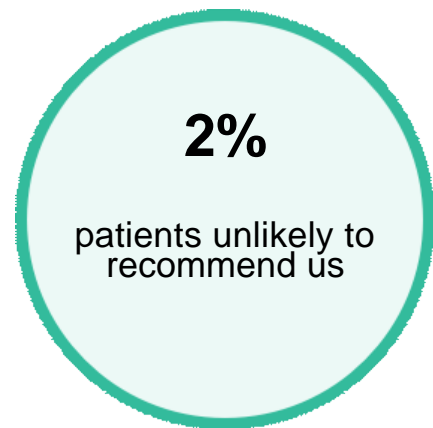
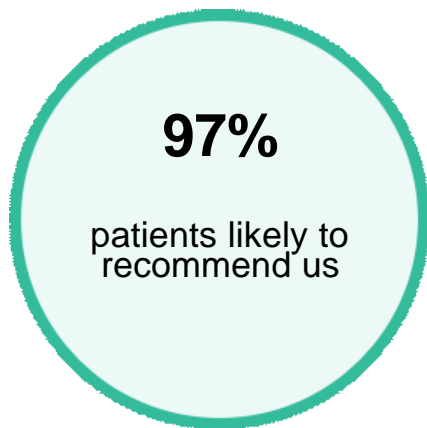


Littledown Surgery

Patient Feedback

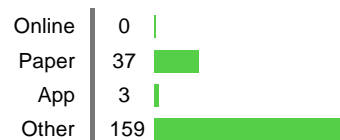
May 2018

199 patients left us feedback.

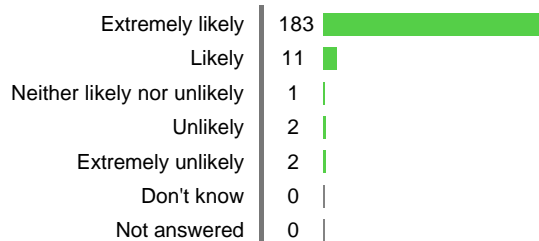


(1% didn't answer or gave a neutral response)

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?

From ringing reception to Dr ringing me and then getting the appointment to see a very efficient and caring Dr all In the Space of a few hours

For the helpful receptionist and then the thorough and attentive consultation with Dr Torquati

Because I think your communication and attitude to patients is very good ... your system of appointments works well and your GPs are very approachable ...

The practice is friendly and always has time for its patients. Claire the nurse is fantastic.

Always excellent doctor consultation. Give time that's necessary and good advice. The surgery is so clean and relaxing almost like going private.

I am new to the surgery and I have been very pleased with the contact I have had with the surgery.

Wonderful surgery, friendly and professional

From start to finish the service is superb. The doctors are genuinely happy to help and clearly have our best interests at heart.

Doctor saw me within the hour after ringing for an emergency appointment.

Doctors, nurses & support staff work well together to give an excellent all round service.

Always quick and easy appointments, phone call before is perfect for me when I don't have anything serious enough for an actual appointment so very convenient

In to see doctor within 5 minutes of appointment time; very caring doctor who is easy to talk to (Dr Rogers); listened to me carefully

For the kindness and professionalism of Doctor Torquati

Everyone is so helpful no matter what the issue may be ..when making an appointment or offering treatment and advice.

Fitting me in when I was a stranger to the area and excellent Service

Not only is it the most caring Surgery, it is the most efficient.

Friendly helpful receptionists and lovely doctors and nurses.

The doctor I saw always puts me at ease and seems a very caring doctor (Dr Smeaton)

lovely welcoming practice. friendly and knowledgeable doctor (Dr Smeaton)

Because I have always found however you see they will always do there best to help.....never felt that im wasting there time

Dr Torquati is an amazing doctor. Kind and thorough

The Surgery was responsive to my need to see the doctor following an asthma attack and emergency visit to the A&e. They found me an appointment the next day

Doctors very good.

Between the doctors and the midwife I am having excellent support for my post natal anxiety

Always such prompt service & Dr Rogers is so lovely, kind & thorough. Thank you

There is always a person to answer all my questions, the GP always returns my calls in a timely manner, I never have to wait too long for an appointment,

Fantastic level of care. Really appropriate. Couldn't be better with care of babies

Yes Dr Rogers spent time listening to my concerns and was so kind and reassuring

The my health my way has been very beneficial

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 and wanted to help

Dr was very kind and apologised for the wait. Also listened to me carefully and was very thorough (Dr Smeaton)

Receptionist helped me sign in, advised me of parking times on road, and nurse saw me early and was quick

Very knowledgeable helpful doctor who listens (Dr Murray)

The nurse was very professional and friendly and made me feel valued (Roz)

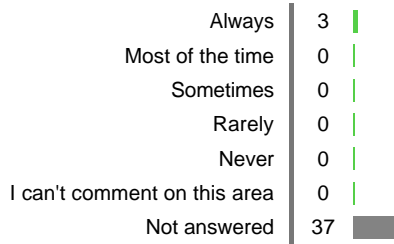
I arrived 10 minutes early. The nurse treated me 5 minutes early (Tracey) all perfect couldn't be better

Because Dr Rogers is so kind, patient and professional.

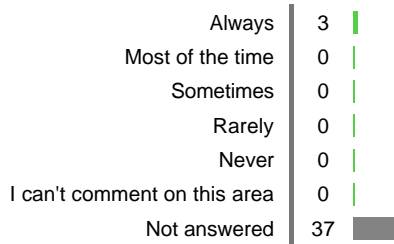
Prompt appt, seen quickly despite arriving early, very helpful, friendly and professional nurse and I didn't feel the injection. Delighted with service

Clean and Modern Surgery with good parking, good practices and most importantly good doctors.

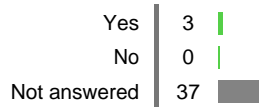
Do you feel you are treated with respect and dignity by practice staff?



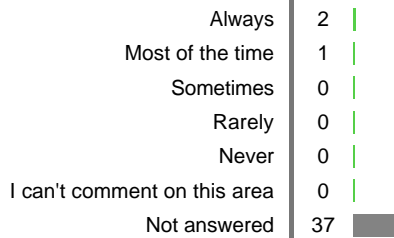
Are the practice staff friendly?



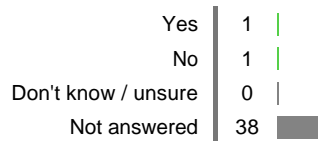
Are you aware of the late Monday evening surgery 6.30 - 8.20pm?



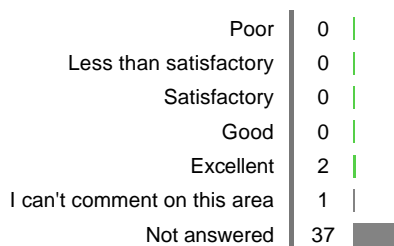
Are you satisfied with our telephone system?



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



If you have used the triage service, where a doctor calls you back to discuss your problem, what did you think of it?



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

What is your gender?

Male	0	
Female	3	
Not answered	37	■

What age are you?

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

What is your ethnic group?

White	2	
Mixed / Multiple ethnic groups	1	
Asian / Asian British	0	
Black / African / Carribean / Black British	0	
Other ethnic group	0	
Not answered	37	■

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	1	
No	1	
Prefer not to say	0	
Not answered	37	■