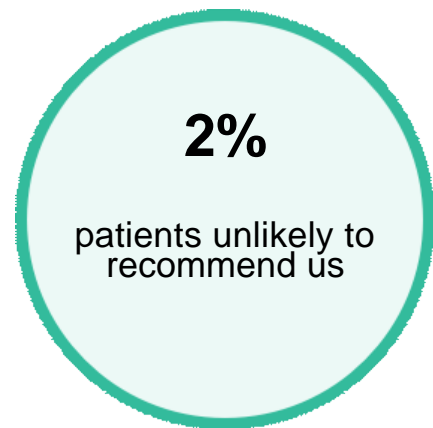
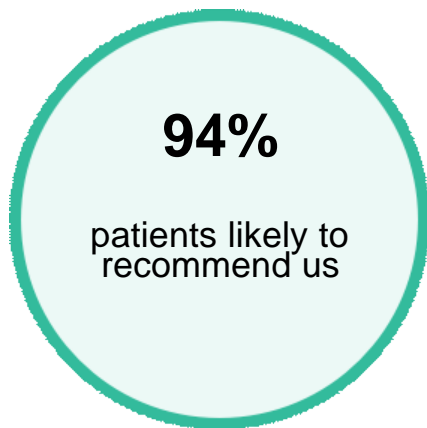


# Littledown Surgery

## Patient Feedback

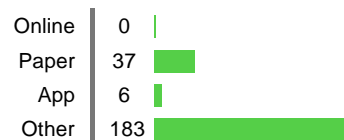
January 2018

**226** patients left us feedback.

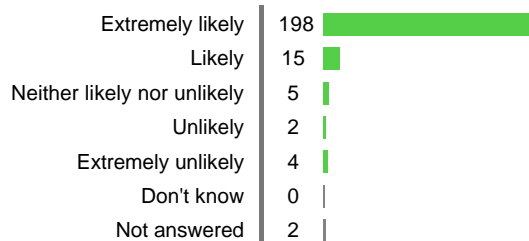


*(4% didn't answer or gave a neutral response)*

### 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?

Roz Gilbert is always very professional and the ladies at the front desk as well.

The staff are extremely charming and helpful and when I need to see a doctor (which is seldom) I don't have to wait an unrealistically long period of time.

All the GPs I've seen are caring kind and knowledgeable. They aren't rushing you out the door like cattle. They ensure that you are happy with their explanation

The nurse was efficient and we had a good chat ie.the time was well spent

Even under pressure you try to accommodate and your staff, everyone are always professional helpful and friendly

Because littledown surgery have always been very helpful, kind and approachable. Nothing is ever too much trouble and this visit was no different from always.

The treatment I received was spot on and the nurse was excellent (Clare)

Kind, understanding and approachable. (Dr Torquati)

Dr Murray was very good as always. He was on time, gave a prompt diagnosis along with required prescription & advice.

Well apart from being seen around 15 minutes late, the whole experience was pleasant and the nurse was very helpful and understanding (Clare)

Always excellent treatment here

Yes because the staff including Fabio are kind considerate caring and nothing is too much trouble.

You were very quick and efficient with both the appointment and diagnosis (Dr Torquati)

Super practice; acceptable waiting times for appointments including evening appointments on Mondays. Amazing doctors, Dr Torquati is always thorough

Because Dr Rogers is an incredibly good Doctor, who takes the time and listen to her patients and is able to improve their health

Appointment in two days and good advice (Roz)

Everyone is supportive.. giving confidence in their individual knowledge and ability.

Your services are fast and smooth, the staff are very friendly and courteous.

Dr listened carefully and had thorough assessment with no rush during appointment (Dr Smeaton)

Friendly reception, appointment was on time and doctor very helpful (Dr Torquati)

Because every doctor is prepared to listen and forget the 10 minutes that are supposed to help patients. Reception has become more customer friendly too

Wonderful surgery..helpful. great team

Because my screening blood test appt ran on time and was undertaken in less than 5 minutes. The nurse was efficient and informative when answering my questions (Tracey)

Everyone is very personable, listens, and tries to help from GPs, to nurses, to receptionists. Also not as big and busy as nearby surgeries

Fantastic service and always friendly

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 would recommend Littledown Doctors to anyone, whatever the treatment. I have always experienced excellent service at Littledown.

