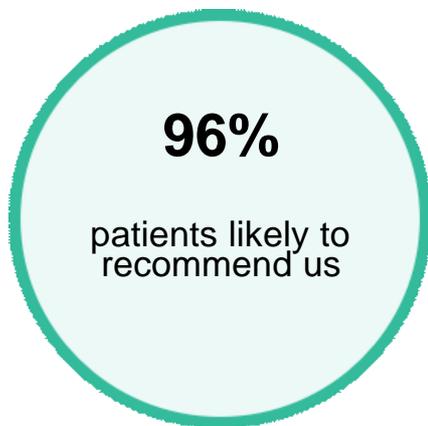


# Littledown Surgery

## Patient Feedback

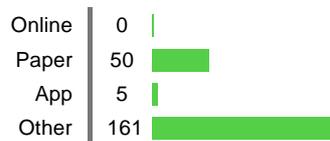
March 2018

216 patients left us feedback.

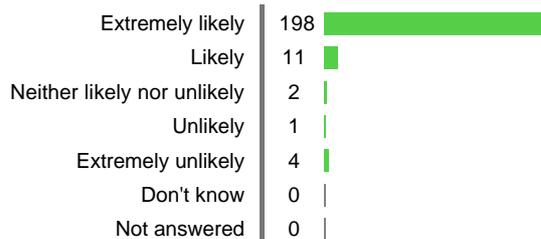


(2% didn't answer or gave a neutral response)

### 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 in acute pain. I was triaged promptly and an appointment arranged with a GP within the hour. Dr Murray was very thorough.

The doctor was really kind and make me feel like she really cared. She was so helpful and helped my anxiety. (Dr Beale)  
Because Dr Matt Murray was fantastic. Went above and beyond to fit in checking over my daughter and was amazing with a v sensitive situation. A big thank

U sometimes have to wait a while (depending on who u see) but good knowledge from the majority of the doctors and extremely friendly.

Dr rogers and Dr torquati are excellent and staff are always helpfull

This surgery and the clinical staff continuously deliver high quality care in a timely manner. I frequently sing their praises

Everyone kind and friendly. Never rushed and take time to listen. Your reception team are really helpful too

For the first time I have visited the surgery I felt relaxed and treated with care by staff Dr Murrey was very understanding thank you

The surgery is run very well.From the office staff to the doctors and nurses,the service is top class

The nurse was friendly and made me feel comfortable. She was very thorough in her approach.

Kind caring doctors and a well run practice.

Dr was empathetic and gave time to me. Genuinely seemed to care and want to resolve the issue (Dr Rogers)

My whole family have attended this doctor's surgery for many years. We have always received the best treatment and the staff are fantastic

Satisfied with GP but had to wait 2 weeks for app.

They are all amazing staff xx

Staff don't rush me and they understand that my communication is slow

Very handy to have the phlebotomy service in the Surgery and the phlebotomist (Tracey) is clearly very experienced and pleasant.

The reception team and Dr Murray are always quick, efficient and thorough. I never usually have much trouble getting an appointment and always feel well looked after

Always so attentive never feel rushed and always listens to what you have to say Thankyou Doctor Murray

Always efficient and helpful all the time. Not just the odd time so helpful all the time.

Dr Murray was very empathetic and provided excellent support and advice. I felt that he had my best intentions at heart and was very engaged

Because I phoned yesterday and was given a cancellation for today, then a reminder text, bit of a wait about 30 mins,but apologies from both receptionist and the doctor

Always able to get my son in when required. Friendly, helpful staff

Fantastic doctors, fantastic nurses and fantastic receptionists

I have been a patient for over 55 years & I have always received great care & attention from the surgery. The doctors are person centred & thorough.

The staff are so friendly and nice. Doctor Rogers saw me today, she's kind and has compassion, she listens, she really helped me today, as she always does.

Good service when you get to see a Doctor or Nurse but long wait for appointment and nearly had to leave as the Doctor was running so late. (Dr Rogers)

Always friendly from receptionists to nurses to doctors. Great with dad who has mild Alzheimer's.

i received help and support in a quiet unhurried and efficient way

The surgery is very professional and always has time to accommodate.

Excellent care as always. Nothing but praise for staff at Littledown Surgery, especially Dr Murray who is always very caring and supportive.

