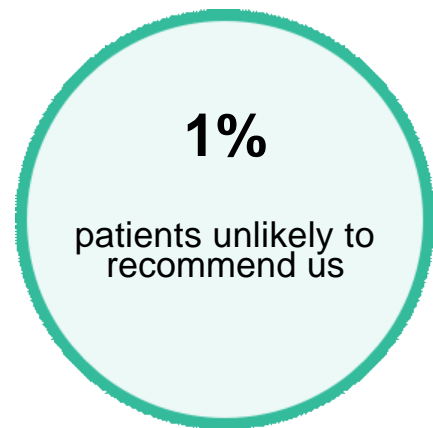
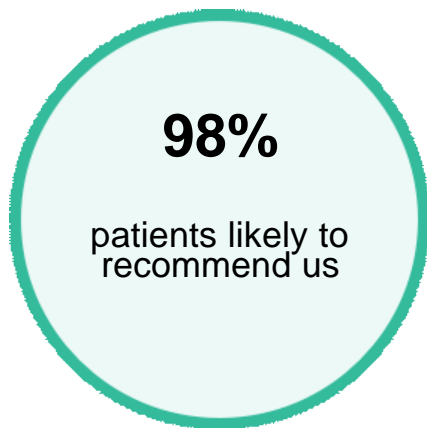


# Littledown Surgery

## Patient Feedback

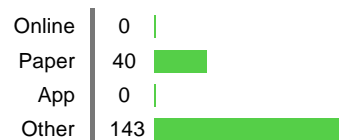
June 2018

**183** patients left us feedback.

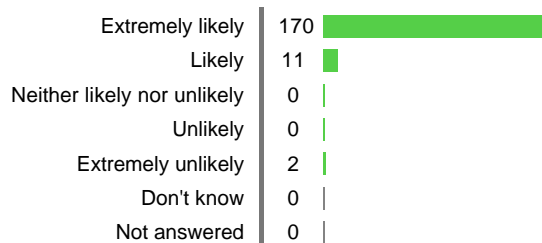


*(1% didn't answer or gave a neutral response)*

### Spread of responses



### How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



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## Can you tell us why you gave that response?

Because all of the surgery staff, receptionists, nurses, doctors are all extremely good at what they do. Great team work

I am overwhelmed by the welcome as a new patient I have received on telephone and in person by staff

Reception remembered we needed an appt with wart clinic and had appt in August and they called to say they had a cancellation did we want the appointment

35 minutes behind with no apology, the last time I was sent to spec savers for a hearing test, this time sent to a private chiropodist for a painful foot (Dr Rogers)

Roz was very friendly, knowledgeable, easy to talk with about the issue I was being treated for. She explained everything to me as we went alone.

Dr Rogers is an asset to Your surgery. I have found her to be patient & understanding, as well as extremely thorough & efficient in diagnosis & follow-up

How many superlatives do you need? Clean, calm, efficient, on time, professional but friendly. Respectful of your dignity. Just spot on really .

Roz was brilliant with my kids, both who have issues with needles.

Surgery itself is clean and modern with a calm atmosphere. Staff on reception were welcoming and professional. GP took the time to listen thoroughly

Kind and knowledgeable staff. Appointments on time, not waiting around. Its great the surgery does evening appointments.

Staff have true compassion for their patients and really go above & beyond to help their patients

Doctor Murray was wonderful. Very kind and gentle with my little girl and put me at ease.

Service is prompt and accessible and level of communication with patients is timely so expectation of being seen and dealt with is efficient

Excellent service. Eg. Appointment system good, follow up good, doctors care good, reception good.

The Dr's and staff are excellent they always try to accommodate you. My Dr's are thorough, kind, caring and understanding

Because you were super efficient, really helpful and the whole experience was just very easy!

As I've said before, the doctors are kind, understanding, and want to sort out problems. Some of the receptionists are very approachable and helpful.

Bernie is continuously sympathetic, helpful, genuine and kind. And bang on time!!

Dr Murray is always fantastic with our son & on time.

Love our dr and surgery however sometimes it takes a long time to see a nurse or dr when not urgent. Quality of service is fantastic.

Specially love Dr Rogers.

My doctor, Dr Smeaton is absolutely amazing. So welcoming and especially patient when I have my son with me. Thank you!

Brilliant experience as always, from ringing and speaking to reception staff through to consultation with doctor, all very friendly and professional.

Appointments are easy to make, urgent consultations can be obtained and the reception staff are friendly

I had to register as a temporary patient and the surgery has been more than helpful, caring and accommodating.

Friendly, great reception team too, no one ever rushes you

Staff always smiley professional and helpful

A very sensible, professional and compassionate team.

Very friendly and supportive staff. Quick responses to issues I had. Consistent approach over time. Staff make me feel comfortable when coming to the practice

Dr Rogers is always so lovely, caring & thorough! Thank you!

I have already recommended a friend to the surgery. Always a very high level of service everything you expect from your GP.

I find the receptionists very very approachable and accommodating, the waiting room and the recent refurbishment is very classy and relaxing

Another excellent consultation with Dr Murray who couldn't be more helpful. I feel lucky to have such a great GP and for the surgery to be so close.

Because I like Dr Rogers.

I only had to wait 25 minutes and the consultation was quick and efficient. Very friendly doctor, I have my two young sons with me.

Very pleasant surgery. Michelle in reception Couldn't have been more helpful. Dr Torquati was excellent.

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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	2	

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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	2	

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

Yes	0	
No	0	
Not answered	40	

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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	40	

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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	2	

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**What is your gender?**

Male	0	
Female	0	
Not answered	2	

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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	2	

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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	2	

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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	2	

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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	2	

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