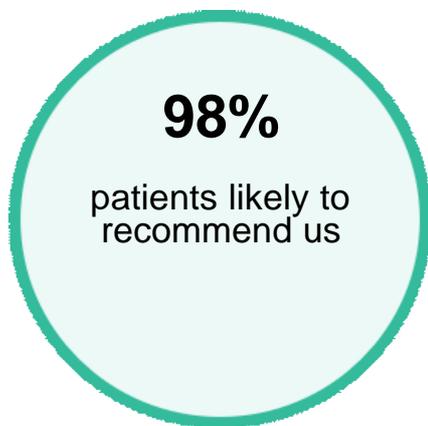


Littledown Surgery

Patient Feedback

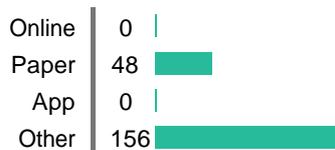
May 2017

204 patients left us feedback.

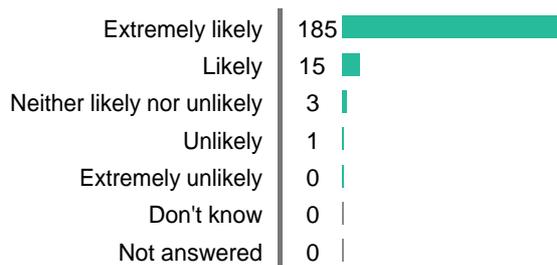


(2% didn't answer or gave a neutral response)

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?

I've been attending the practice for about 53 years and it has never been better. The Littledown Team are top notch, first class!

Thank you all.

I always find reception staff to be friendly and understanding. The medical staff I've seen staff are exceptional. Because everyone at the surgery are always welcoming, and friendly, yet very professional too. Always a pleasure, even if we feel rotten!!

The surgery is very friendly the doctors and nurses always keep a smile on their face

A helpful attitude by all the staff and a good bedside manner by the clinicians

As also Dr Smeaton gives excellent care and demonstrates a good deal of empathy that makes you feel listened to.

Claire is an excellent nurse and very good at injections

Get immediate appointment when required. Concerns are always addressed. Very friendly service

On time, polite staff, good environment and I like my DR (FT)

Excellent staff .. easy self check in..nurse on premises for routine procedures..clean premises..music...doctors are first class We have always been treated with the utmost care, consideration and pleasantness in all aspects of our care. We feel that we are listened to.

It's a lovely friendly practice where both Drs and Nurses give you time and listen to what's being said.

Very pleasant staff on desk. Bernie is wonderfully kind and helpful.

Dr Rogers and the team always go the extra mile to help and cover everything

Dr Rogers is very caring and patient while listening to my concerns and problems. i am very appreciated her help.

Dealt with efficiently by Roz (nurse) friendly and informing also surgery is nice environment

Always have excellent treatment all staff are very nice and helpful

Very efficient, listened to my concerns and gave me same day appointment, Dr Murray very friendly & reassuring

Because you can always see a doctor or nurse fairly soon and all nice people work there

Great service and never have to wait for appointment. Caring surgery

Their communication is great, GPs are friendly and the reception staff are always helpful

Saw the nurse today always happy lovely lady! Didn't have to wait long x

Bernie rogers specifically is great doctor

Friendly reception staff, happy to help me as new patient. Clean bright waiting room. Efficient, well mannered and kind Doctor (MM)

Very caring and smiles everywhere

Sister Roz is great , whole surgery very obliging

As always the doctor was confident and knowledgeable as well as reassuring. It feels like a stable practice with all GPs very approachable.

Doctors always empathic and listen to problems without rushing you therefore don't mind waiting for appointment

Because Dr Smeaton provides excellent care

Because dr was kind extremely patient , didn't make me feel I was holding him up ..which I knew I was (MM)

I've been with the surgery over 30 years and always found the doctors , nurses and receptionists very helpful and prefer the small surgery more friendly.

Prompt call back by Dr. Appointment same morning. Pleasant surroundings in waiting room. Staff polite. GP welcoming, understanding and had time to listen

I am longstanding patient with chronic conditions. Drs/nurses consistently conscientious, efficient, competent

Roz is the best nurse in the whole world

Dr is very good, surgery is very clean and staff are friendly and helpful

Roz was very nice & approachable

My doctor is so kind and caring (FT)

The staff are always helpfull and answers my question to put my mind at rest also we are lucky to have excellent Doctors all no matter who one sees

The care and concern from the doctors, nurses and admin team at Littledown is always brilliant.

I was seen quickly today, I saw dr Murray who is excellent , very empathetic to my problem and a plan put in place without delay.

Always very quick at getting an appointment for my children on the day

Clare Hendy is very gentle and careful. She always listens to any concerns and is very thorough.

Dr Smeaton was friendly, thorough and very helpful in an extremely busy surgery.

Helpful, caring and understanding medical practioners and reception staff too

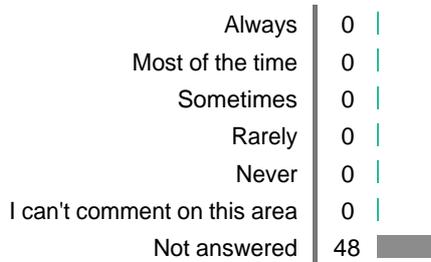
Knowledgeable, approachable and friendly GP's. Dr Maurray is my GP and he's hard to fault.

Lovely staff and good caring Doctors while the property is need and cared for inside and out

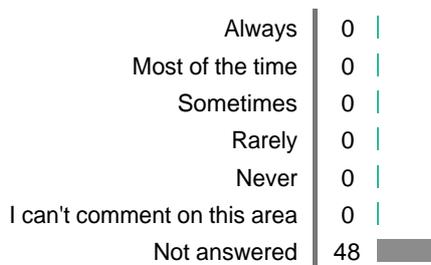
Professional, helpful, caring and friendly experience from booking appointment on phone through to consultation with doctor.

As I have already said, you are always attentive and helpful as you were today at very short notice.

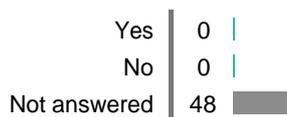
Do you feel you are treated with respect and dignity by practice staff?



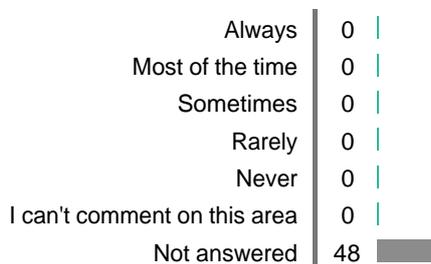
Are the practice staff friendly?



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	0	
No	0	
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	0	
Good	0	
Excellent	0	
I can't comment on this area	0	
Not answered	48	█

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

What is your gender?

Male	0	
Female	0	
Not answered	48	█

What age are you?

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

What is your ethnic group?

White	0	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
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	0	
No	0	
Prefer not to say	0	
Not answered	48	■