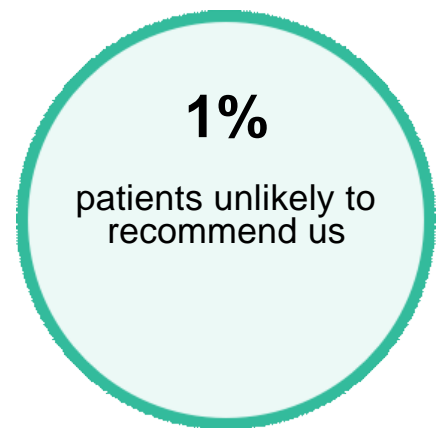
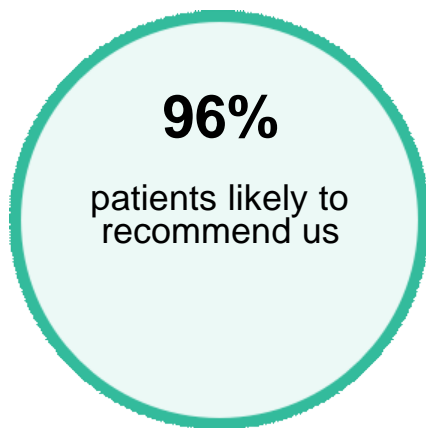


Littledown Surgery

Patient Feedback

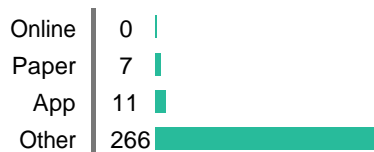
October 2016

284 patients left us feedback.

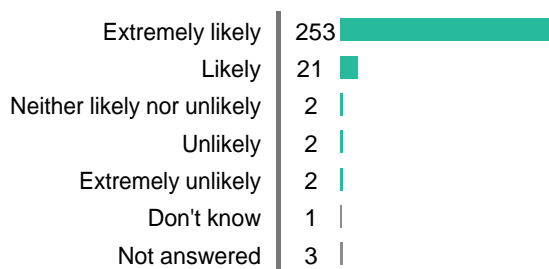


(3% didn't answer or gave a neutral response)

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?

Sister Roz was friendly, efficient and caring. Good sense of humour too!

Because its the best surgery in Dorset. Staff are exceptional and you feel like you matter, not just a number. Amazing service as well!

Excellent care !

How could you not recommend somewhere where you are treated with respect and kindness from the moment you walk in

Thorough and kind

I believe it is the best surgery in the area from reception to doctors

All doctors there are incredibly thorough and have a wonderful caring bedside manner. I wouldn't want to go anywhere else!

Because it is a small friendly practice so nice that you get to see a doctor that you know. You can nearly always get to speak to or see a doctor if its urgent

Really good service and opening hours to accommodate working. Flu jab appointment system that works!

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

Always	8	█
Most of the time	1	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	9	█

Are the practice staff friendly?

Always	7	█
Most of the time	2	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	9	█

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

Yes	3	
No	6	█
Not answered	9	█

Are you satisfied with our telephone system?

Always	6	█
Most of the time	2	
Sometimes	1	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	9	█

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

Yes	3	
No	6	
Don't know / unsure	0	
Not answered	9	

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	1	
Good	0	
Excellent	6	
I can't comment on this area	2	
Not answered	9	

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

Dr Rogers is lovely and always helps

What is your gender?

Male	6	
Female	3	
Not answered	9	

What age are you?

0 - 15	1	
16 - 24	0	
25 - 34	1	
35 - 44	1	
45 - 54	1	
55 - 64	1	
65 - 74	4	
75 - 84	0	
85+	0	
Not answered	9	

What is your ethnic group?

White	7	█
Mixed / Multiple ethnic groups	0	
Asian / Asian British	1	
Black / African / Carribean / Black British	1	
Other ethnic group	0	
Not answered	9	█

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	7	█
Prefer not to say	0	
Not answered	10	█