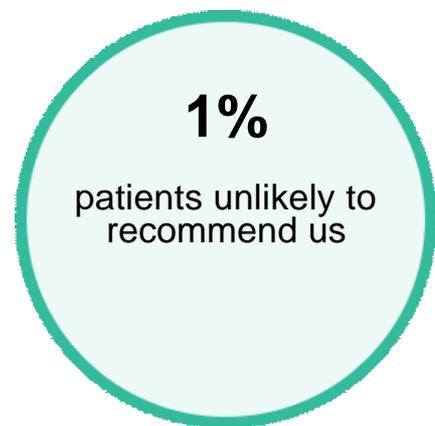
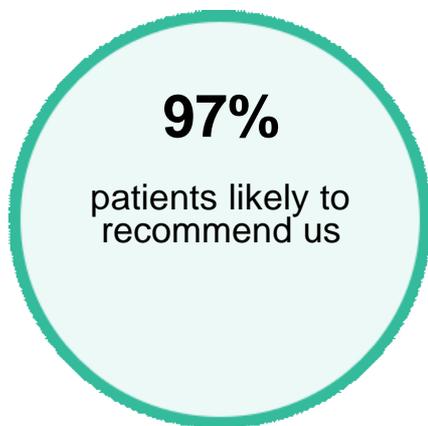


# Littledown Surgery

## Patient Feedback

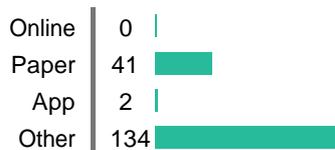
December 2017

177 patients left us feedback.

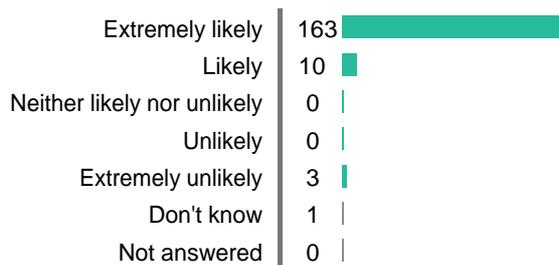


*(2% didn't answer or gave a neutral response)*

### Spread of responses



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



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

Friendly, feel listened too and all questions answered!

Excellent service from Roz and reception team :)

Got appointment easily staff friendly and all doctors are good

Dr. Rogers gave me time put my mind at rest and extremely patient and kind x

Lovely, cheerful staff and a pleasant environment in which to be treated.

Professional service, prompt and friendly. Clean and inviting surgery

Very compassionate & caring service.

Appointment was very prompt, booking in was simple and Dr Murray was thorough and very understanding with the time allotted

Nicely refurbished surgery, approachable and kind doctors, polite receptionists

Doctors and reception staff all really lovely I will be sad to leave as moving out of the area

Appointment times are generally adhered to and Dr Murray is very efficient.

Surgery is efficiently run and GP (FT) was reassuring!

I only waited a couple of minutes then was very quickly given his blood test successfully done 1st time. Reception are always efficient and helpful.

Very efficient, caring friendly service with sufficient spread of 'specialist' doctors to help diagnose and solve whatever your patients are likely to encounter

Because the level of care and friendliness of staff as well as the doctors caring bedside manner

You are all extremely nice, understanding and knowledgeable people.

Phoned today for emergency appointment at 8.40 am seen at 10.30 on time so pleasant to deal with in every respect

Because I trust Dr. Murray & think he is a great doctor

Because as always you could not ask for a better service and great doctors and nurses cx

Cause I had to wait an hour again and there was no communication between Reception and the doctor.

Fantastic caring practice

When the doctors are very busy and you have an appointment it would be perhaps nice to have the receptionist to keep you informed of time scale

Ability of getting appointments, friendly staff, quick treatment

Clean and warm reception/waiting area. Professional service from Dr Torquati

I have been suffering from a cough for 6 weeks. I called reception and was given some phone appointment at 10 and then a physical appointment at 1135.

Excellent doctors, available flexible with appointment, friendly staff

The care and attention I have always received has been second to none Especially this year As it is been a very hard year one well done and thankyou

Roz was really friendly and put me at ease

I put 1, because I always get a good service and it is never difficult to get an appointment.

Another excellent consultation with Dr Murray who couldn't be more helpful. I feel lucky to have such a great GP and for the surgery to be so close.

I have found the Drs to be very good and the Practice to be very efficient.

The nurse is very professional and friendly

Saw Dr soon after allotted time. Dr looked at and discussed condition and treatment. V good service

Because they are the best doctors surgery I have come across

Doctors are friendly and thorough. No feeling of being rushed

Flexible appointments to suit working hours. Individual and personal service from a team of Doctors who get to know you and your history.

Debbie, was very professional and proficient, thank you

Lovely atmosphere, very friendly and helpful doctor

All the staff are brilliant

Because it's correct we as patients at the practise for the last ten years have received the best care and treatment staff are courteous and helpful

The doctors and nurses and receptionists are fantastic!

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

Always	2	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	41	█

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**Are the practice staff friendly?**

Always	2	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	41	█

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

Yes	1	
No	1	
Not answered	41	█

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**Are you satisfied with our telephone system?**

Always	2	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	41	█

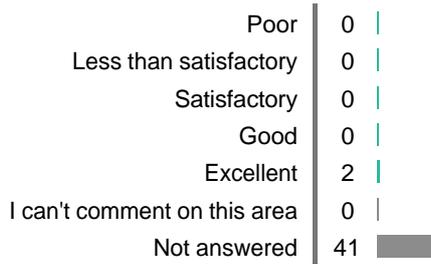
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**Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?**

Yes	1	
No	1	
Don't know / unsure	0	
Not answered	41	█

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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?**



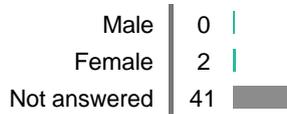
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**Any further comments you would like to make about the surgery?**

A huge thank you!

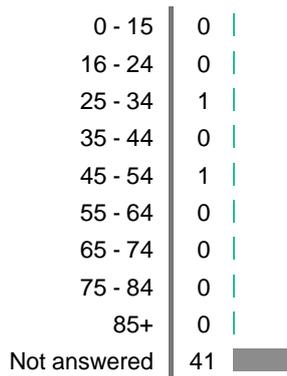
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**What is your gender?**



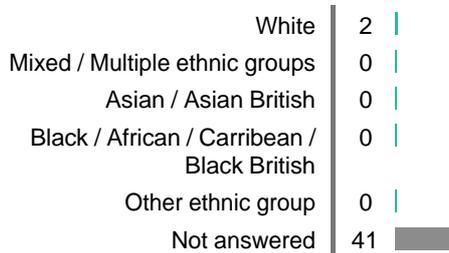
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**What age are you?**



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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)**

Yes, limited a lot	0	
Yes, limited a little	0	
No	2	
Prefer not to say	0	
Not answered	41	■