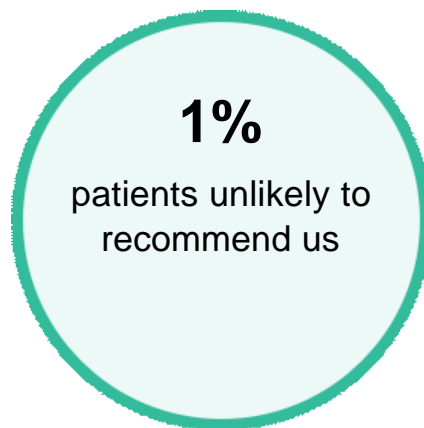
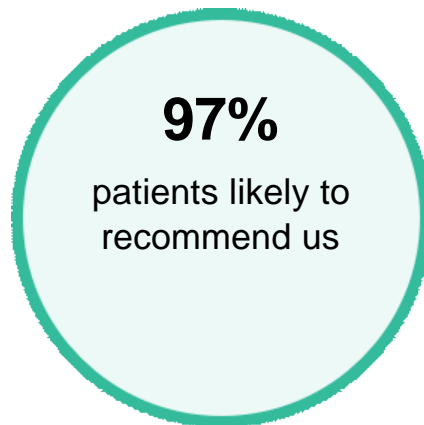


Littledown Surgery

Patient Feedback

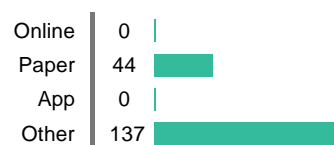
July 2019

181 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?

Extremely likely	164	<div style="width: 100%;"></div>
Likely	12	<div style="width: 7%;"></div>
Neither likely nor unlikely	2	<div style="width: 0.1%;"></div>
Unlikely	0	<div style="width: 0%;"></div>
Extremely unlikely	2	<div style="width: 0.1%;"></div>
Don't know	0	<div style="width: 0%;"></div>
Not answered	1	<div style="width: 0.006%;"></div>

Can you tell us why you gave that response?

All the staff are helpful friendly and professional

Dr was very pleasant and understanding. Staff are always nice. Waiting room is clean and tidy

I have recommended surgery to friends who have moved into the area.

The doctors are fantastic. But it takes a long time to get a routine appointment.

The nurse was very nice and explained the process and what would happen. Also explained about what investigations were be carried out.

She had a lovely manner.

Dr was extremely helpful in explaining the pros and cons of having a steroid injection .

Excellent customer service and doctor very helpful.

Always a pleasurable experience when I come to doctors. Amanda is always happy and friendly, makes me feel comfortable.

Efficient service and pleasant staff

Not regular doctor, over cautious and did not listen to me. I'm pretty sure I'm aware of my own body

I was able to see the doctor and given treatment within hours of my request for an appointment.

Never go in on time. 20mins today for a nurses appointment

Because it's always a non stressful experience and the staff are always very friendly and efficient. Thank you.

Excellent service - appointment offered on same day when symptoms were explained.

Dr. Rogers is always very sympathetic to any problems you have and nothing is too much trouble for her

My doctor is amazing. So helpful and understanding and the practice is a nice place to visit

Because the doctor Dr Kate Smeaton was very good with me and put me at my ease as I was feeling apprehensive and panicky when I arrived for the appointment.

We don't use the surgery that often. However when we do the staff are always polite & helpful, as are the doctors. The surgery is very efficiently run.

Lovely surgery...just wish u could get appointments sooner.

All GP's are thorough and consistent in there approach.

I have always felt very confident the treatment I've received was the best,all the staff are always polite and helpful couldn't be better

Roz is great

Warm and empathetic doctor

Friendly and helpful staff, punctual appointment, clean premises

Excellent prompt service. Got to see nurse same day the Doctor referred me. Doctor carried out other minor operation at time of consultation rather than having too wait.

They are very efficient and always text reminders

Waiting times are bit long. Apart from that the service is always excellent.

It's an excellent practice with excellent doctors who have looked after my family for the last 25 years

Doctors take time with you when discussing any issues you might have very understanding as well .

Very attentive personal care

Helpful staff, ease making follow up appointments, short waiting times

Fantastic quick and very helpful team

Prompt treatment and cheerful nurse

Prompt treatment and cheerful nurse

Because of the excellent service I always have, thank you.

Dr Rogers was very kind and helpful

Excellent surgery, doctors, cleanliness of surgery is fabulous

Always so efficient and caring

Because the Doctor was lovely and caring

Prompt attendance and quick appointment
I was able to get an emergency appointment on the day
Good, friendly and punctual service by the nurse and doctor.
The most thorough analysis. Excellent care.
Saw the Dr, she looked and listened and I left with a treatment plan. All good.

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

Yes	0	
No	0	
Not answered	44	█

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	44	█