Tracey was very friendly and efficient. She explained the process as she went along and was very helpful. I also like all the doctors at the surgery.

I've always been afforded the necessary time for any appointment. This was an emergency appt & still the required time was given to conduct a thorough consult.

Yes, empathy, a listening ear hearing what is being said. Eye contact, compassionate nature. A positive response to my condition/health concerns (Dr Smeaton)

Dr smeaton is very person centred.

Emergency appt given & consultation was thorough & un rushed

Excellent, friendly care

I arrived ten mins early for my appt. the person before me hadn't arrived so dr Murray saw me immediately. He was efficient and quick and dictated a referral

Roz is always so calm and helpful. She went the 'extra mile' at this appointment solving another issue. Many thanks.

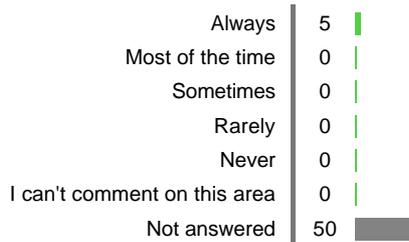
Mrs Hendy was lovely and really gentle with my son when we came for his jabs

My review with Roz was carried out very well with a lot of updates on my various medical problems & explained to me clearly & helpful with good

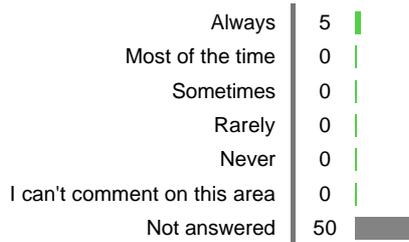
Exceptional reception ladies, doctors, nurses. The whole of the doctors practice is exemplary, wonderful, fantastic etc etc

Very good receptionist very good doctor . Appointment spot on time all good  
 Because I am very pleased with the entire process: from calling for an appointment, to the attention of staff when we are there. And the response was time  
 I have been very impressed with the efficiency and service by staff and doctors received since we joined the practice in December.Very helpful.  
 Same day appointment. Never have to wait in waiting room too long. Friendly, thorough and v reassuring.  
 Always get a doctor when needed , and very helpful at the receptionist ,  
 Dr Murray is a lovely patient Doctor and staff are warm and friendly  
 Staff receptionists and GPs do listen, very professional and I feel they do care  
 Dr.Murrey is a fantastic doctor. Very caring and always puts his patients first.  
 Everyone is lovely at the surgery, it is also a bright, clean and warm waiting room.

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



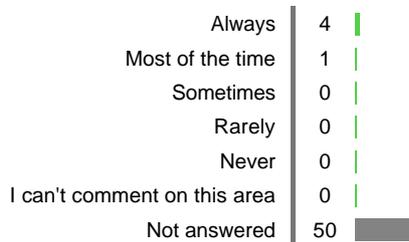
**Are the practice staff friendly?**



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

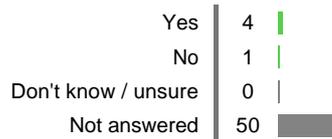


**Are you satisfied with our telephone system?**



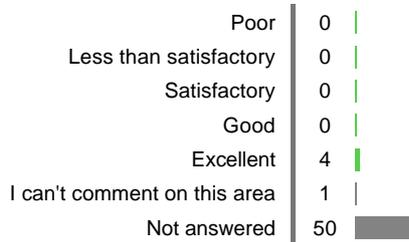
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### Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?



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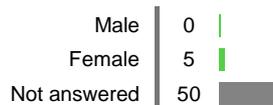
### Any further comments you would like to make about the surgery?

It's a village feel in a cutting edge facility with Drs for whom their careers are a vocation . Not a job. Passion,patience & diligence in equal measure. A1

Better than a teaching big practice I was in in Midlands

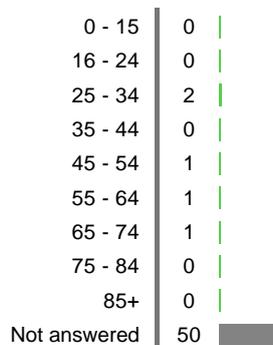
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### What is your gender?



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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	1	
Yes, limited a little	0	
No	4	
Prefer not to say	0	
Not answered	50	█