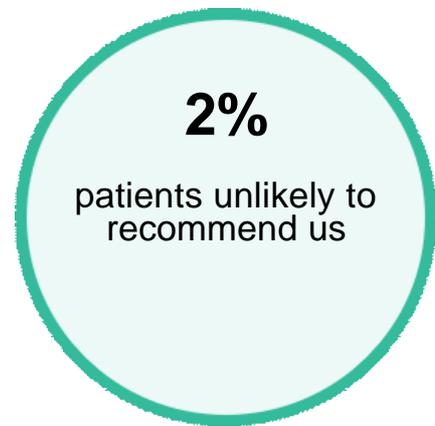
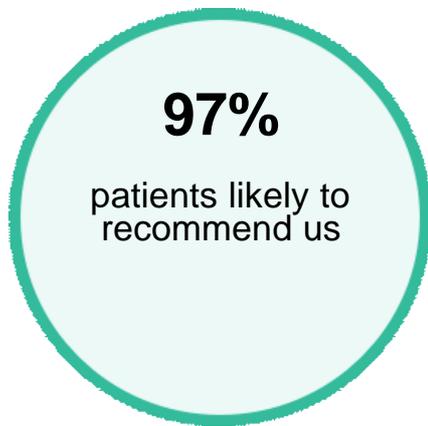


Littledown Surgery

Patient Feedback

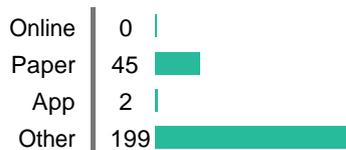
September 2017

246 patients left us feedback.

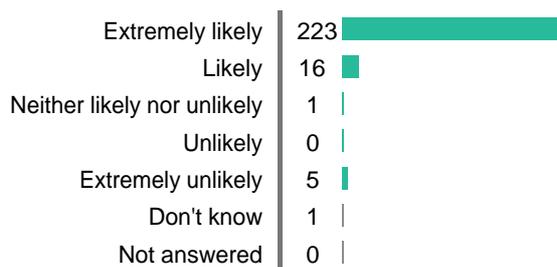


(1% didn't answer or gave a neutral response)

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?

Very well organised and friendly staff who put you at ease
Because I am always so well looked after in such a kind compassionate way
Very pleasant receptionist and efficient arrangements for flu jab.
Good patient care, friendly and professional. Great Receptionists which is very unusual!
Over more than 15 years with this surgery my family and I had only good experiences . They are caring , well organised and have good doctors . XXX
Turned up for flu jab early. No problem. No queue. Seen straight away
Reception friendly..nurse listens and advises..flu jab process so efficient
Friendly professional service an absolute credit to National health at a difficult time well done as always
Very friendly clean practice. Open late on monday and your diabetic nurse understands diabetes
First visit and from the person on reception to the doctor everyone was really welcoming
The Dr was superb. Very thorough. Did not rush at all. She asked lots of questions and seemed genuinely interested. Fantastic bedside manor (Dr Rogers)
Caring, understanding, friendly, thoughtful, listened, great help, excellent service from GP and surgery
Kind, caring a wonderful set of doctors and receptionists and nurses
Now doing blood tests Previously had to go to hospital- long waits This is a big improvement
I am able to see a doctor within a reasonable time, and if it is urgent I am seen on the same day. All the GPs and nurses are excellent. Cannot fault the team.
Everyone from receptionists to the doctors are friendly and helpful. Dr Murray is especially good at putting my little boy at ease.
Always lovely and professional and the triage system of a phone call back works really well.
Really friendly and helpful reception staff, really friendly and reassuring doctors and nurses.
Very friendly & helpful reception staff . Doctor very professional. Great service
Everyone is so lovely and helpful
Thought the nurse (Roz) was lovely, very professional, put me at ease and thoroughly explained everything. She was also on time.
Roz is always really helpful
Always able to get an appt , staff care, dr Murray called one morning to see how my son was, just a lovely caring surgery
All the Doctor's, Nurses. Plus the admin and support staff are first class. A very good team! I've been with the practice more than 50 years
Slightly longer waiting time than I would like but I put that down to quality time and care spent with each patient.
ALL staff have a professional and caring approach and any questions are listened to and dealt with.
All doctors very caring, as is the diabetic nurse. Top Surgery
Helpful staff. Very friendly doctor. The doctor was running in time and I didn't have to wait (Dr Torquati)
Generally good service but wait times for an appointment can be long.
Everything was explained fully and answers listened to and everything checked to make sure we understood what was happening (Dr Rogers)
Because DR Torquati is the best in my opinion.
Staff helpful, possible to get appointments without any difficulty
Professional service
Both Dr Torquati and Dr Rogers are lovely, very thorough and patient.
Have found drs Murray and smeaton excellent. I am a new patient and am glad I found you
Dr Smeaton is patient, a good listener and thorough and running on time.
I am always very impressed with Dr Murray and how he takes time to give a holistic and thorough response my concerns despite his time pressures
Because I feel that you care about patients
Sister Roz was so welcoming, professional and approachable. Receptionist staff also really kind and helpful.
My family and I have been with the practice for a number of years and have received excellent care and attention from all at the surgery
My appt was punctual. The nurse (Debbie) I saw was very approachable and helpful.

