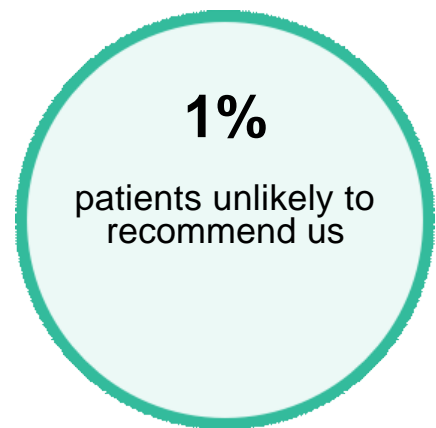
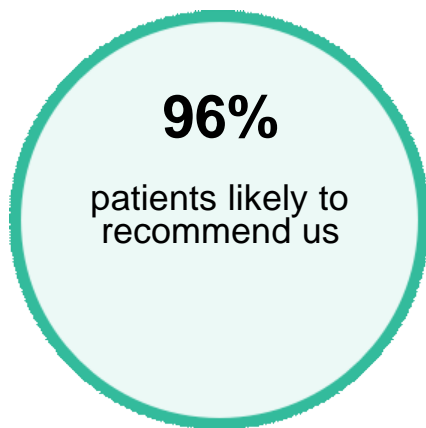


Littledown Surgery

Patient Feedback

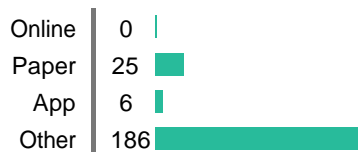
March 2017

217 patients left us feedback.

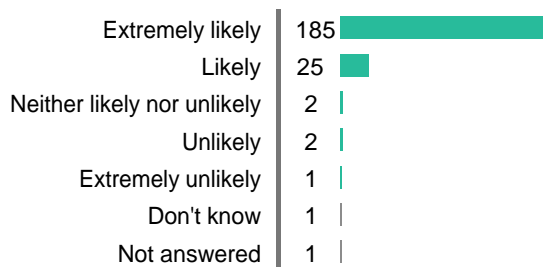


(3% didn't answer or gave a neutral response)

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?

Genuine warm welcome on arrival at reception. Highly knowledgeable and welcoming doctor who explained the problem comprehensively in a language ordinary

Every Doctor I've seen at the surgery has been fantastic. All very professional and explained everything well. Reception staff always nice

Friendly, relaxed, efficient, not rushed but you feel as though you're being given the doctors full attention

Really helpful receptionist(s), she listened and responded thoughtfully. She kept us informed when dr was running late. Same with the doctor

Very prompt response by phone to offer my son an appointment. Dr was brilliant with Jack & diagnosed problem & treatment commenced. Thank you

Very good treatment by both Fabio and Roz, very comfortable with the way they explained the procedure and skilful way they performed the minor operation.

Nurse was so friendly and really put me at ease. Very efficient service with a smile!

Because they are an excellent group of GPs, very thorough and professional. The admin staff are also very helpful.

Brilliant staff, would have been 5 if appointments were kept closer to time given, we often wait over half hour past our appointment time

Had an excellent appt with Dr Murray Friday - v thorough and gave me some useful information to read. He was keen to offer me support and understanding.

Doctors and staff always helpful and the doctors never rush you whatever the problem or questions you may have. Very caring and feel safe.

Excellent doctors with knowledge, patience & understanding. Efficient support staff. Online appointment system. Comfortable waiting room.

Nice place, good doctors

Of course - only just arrived back from living in France but had run out of meds. Appointment very next day, great reception and GP - and parking! Thank you.

I saw Dr Murray and he was extremely helpful and understanding to my needs, and has since called me within 2 hours of my appointment regarding further treatment

The staff are amazing

Appointment was on time. Nurse friendly and information given was clear and reassuring

It was a helpful visit and the waiting area was very comfortable with considerate reception staff

Very good service from arrival to seeing the doctor. Also the waiting area is very pleasant since the refurbishment

Because of the consistent attentive individualized care always provided by Dr Rogets and the other GPs at Littledown practice

The nurse I saw was friendly and knowledgeable about my long term illness, she was accommodating by taking my bloods due to a miss communication.

Very helpful doctor Dr Matthew Murray

Care and level of service was outstanding

Great service doctor always says hello lovely nurses + staff

Like the Drs. No waiting ages for appts.

Excellent service, caring, accommodating

Brilliant all round

My experience is always positive at the surgery. Relaxed atmosphere and pleasant, efficient and friendly staff.

I have always been able to get an appointment when needed. The doctors are very friendly and thorough. Great surgery.

Because everyone at Littledown Surgery is so helpful and friendly and really care. I couldn't ask for a better GP surgery and Dr Murray is the best GP

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

Always	5	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	26	■

Are the practice staff friendly?

Always	4	
Most of the time	1	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	26	■

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

Yes	1	
No	4	
Not answered	26	■

Are you satisfied with our telephone system?

Always	3	
Most of the time	1	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	1	
Not answered	26	■

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	27	■

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	0	
Good	1	
Excellent	3	
I can't comment on this area	1	
Not answered	26	■

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

What is your gender?

Male	2	
Female	3	
Not answered	26	■

What age are you?

0 - 15	1	
16 - 24	0	
25 - 34	1	
35 - 44	1	
45 - 54	1	
55 - 64	0	
65 - 74	1	
75 - 84	0	
85+	0	
Not answered	26	■

What is your ethnic group?

White	5	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	26	■

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	0	
No	4	
Prefer not to say	0	
Not answered	26	■