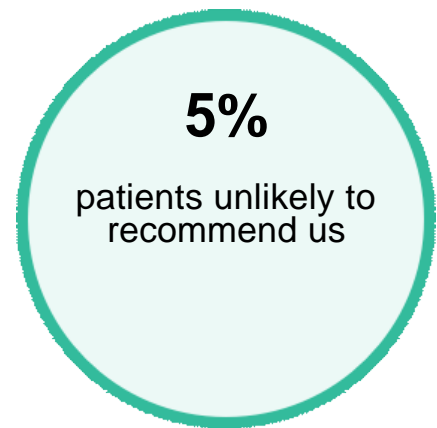
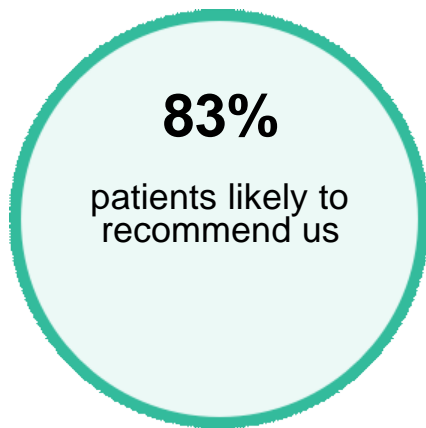


# Littledown Surgery

## Patient Feedback

June 2016

18 patients left us feedback.



(12% didn't answer or gave a neutral response)

### Spread of Responses

Online	1	■
Paper	0	
App	17	■

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

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

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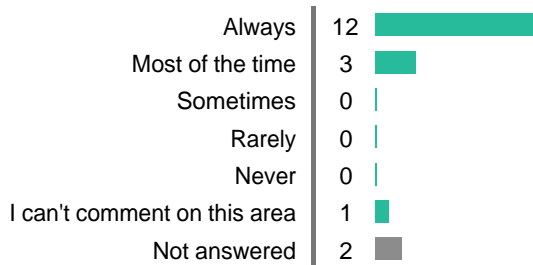
### Can you tell us why you gave that response?

Very professional and friendly approach to patients  
Waiting for a appointment  
Always get a good service on the phone and friendly staff  
Have been a patient here for many years and always received excellent treatment  
Very pleased with doctor's expertise and manner.  
Great service always  
Great service always  
Best doctors, staff and surgery anywhere

It was mostly a good experience with a comfortable and attractive waiting area. The only detracting factor was the background radio which, as well as seeming annoying and unnecessary, distracted me from my reading. If background music is thought to be necessary could it be some 'New Age' calming music, or possibly piano music or Classic FM? I was seen promptly by the doctor who had a caring and concerned attitude and dealt with my problem thoughtfully and efficiently.

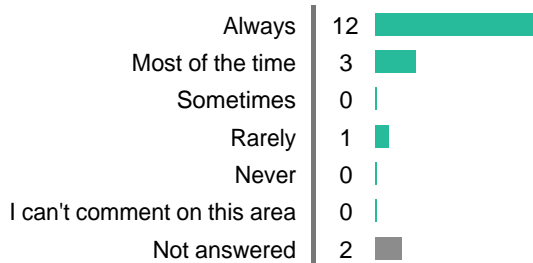
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### Do you feel you are treated with respect and dignity by practice staff?



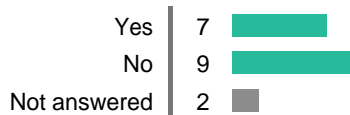
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### Are the practice staff friendly?



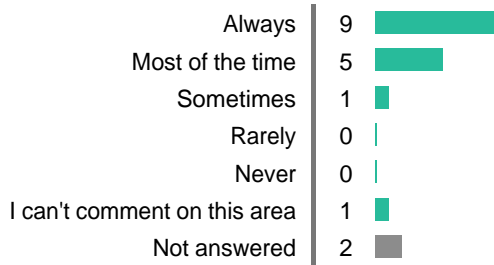
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### Are you aware of the late Monday evening surgery 6.30 - 8.20pm?



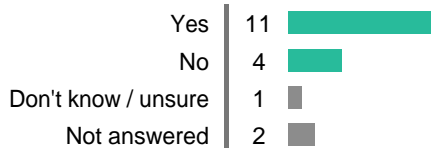
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### Are you satisfied with our telephone system?



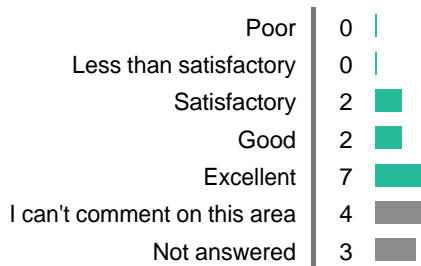
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### Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?



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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?



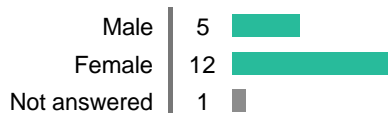
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### Any further comments you would like to make about the surgery?

Very happy that this is my Gp surgery. N. g  
I like the new make over of the surgery  
Still very difficult to get an appt in a reasonable time.  
Nice friendly ladies on reception

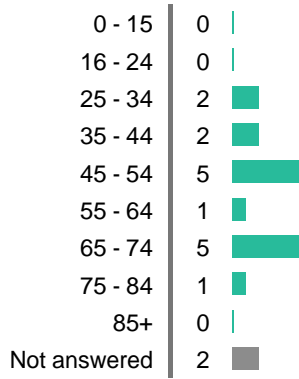
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### What is your gender?



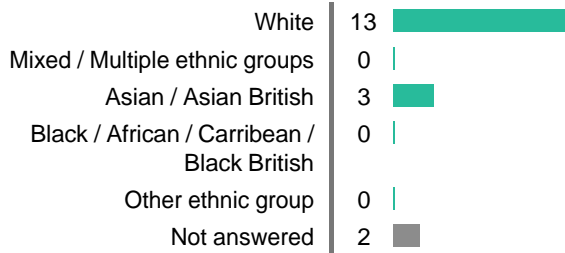
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### What age are you?



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### What is your ethnic group?



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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)

