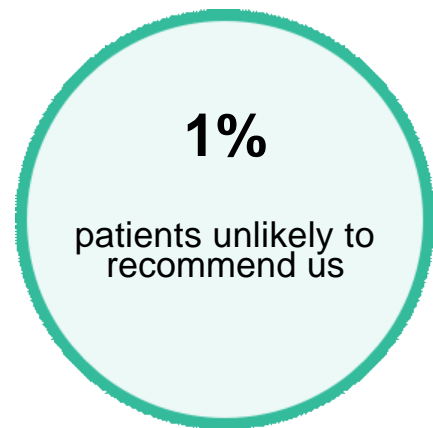
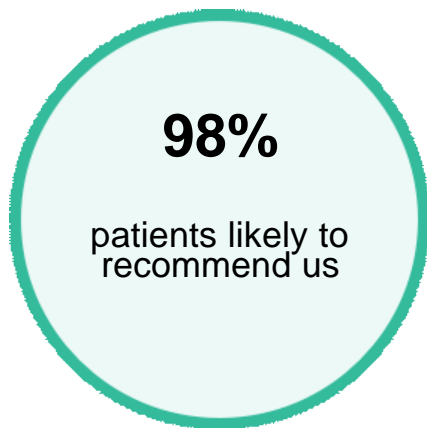


Littledown Surgery

Patient Feedback

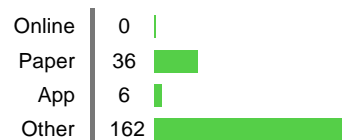
April 2018

204 patients left us feedback.

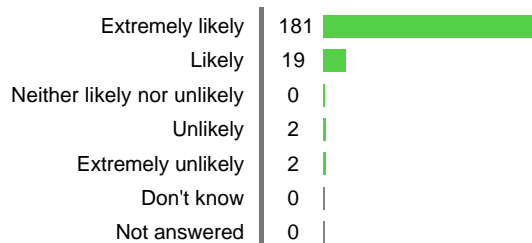


(1% didn't answer or gave a neutral response)

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?

GP was Understanding, listened, cared, friendly, professional, helpful, always a good service from the surgery, GP's and reception staff. Easy process to book and attend the surgery. Clean, tidy, spacious building with friendly and helpful reception staff. Doctors are attentive, caring

Yes, happy with immediate help my son has received from the doctor

We joined recently on a friends recommendation and straight away we were welcomed by friendly receptionists

Doctors are always very patient and knowledgeable. Appointments don't feel rushed.

Always helpful and feel listened to as a patient

Practice staff helpful Drs respond as quick practically possible and even though busy don't feel rushes

Dr Torquati was very understanding and caring before I had an injection which I was very nervous about great service

Exceptionally fast and efficient service when so many people say they wait weeks to get a Doctors appointment.

We have just transferred to this surgery and have been impressed with the efficiency.

We got an appointment for my child late in the day and that was great x

Doctors always so helpful and nothing seems too much trouble

Very prompt appointment given and quick decision on treatment by doctor.

Great practice, good access and sensible competent doctors

Care, promptness and a smile (Tracey)

Good service able to make appointment within 3 days

Because all the departments work in synergy. Reception, nurse & Drs to provide the best possible outcome for a patient attending the Practice.

Very quick smear test. No fannying around... in and out. Thank you Roz.

Personally I am very pleased with the way the surgery is run and also the overall caring attitude of the whole practice.

We have been dealt with promptly and sensitively ever since we came here.

Always good service with this practice

Yes you have always treated me with great care. Nothing is too much trouble. Every one is polite and kind.

Because I like the littledown surgery and they have helped me very much

I was registered quickly, and everyone has been very friendly.

Always a good friendly service from all staff. Surgery looks smart and well kept

Dr Torquati was very thorough, attentive and prepared to listen. Was left feeling I wasn't wasting his time.

The service my whole family always receive from the Littledown Surgery is exceptional. The administration team and Doctors are all superb

The whole experience is professional and organised and I am impressed with my current doctor who is Dr Smeaton

Dr Murray was very professional and listened to my concerns regarding my child being unwell and referred us to the paediatricians at Poole

Blood test - much better to come to surgery than long wait at hospital. Nurse on time and very efficient and nice person.

It was more convenient to come to the surgery for a regular blood test than wait for hours at the hospital. Really good service.

Ease of making appointments, friendly staff and quiet location.








Doctors, nurses and receptionists are all lovely. They give you the time and care you need.

Excellent service, extremely nice doctors, visits for our kids arranged in no time

Very efficient system. Waiting room spacious and welcoming. Always able to get appointment

Friendly staff, always able to book an appointment

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

Always	3	
Most of the time	0	
Sometimes	2	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	37	

Are the practice staff friendly?

Always	2	
Most of the time	1	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	39	■

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

Yes	0	
No	5	
Not answered	37	■

Are you satisfied with our telephone system?

Always	1	
Most of the time	2	
Sometimes	0	
Rarely	2	
Never	0	
I can't comment on this area	0	
Not answered	37	■

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

Yes	2	
No	3	
Don't know / unsure	0	
Not answered	37	■

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	3	
Excellent	1	
I can't comment on this area	0	
Not answered	38	■

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

What is your gender?

Male	3	
Female	2	
Not answered	37	■

What age are you?

0 - 15	1	
16 - 24	0	
25 - 34	0	
35 - 44	1	
45 - 54	0	
55 - 64	2	
65 - 74	0	
75 - 84	0	
85+	1	
Not answered	37	■

What is your ethnic group?

White	1	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	41	■

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	1	
Prefer not to say	1	
Not answered	40	■