The doctor (Dr Murray) was very welcoming and listened and answered any questions I had and fully explained what he was going to do and the reasons for it

Nurse Roz is a jewel in the Surgery's crown.

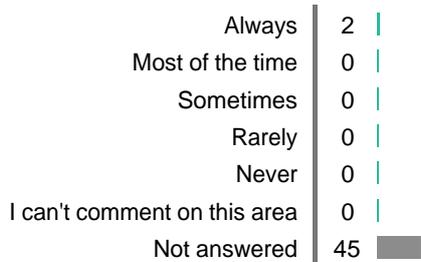
Dr Rogers always takes time to talk about problems and symptoms thoroughly.

Dr Murray was excellent. He listened, was empathetic and did everything he could to try and get the problem sorted. Very efficient.

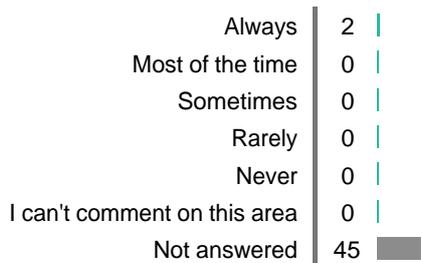
I was happy with my appointment. I was seen on time and efficiently. Excellent service thank you

It is a good surgery, great docs, receptionists are lovely and helpful.

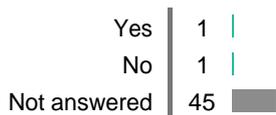
Do you feel you are treated with respect and dignity by practice staff?



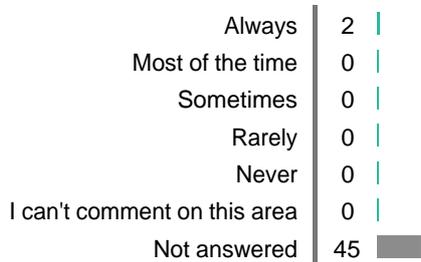
Are the practice staff friendly?



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



Are you satisfied with our telephone system?



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

Yes	2	
No	0	
Don't know / unsure	0	
Not answered	45	■

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	1	
Excellent	1	
I can't comment on this area	0	
Not answered	45	■

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

Would prefer a quieter waiting room without the radio constantly on. Do not find this helpful or relaxing.

What is your gender?

Male	1	
Female	1	
Not answered	45	■

What age are you?

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

What is your ethnic group?

White	2	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	45	■

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	2	
Prefer not to say	0	
Not answered	45	■