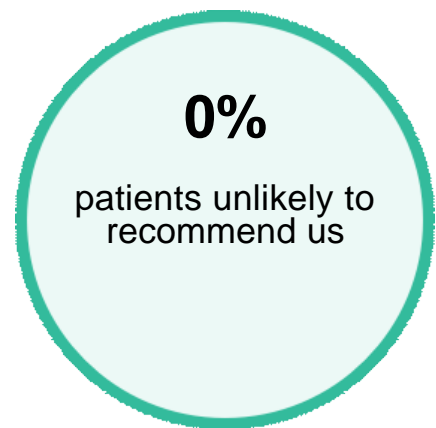
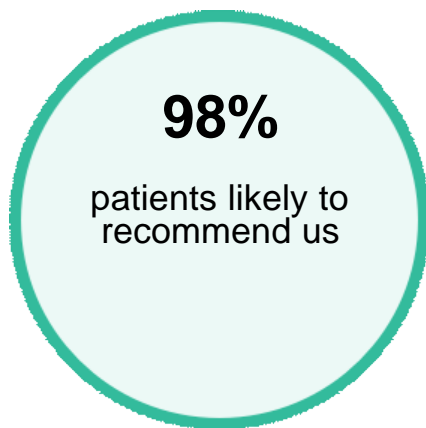


Littledown Surgery

Patient Feedback

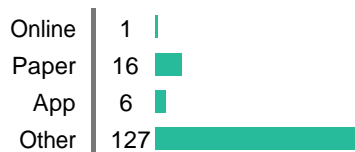
September 2016

150 patients left us feedback.

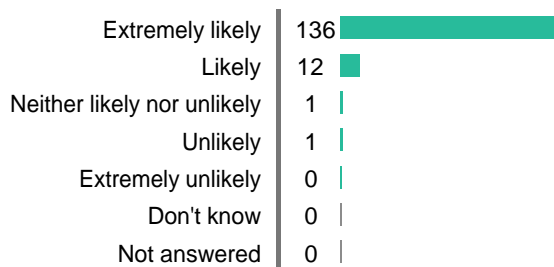


(2% didn't answer or gave a neutral response)

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?

As a brand new patient who has never before changed surgeries, I was greeted with a warm welcome and was made to feel at ease in my new patient check (Roz)

The reason is they care for their patients brilliantly and never leave anything to chance. Their fast action once saved my life.

Excellent care. provided with good information. On time appointment (Dr Rogers)

Excellent service. Lovely reception and great service from the Gps.

I have always been happy with my treatment from each doctor. All very kind and helpful. Staff friendly and approachable. Thank you

Lovely staff who care about patients. Thank you for looking after us!

I was happy that Dr Murray listened to what my problem was and resolved it instantly by making a referral. Pleasant and relaxed atmosphere

Fantastic team

The reception staff were helpful and the nurse practitioner (Roz) was brilliant. I was impressed with her service, your surgery is so lucky to have her

Surgery is clean and tidy, staff are friendly. Roz is friendly, extremely professional and reassuring

Nice surgery, Julie and Karen are extremely helpful and all the doctors, esp Dr Rogers are amazing

Everyone is friendly and helpful, And the extra late nights are just perfect for me.

I find the whole staff of the surgery that I have met so far very polite and helpful. Also I greatly appreciate the late evening appointments

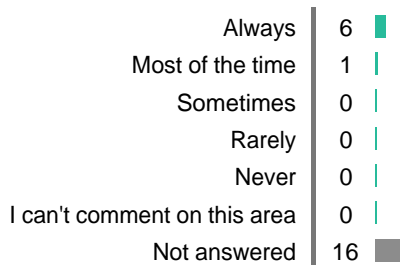
Good triage system for appointments, nice doctors

Lovely little surgery and friendly staff

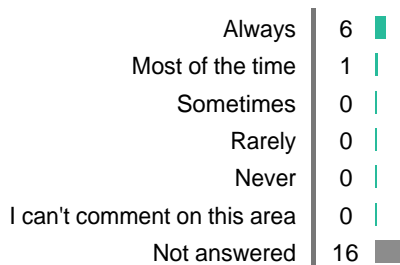
Extremely helpful, all the doctors, nurses, receptionists etc are very friendly and professional

Because Dr Smeaton is so caring, professional and thorough

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?

Yes	4	█
No	3	█
Not answered	16	█

Are you satisfied with our telephone system?

Always	6	█
Most of the time	1	█
Sometimes	0	█
Rarely	0	█
Never	0	█
I can't comment on this area	0	█
Not answered	16	█

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

Yes	7	█
No	0	█
Don't know / unsure	0	█
Not answered	16	█

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	5	█
I can't comment on this area	1	█
Not answered	16	█

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

What is your gender?

Male	3	█
Female	4	█
Not answered	16	█

What age are you?

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

What is your ethnic group?

White	7	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	16	■

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	2	
Yes, limited a little	0	
No	5	
Prefer not to say	0	
Not answered	16	■