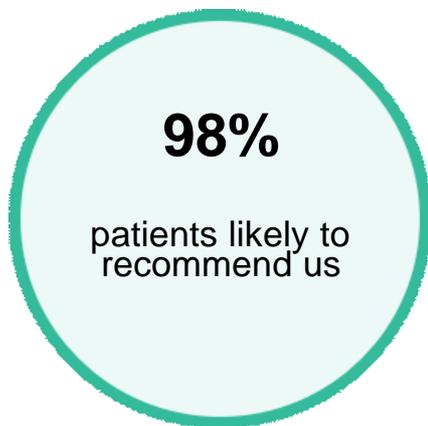


# Littledown Surgery

## Patient Feedback

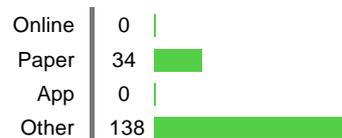
July 2018

172 patients left us feedback.

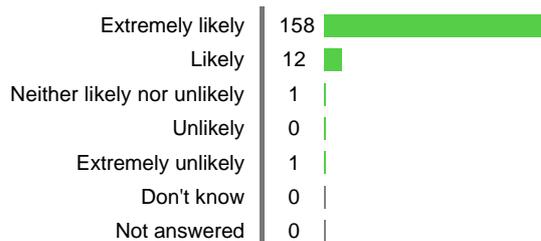


(2% didn't answer or gave a neutral response)

### 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?

Because although everyone is very busy, they always appear to remain as helpful as possible and giving their best to be supportive.  
Very courteous receptionist. Dr phoned back and booked me in for the afternoon. Examined me carefully and was realistically reassuring.

Dr's and staff are fantastic. Surgery very well run

Yes excellent service consideration and care Dr Murray is exceptional as a Gp his time and compassion .

Consistently good service and a caring team

Brilliant surgery, nice reception staff, lovely and clean and my doctor fabio is lovely.

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Because I have always received the best of attention and help when looking after my husband who had Alzheimers and also their prompt  
action once saved my life

I have always found everyone very helpful and understanding and appointments made quickly when necessary

Polite staff, caring doctors airy comfortable waiting room where Doctor's collect you personally

I was very pleased with my treatment. Prompt, helpful and friendly. Dr. Murray is excellent at looking after older people such as myself.

"I have always felt that my needs are always met with kindness and compassion. Thank you."

Locum was really uninterested and actually shrugged her shoulders when I told her my complaint. Left in tears.

First time in 12 years i feel like I was listened to .The doctor took time and was interested .And tried to find root course (BR) Very happy  
thank you

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Clare Hendy is always kind and highly competent.

I managed to get an appointment booked in good time and the doctor was on time for the appointment (BR).

On time, I love the nurse (she's been there years), my script was ready at reception and friendly receptionist and efficient check in

Doctor.Nurses.Receptionists are all kind and very professional to me. The best surgery in Bournemouth

"Easily accessible, very friendly staff. Nice community and always happy to help."

Because you are an excellent surgery brilliant Doctors and nurses so patient always understanding & make you feel at ease never too much  
trouble

Nurses were lovely and I was seen to quickly, found the whole thing very efficient whilst still receiving great care

I felt I was important to the nurse whom I spoke to

Amazing support from Dr Murray for my post natal depression

Don't like the lack of face to face contact in reception- a man was at the desk for ages before he was seen. Appointment was 30mins late  
but gp is outstanding (FT)

Because every one are very helpful and doctors nurse's reception they're really helpful and plus i have been a patient for many years thank  
you to everyone

It is based on my overall experience at the surgery which can't be less then Excellent.

Because surgery is very efficient. The nurse's are excellent including my first doplar test with Tracy. The medical team are all very  
knowledgeable

In an era where everyone is moaning about the NHS the service provided by this practice is superb

Because, as always, the treatment I receive from Roz, the Diabetic Nurse, cannot be faulted. How lucky we are to have such a  
knowledgeable & kind Nurse

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

Yes	0	
No	0	
Not answered	34	■

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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	34	■