctors listen & take time with their patients, the nurses are very kind & caring & the surgery is well organised

Very nice doctors, extremely happy to help

Friendly and helpful receptionist and a lovely nurse who was very thorough and helpful

Its a pleasant place to come. receptionists r always helpful even on the phone.the text system is handy in reminding about app.

The docs are through&nice.

It was quick and easy and the GP made it convenient for me to see him after 5 o'clock as I was at work all day :)

Because your new system is very good and it looks really good in the reception area and the fact the doctor meets and greets makes one feel relaxed

Always have excellent input from Drs who are kind and compassionate xx

Lovely doctor. Lovely welcoming reception staff

Friendly reception staff - brilliant appt system

Great service

Lovely surgery, feels clean, light & airy. Staff are all very lovely & friendly.

The nurse was very efficient and quick, took hardly any of my time and extremely friendly. Didn't need to wait very long for the appointment either

Faultless and friendly service and total confidence in doctor.

Efficient, clean, friendly. Far better than my previous surgery :)

Debbie explained about blood pressure numbers meaning first time it made sense to me and limits to stay below also bmi result also made clear thanks

Absolutely brilliant response from reception and Dr Torquati to a serious and worrying situation with my son. You all do a fantastic job, thank you!

Dr Murray & reception staff always very kind, caring & supportive.

As always, kind and professional treatment from doctors, nurses and receptionists.

Although appointments may be late all the Drs give all their patients time for listening. Waiting room clean and airey, receptionists better, not so loud!!

We were seen promptly, dr listened and took time, didn't feel rushed, very friendly and professional, brilliant with the children.

Helpful and welcoming (BR)

Most of reception esp Julie are extremely helpful and dr rogers is exceptional

It makes a refreshing change to have receptionists at a doctors surgery who are pleasant and professional. It makes a huge difference.

The length of time you have to wait when you turn up for your appointment on time (BR)

Managed to get an appointment in under 24hours. The receptionist was very pleasant and the doctor excellent

Because I was phoned by the doctor within the timescale given and he fitted my daughter in to see him two hours later (Matt)

Always such a good experience. Care is exceptional, focus on patient... listening. Empathetic and nothing is too much trouble!

I usually see Dr Rogers. She is always extremely kind and understanding. I feel very lucky to have access to such excellent care.

Thank you.

Excellent blood test, didn't feel a thing and went in on time (Debbie)

A really good surgery where they are pleasant and helpful and provide a good service of medical care

Seems well run and Pleasant surgery

Roz the nurse was lovely and put me at ease

Love Fabio. Always willing to listen. Never makes you feel rushed. Personable.

Yes.....I have seen Doctor Rogers a few times since I have joined the surgery and she is very patient, caring, thorough and professional.

Was seen same day and referred while sat in appointment. Dr Murray is friendly and listened to what I had to say xx

I was very pleased to be able to get an appointment at short notice and Dr Murray was very polite and helpful, as always.

Excellent staff, doctors attitude to their patients is wonderful

The Doctors and Receptionists are very good and always very courteous.
because everyone's very professional, especially Roz she put us both at ease right away.

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

Always	3	
Most of the time	1	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	40	■

Are the practice staff friendly?

Always	3	
Most of the time	1	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	40	■

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

Yes	2	
No	2	
Not answered	40	■

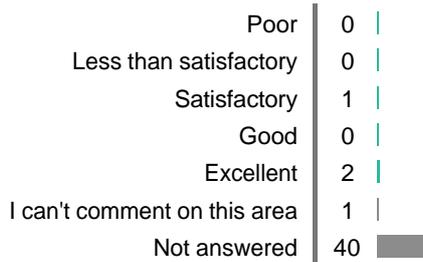
Are you satisfied with our telephone system?

Always	2	
Most of the time	1	
Sometimes	1	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	40	■

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

Yes	2	
No	2	
Don't know / unsure	0	
Not answered	40	■

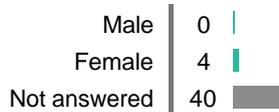
If you have used the triage service, where a doctor calls you back to discuss your problem, what did you think of it?



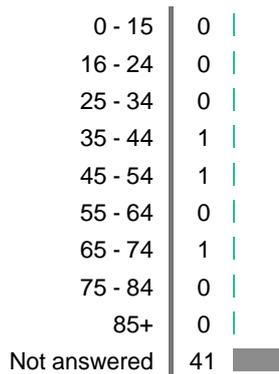
Any further comments you would like to make about the surgery?

Have always been happy with the service we receive and the patience of doctors

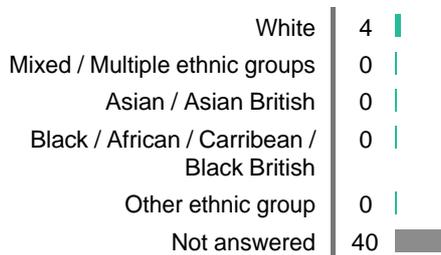
What is your gender?



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	4	
Prefer not to say	0	
Not answered	40	■