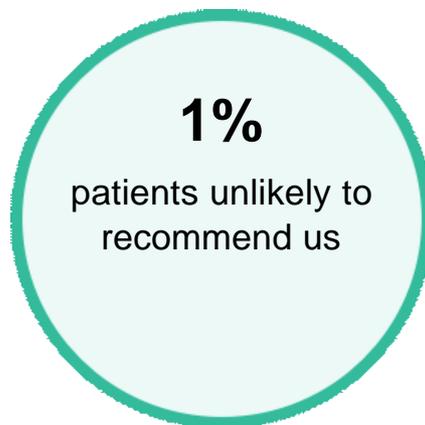
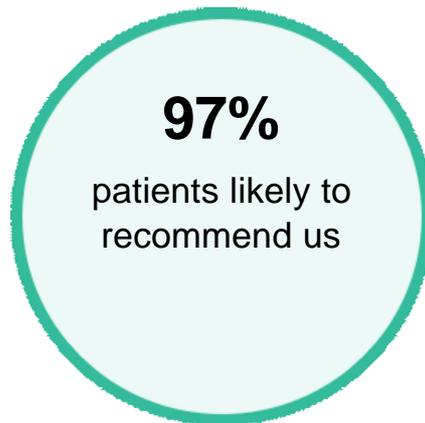


# Littledown Surgery

## Patient Feedback

November 2018

**239** patients left us feedback



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

### Spread of responses

Online	0	
Paper	32	■
App	0	
Other	207	■

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

Extremely likely	223	
Likely	11	
Neither likely nor unlikely	1	
Unlikely	1	
Extremely unlikely	2	
Don't know	1	
Not answered	0	

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

Dr Rogers is extremely thorough & helpful. I always feel confident she has the patients best interest at heart. Friendly, clean surgery and always get me

Slight delay but staff very friendly and facilities well kept. Like the 'check in' screen

I have never had a bad experience with you. Staff are always helpful and friendly. I wish all the other establishments were like you. Thank you.

Friendly practice great doctors, even though you often have to wait to see the doctor, don't go in on time as I guess they are busy.. but not to worry...

Always good service and appointments close if not on time. Dad is elderly and memory not good but everyone is always brilliant with him.

Very competent and helpful Doctors, Nurses and staff

The staff are lovely at the surgery. Easy to make an appointment. Easy to get to.

Phoned at 2pm as feeling so I'll told dr will call back by 4pm called by Dr Murray and seen at 4.45 pm antibiotics and steroids given amazing service as always

Always prompt, professional and helpful. The nurse kindly took time to access results of my annual blood test from beginning of September

Reception and doctors very welcoming and helpful

The doctor was prompt, friendly and listened to me without feeling that I was pushed for time. He also made good recommendations for follow up treatment.

Timely, Responsive, sympathetic, professional, thorough. Great service.

Precise and efficient referred onto hospital promptly

Dr Torquati very helpful and has arranged treatment in a timely manner

Managed to get an appointment today. Friendly reception staff and excellent doctors.

Staff are always helpful and Gp's will always call when they say and try and fit you in same day. Happy with the service

Dr Smeaton is genuinely fantastic: incredibly kind, supportive, knowledgeable and professional!

Really understanding, listen well and address concerns appropriately. Down to earth and really human. Doctors and reception staff are personable and approachable

Very courteous nurse who took blood

Always clean, friendly waiting area all doctors care about their patients not keeping to limited laid down time.

Roz is efficient, professional and down to earth. A great asset to the Practice.

Great doctors. Very friendly and they take the time to explain the conditions and treatment.

The surgery has always been helpful and professional in my 30-odd years of being registered there without many undue delays etc.

Because my appointment was on time, staff were courteous and polite.

Because Dr Torquati is a very good and sympathetic doctor who gives u time I'd recommend him to anyone

Everybody is so friendly and listen to what is being said giving one the feeling of confidence and making you feel at ease.

As always could not ask for more caring and attentive service

Kind, caring and understanding and felt really listened too....

Excellent, Dr Murray squeezed me in the same day as my phone call. Thankyou.

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.

Dr Smeaton is your greatest asset. Most humanised Dr

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

Yes	0	
No	0	
Not answered	32	■

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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	32	■