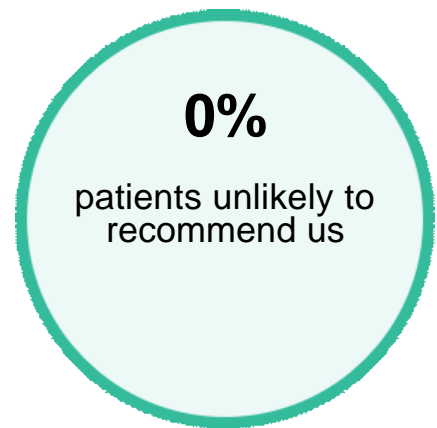
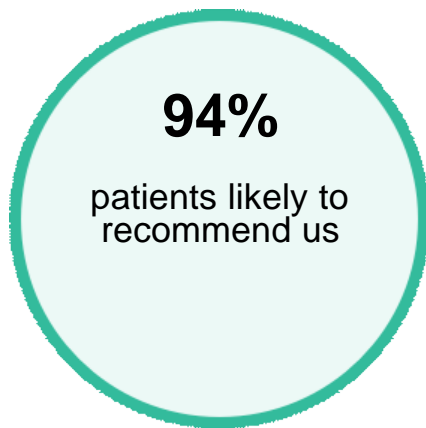


Littledown Surgery

Patient Feedback

November 2015

17 patients left us feedback.



(6% didn't answer or gave a neutral response)

Spread of Responses

Online	1	■
Paper	0	
App	16	■

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

Extremely likely	14	■
Likely	2	■
Neither likely nor unlikely	0	
Unlikely	0	
Extremely unlikely	0	
Don't know	1	■
Not answered	0	

Can you tell us why you gave that response?

Amazing doctors and staff

My friends and husband recommended this surgery to me and I have told lots of people how happy I am with the surgery. Nice to be greeted with a smile and doctors that have time, rather than be rushed out the door. This practice has a very personnel touch about it.

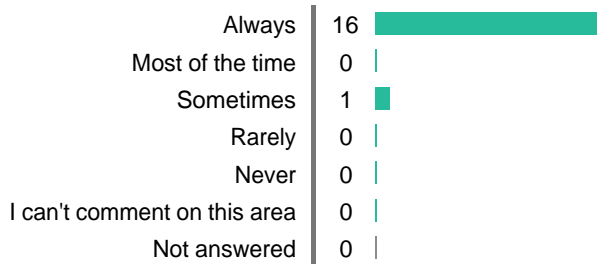
Because the practice is thorough, very informative and helpful.

Always caring service

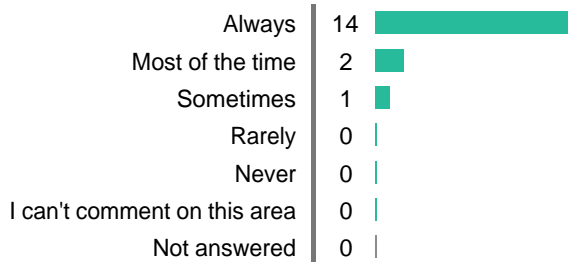
Always a friendly service with kind considerate staff from reception to doctors.

Best surgery - nicest Drs and staff I have ever experienced

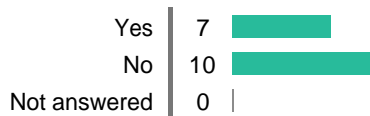
Do you feel you are treated with respect and dignity by practice staff?



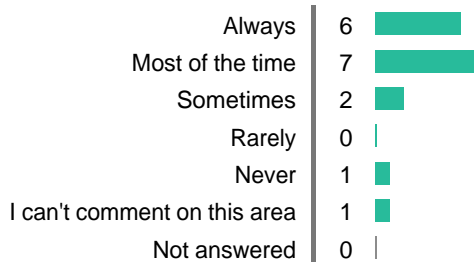
Are the practice staff friendly?



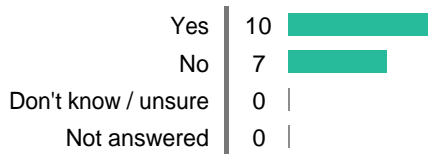
Are you aware of the late Monday evening surgery 6.30 - 8.20pm?



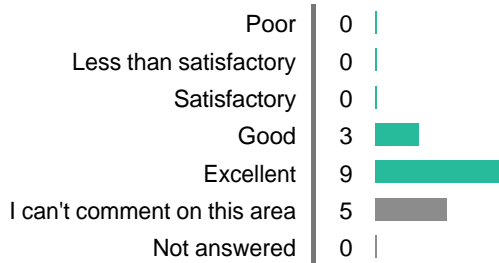
Are you satisfied with our telephone system?



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



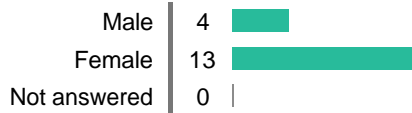
If you have used the triage service, where a doctor calls you back to discuss your problem, what did you think of it?



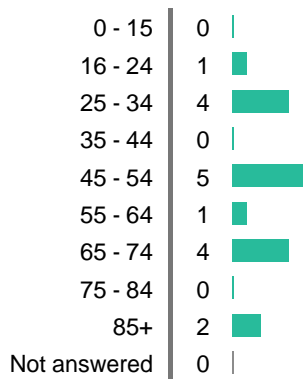
Any further comments you would like to make about the surgery?

Keep it the way it is it's wonderful
Very happy I'm a patient in such a responsible practice.
Small surgeries are the best in my opinion

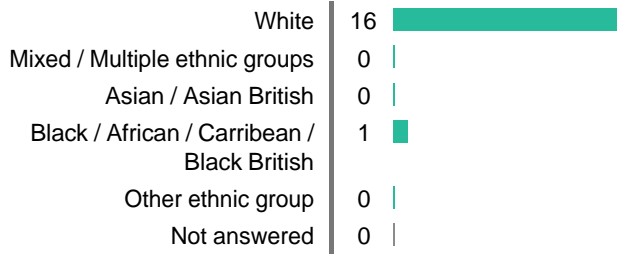
What is your gender?



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)