The service provider (Roz) knows the job and does it with warm welcome.

Easy to book in. Seen within 10 mins of apt time. Doctor efficient and helpful

I saw an excellent locum lady Dr this morning, who listened and was pro active

Dr.Rogers was very helpful and dealt with a number of issues

Yes because Dr Murray is an excellent Dr who listens and responds in a professional and compassionate manner. He never makes you think you are wasting his time

Very nice doctor (Dr Smeaton). Very thorough, took time to answer my questions and put me at ease

Very friendly reception staff. Quick and easy to make an appointment on the same day. The doctor was very patient, informative and friendly.

All departments of the surgery very good attentive and service excellent.

Always very friendly and helpful staff. I was seen the day I called. I had a sensitive issue and the doctor I saw was so very good (Dr Smeaton) . Put my mind at ease.

Extremely prompt, efficient and helpful: couldn't ask for a better service!

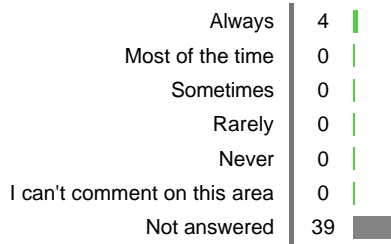
Prompt, efficient and friendly response from both reception when I phoned to book my appointment and from Roz, Practice Nurse as always.

Extremely useful new patient check. Very informative

Great service, always helpful, available appointments when needed.

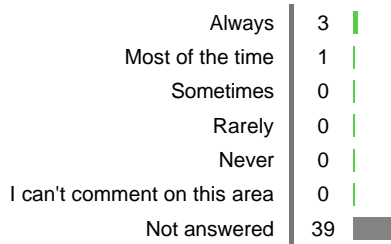
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**Do you feel you are treated with respect and dignity by practice staff?**



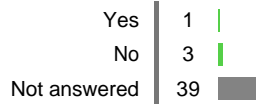
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**Are the practice staff friendly?**



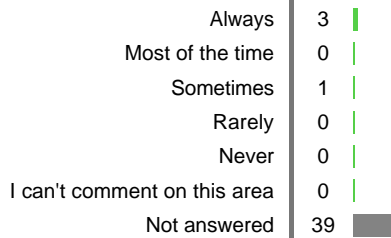
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**Are you aware of the late Monday evening surgery 6.30 - 8.20pm?**



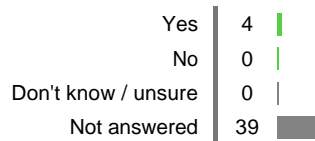
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**Are you satisfied with our telephone system?**



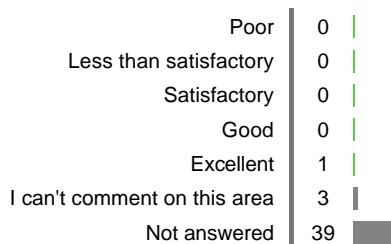
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**Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?**



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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?

Excellent surgery thank you

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### What is your gender?

|              |    |   |
|--------------|----|---|
| Male         | 2  |   |
| Female       | 2  |   |
| Not answered | 39 | ■ |

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### What age are you?

|              |    |   |
|--------------|----|---|
| 0 - 15       | 0  |   |
| 16 - 24      | 0  |   |
| 25 - 34      | 0  |   |
| 35 - 44      | 0  |   |
| 45 - 54      | 1  |   |
| 55 - 64      | 2  |   |
| 65 - 74      | 1  |   |
| 75 - 84      | 0  |   |
| 85+          | 0  |   |
| Not answered | 39 | ■ |

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### What is your ethnic group?

|   |    |   |
|---|----|---|
| White                                       | 3  |   |
| Mixed / Multiple ethnic groups              | 0  |   |
| Asian / Asian British                       | 0  |   |
| Black / African / Caribbean / Black British | 1  |   |
| Other ethnic group                          | 0  |   |
| Not answered                                | 39 | ■ |

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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                    | 3  |   |
| Prefer not to say     | 1  |   |
| Not answered          | 39 | ■ |