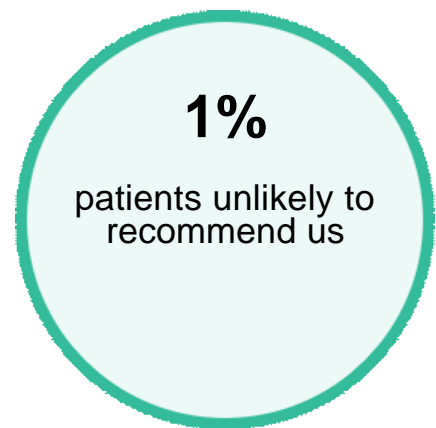
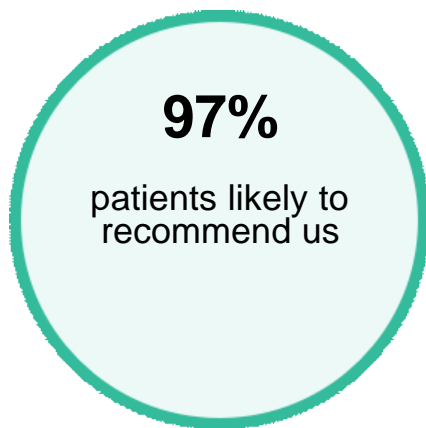


Littledown Surgery

Patient Feedback

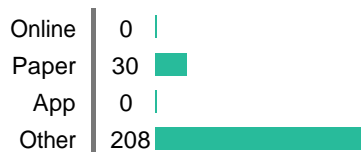
October 2017

238 patients left us feedback.

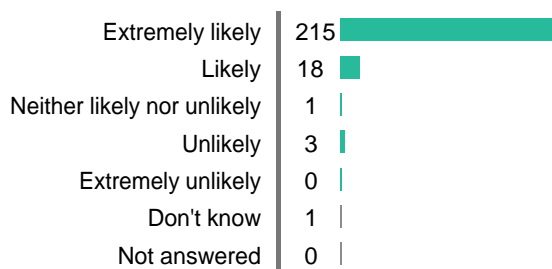


(2% didn't answer or gave a neutral response)

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?

Dr murray was very friendly, very informative and fitted me at the last minute on a friday!
I liked the service, popped in yesterday and was efficiently seen and diagnosed (Dr Murray)
Rung at 2. Seen by GP at 6:30. Sorted
Easy to make an appointment. Easy to check in. Didn't have to wait at all today. The nurse was lovely (Clare)
Lovely nurse did my youngest flu vaccine, very thorough with information and great with the little one (Clare)
Excellent efficient service quick check in and seen before I'd even sat down. dr always excellent and responsive (Dr Torquati)
Dr Torquatti is always friendly, reliable and the service is always excellent
Didn't have to wait. In and out quickly. Cheerful nurse. Bright modern surgery
I arrived at 11 am today for a 11.10 appointment but didn't see doctor until 12.00 ,so wait of 50 mins is quite a long time to wait
Very welcoming surgery in pleasant building and very good practitioners.
The nurse was charming and efficient (Roz). The appointment was prompt and fast
Because at Harewood Surgery.. your a person not just a case• .
Because I think it has brillent friendly doctors and nurses a very well run surgery
Very efficient service, the receptionist I saw to make a selection of appointments was extremely helpful and I love the text reminders.
Friendly staff, seen on time by nurse,very thorough, although did take over 2 weeks wait to get appointment!
Quickly arranged appointment and saw me the next day, very empathetic and made you feel very welcome and there to help.
Thank you!
Every doctor I have seen is so lovely and is able and willing to help me straight away. Lovely clean surgery also
Excellent Dr Torquati and welcoming reception
Very efficient flu vaccine service delivered by lovely people.
I have been with Littledown for many years and have always been treated with respect and courtesy by staff,nurses and Doctors
from day one..
Staff are super and so very kind
Always get to speak or see a Doctor when needed, very helpful receptionists. Just a brilliant surgery
Friendly warm service as usual - treated like an individual. Always a nice experience.
Treatment towards patients from receptionists, nurses and doctors kind considerate and helpful
Appointments never too far behind schedule. Friendly staff.
Had appointment within 2hours of phoning. Everyone is always very polite and friendly.
Yes - all aspects of the surgery run smoothly and the nursing care is first rate.
Friendly receptionist who want to help!!! (Only drs surgery I've been to with nice receptionists!!) the drs are all empathetic and
willing to listen
Consistently great treatment from Dr Torquati
Dr.Rogers in particular is excellent. She listens and makes you feel like she is interested. Appointments can be tricky but I dont
think any other surgery...

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

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	30	■

Are the practice staff friendly?

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	30	■

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

Yes	0	
No	0	
Not answered	30	■

Are you satisfied with our telephone system?

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	30	■

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

Yes	0	
No	0	
Don't know / unsure	0	
Not answered	30	■

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	0	
Good	0	
Excellent	0	
I can't comment on this area	0	
Not answered	30	■

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

What is your gender?

Male	0	
Female	0	
Not answered	30	■

What age are you?

0 - 15	0	
16 - 24	0	
25 - 34	0	
35 - 44	0	
45 - 54	0	
55 - 64	0	
65 - 74	0	
75 - 84	0	
85+	0	
Not answered	30	■

What is your ethnic group?

White	0	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	30	■

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	0	
No	0	
Prefer not to say	0	
Not answered	30	■