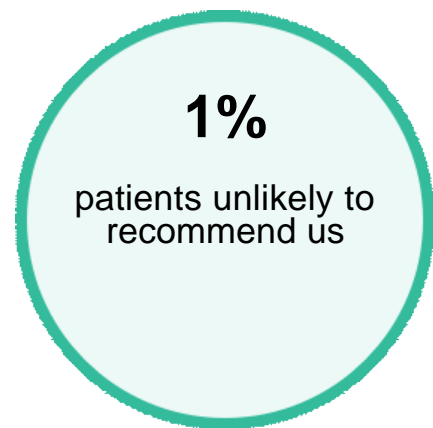
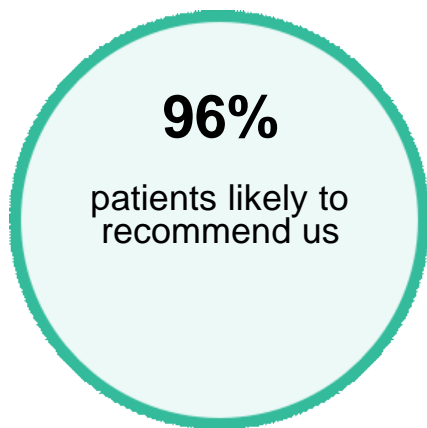


# Littledown Surgery

## Patient Feedback

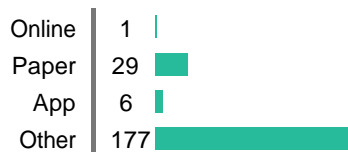
November 2017

213 patients left us feedback.

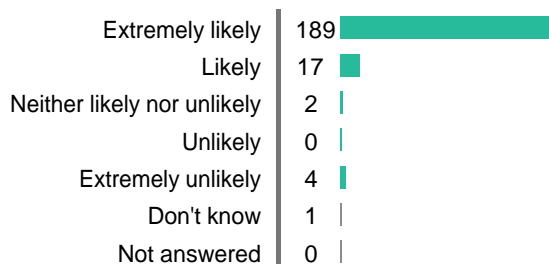


*(3% didn't answer or gave a neutral response)*

### 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?

Always friendly and appointments always available. Really like the phone triage service

Because you get very good service Debbie is very kind and makes you feel very relaxed

Doctors always available for emergency or a call back...easy to talk with and explain...also try their best to cover every possibilities of any issues..

Always so kind, through and quick to get our kids in if we are worried about something

I have always been exceptionally well looked after at Littledown and recommend the surgery to family and friends. They all joined the surgery too!

Dr Rogers was extremely understanding and showed empathy and kindness despite her heavy work schedule

Doctor was polite, friendly and positive. Although it appears to be a problem across the GP service it is a pity that it is 2 to 3 weeks to get an appointment.

Dr Smeaton was fabulous

"Exceptional care good facilities. Welcoming surgery bright and airy. Reception staff all very pleasant. Thanks Littledown Surgery"

Kind and courteous to dad who is easily confused. Very helpful when we need to change appointments

I love this place

Friendly doctors. Nice clean surgery. But it sometimes is a long wait to get an appointment

Dr Rogers is so lovely, kind & caring....as always!

The surgery saw my elderly dad who became unwell at short notice who was on holiday staying with me+reassured+helped him.

"You enter a lovely fresh bright and clean reception Also welcomed with efficient and friendly service from all the staff.."

Always professional and helpful when you need them

very good treatment from Debbie ears are now working fine

Efficient, well run practice. I've never had to wait too long whilst in the waiting room. Staff is polite. GPs and nurse are friendly, knowledgeable

Been with Littledown Surgery for over 30 years have recommended many family and friends always received excellent care from reception staff to the nurses

Excellent standard of care and immediate action where required. Warm, welcoming and sympathetic staff. Fabulous surgery.

The Doctors are amazing

Team work, expertise & staff atmosphere

Dr Murray is fantastic with my daughter and explains everything v clearly!

All the team are dedicated and so friendly and helpful

Efficient pleasant service New bloods service normally have to wait 1 hour plus at hospital

my daughter was seen the same day, Dr was very clear and there was no waiting period.

Roz is very friendly, professional and helpful

Treatment excellent. Getting through on the phone and an appointment when you need one, not so easy.

Helpful staff

Doctors are all friendly and easy to talk to, and reception staff always friendly and very helpful, have always managed to get an emergency appointment

For the 1st time ever i forgot an app., and when i rang to apologise i wasn't reprimanded ,so that to me is a sympathetic and understanding surgery.

The receptionist know me and my daughter by name and are always very welcoming. The drs are very approachable and knowledgeable

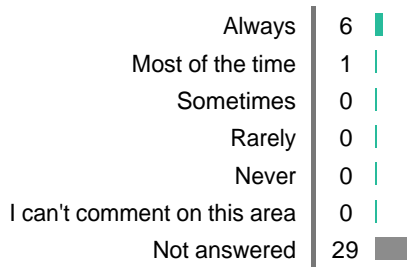
From reception to all the doctors so helpful and will try always to fit you in. Very efficient. The nursing also a bonus and again they are very efficient.

Littledown surgery always ensure I get an appointment ASAP for my 3 year old son.

Excellent service

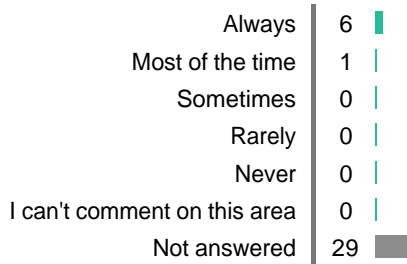
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**Do you feel you are treated with respect and dignity by practice staff?**



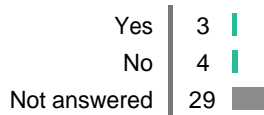
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**Are the practice staff friendly?**



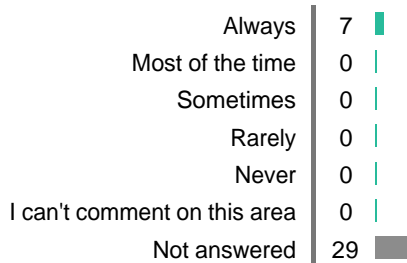
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**Are you aware of the late Monday evening surgery 6.30 - 8.20pm?**



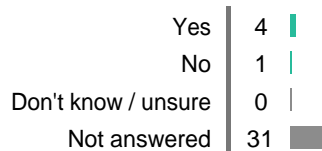
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**Are you satisfied with our telephone system?**



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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?**

Poor	0	
Less than satisfactory	1	
Satisfactory	0	
Good	1	
Excellent	4	
I can't comment on this area	0	
Not answered	30	■

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

I love here  
Just want to say thanks  
Fantastic  
Wonderful refurb of Surgery.  
Don't like the constant radio. Loud, intrusive and non relaxing.

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**What is your gender?**

Male	1	
Female	5	
Not answered	30	■

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**What age are you?**

0 - 15	1	
16 - 24	0	
25 - 34	1	
35 - 44	1	
45 - 54	1	
55 - 64	1	
65 - 74	2	
75 - 84	0	
85+	0	
Not answered	29	■

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**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	29	■

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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	1	
Yes, limited a little	0	
No	6	
Prefer not to say	0	
Not answered	29	■