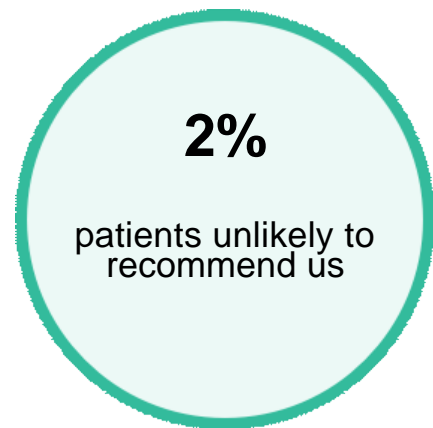
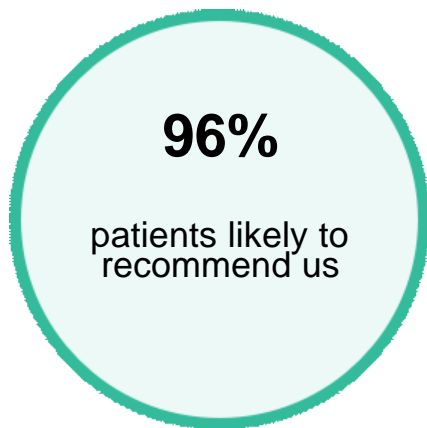


# Littledown Surgery

## Patient Feedback

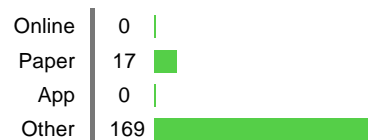
February 2018

**186** patients left us feedback.

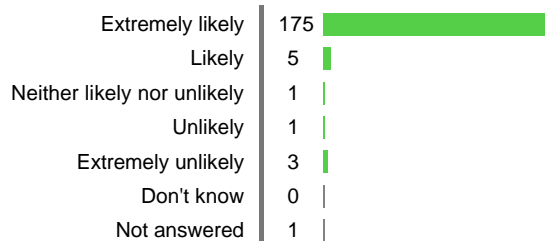


*(2% didn't answer or gave a neutral response)*

### 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?

I was listened to and understood with a difficult medical problem i had to talk about. Dr Rogers is an excellent caring doctor.  
Waiting times are sometimes a little long.  
I was seen today after only phoning this morning. That's fantastic response. Thank you very much  
Kind, caring and very talented medical professionals  
The nurse was very professional & helpful she answered all my questions I asked her & I felt very comfortable with her.  
Efficient, on time and pleasant HCA. Very pleased to have blood tests done in GP Surgery again  
Great service, lovely bright clean and hygienic surgery, pleasant and understanding staff  
The GP triage system for appointments works so well. I was seen within 24 hours and very happy with the treatment and advice given  
Accommodating good doctors good opening hrs and appointments fit around my work  
Yes the nurse is very professional and friendly put you at ease Everybody at this surgery are wonderful Thank you to all of you  
My family are already registered and are extremely happy with the surgery . The Drs have often gone over and beyond the call duty.  
Every single member of staff I have dealt with there now and in the past have been excellent, friendly, professional and efficient at their particular job.  
Always a friendly reception. Friendly and professional consultation with a positive outcome.  
We are very lucky to have such a clean bright surgery with excellent Doctors and of course excellent receptionist  
Appointment on time. Nurse kept me informed of the reason for the checks in a friendly and professional manner.  
Very quick to get seen or phoned back very caring and lovely people have been a patient for 29 years.  
I am happy with my doctors here they are showing interest about patient and nice, helpful reception

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

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	17	■

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### Are the practice staff friendly?

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	17	■

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

Yes	0	
No	0	
Not answered	17	■

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

Always	0	
Most of the time	0	
Sometimes	0	
Rarely	0	
Never	0	
I can't comment on this area	0	
Not answered	17	■

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

Yes	0	
No	0	
Don't know / unsure	0	
Not answered	17	■

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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	0	
Satisfactory	0	
Good	0	
Excellent	0	
I can't comment on this area	0	
Not answered	17	■

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

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**What is your gender?**

Male	0	
Female	0	
Not answered	17	■

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**What age are you?**

0 - 15	0	
16 - 24	0	
25 - 34	0	
35 - 44	0	
45 - 54	0	
55 - 64	0	
65 - 74	0	
75 - 84	0	
85+	0	
Not answered	17	■

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### What is your ethnic group?

White	0	
Mixed / Multiple ethnic groups	0	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	17	■

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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	0	
Prefer not to say	0	
Not answered	17	■