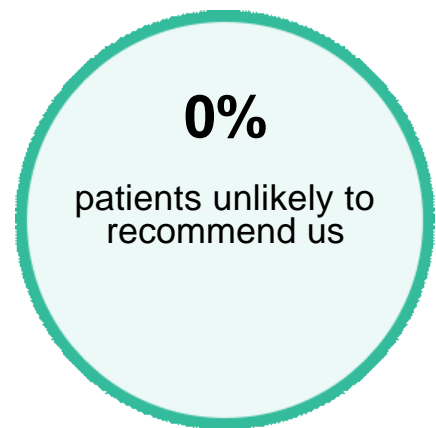
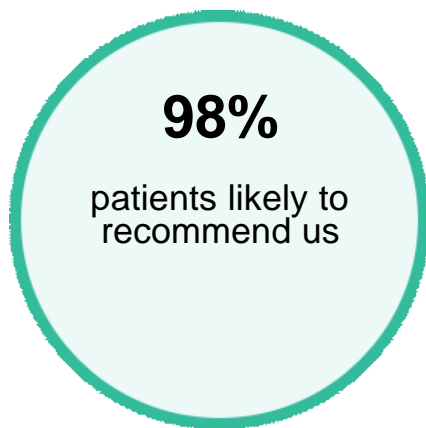


# Littledown Surgery

## Patient Feedback

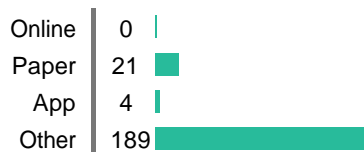
November 2016

214 patients left us feedback.

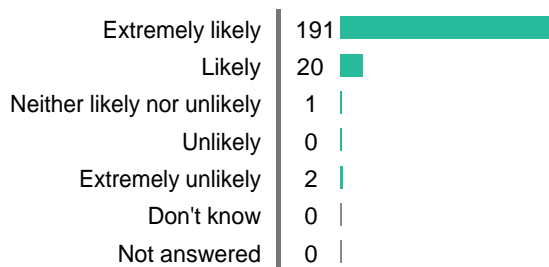


*(2% didn't answer or gave a neutral response)*

### Spread of responses



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



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### Can you tell us why you gave that response?

Friendly staff, competent doctors, nice waiting room with good atmosphere, good location, decent parking, good appointment availability especially for emergencies

Polite friendly staff. Sympathetic child friendly doctor (FT). Nice clean reception

All staff and doctors are always very accommodating. They make you feel that they care and work with you to find remedies.

Nothing is too much trouble

Efficient, friendly treatment from Nurse Clare

Friendly staff, clean modern waiting room, nice, interested, easy to talk to GP

Doctor Rogers was lovely and caring, did all she could to help

Because even though it was late Dr Torquati gave time and thought to how he dealt with my 11 year old daughters concerns and she felt much better after

Dr Murray was very helpful. informative and understanding yesterday and gave me the time I needed. As have the other doctors in the past

Appointment on time. Doctor Murray is friendly, approachable and knowledgeable. And he always suggests a future review to check progress

Amazing welcome, prompt service and unbelievable compassion and care shown by the doctor (KS). Thank you

Dr Smeaton was very compassionate and sympathetic! I was in a bit of a state from all the pain I've had. Receptionist very happy to help as well

I feel as though the doctor (KS) I usually see really understands my problems. I would recommend her to anyone, she really has time to listen.

Friendly and helpful staff

It is smaller surgery, I get seen within 10 minutes of my appointment and I recognise the doctors and they know me. Very important points, don't you think?

I find the staff very helpful, and they try and arrange appointments that suit the patient if possible. They do their best to get things done

Good doctors but a bit overloaded. Hard to get appointments within the fortnight and always running so late!

The doctor (MM) immediately put my 8 year old son at ease, gave a thorough exam, explained what he was doing, the potential causes and treatment options

All staff are professional and pleasant. I didn't feel rushed, the GP (FT) was easy to talk to and he listened! Felt valued and comfortable.

I'm really happy with all staff at the surgery. They give the best care to patients. You can always get an 'on the day' appointment when it's an emergency

All staff and doctors from the surgery have always treated me with the utmost care. They are not only extremely professional but warm and friendly too

Really clean, accessible surgery with parking, didn't have to wait long for an appointment, quick diagnosis and treatment

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

Always	4	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	21	■

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**Are the practice staff friendly?**

Always	4	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	21	■

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

Yes	3	
No	1	
Not answered	21	■

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**Are you satisfied with our telephone system?**

Always	3	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	1	
Not answered	21	■

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

Yes	3	
No	1	
Don't know / unsure	0	
Not answered	21	■

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**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	1	
Satisfactory	0	
Good	0	
Excellent	0	
I can't comment on this area	3	
Not answered	21	■

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

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### What is your gender?

Male	0	
Female	4	
Not answered	21	■

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### What age are you?

0 - 15	0	
16 - 24	0	
25 - 34	1	
35 - 44	1	
45 - 54	2	
55 - 64	0	
65 - 74	0	
75 - 84	0	
85+	0	
Not answered	21	■

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### What is your ethnic group?

White	4	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	21	■

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### 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	1	
No	3	
Prefer not to say	0	
Not answered	21	■