

Littledown Surgery

Patient Feedback

January 2020

227 patients left us feedback

98%

patients likely to
recommend us

1%

patients unlikely to
recommend us

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

Spread of responses

Online	0	
Paper	34	■
App	0	
Other	193	■

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

Extremely likely	206	
Likely	16	
Neither likely nor unlikely	2	
Unlikely	2	
Extremely unlikely	1	
Don't know	0	
Not answered	0	

Can you tell us why you gave that response?

A very caring attitude of all staff. Today's tests that were carried out were explained clearly and fully by Mandy. Not rushed. Because Dr Murray has excellent medical and pharmaceutical knowledge and gave me extremely good medical advice and treatment.

Amazing surgery and amazing doctors however terrible for time keeping. Always running behind unless you are seeing a nurse. I telephoned & received prompt reply & appointment booked for same day. I was seen 5 mins earlier than time booked. I received the treatment & advice needed.

Don't do home visits for sick young children.

Always very welcoming and friendly. The lady who takes blood is always very gentle. All very lovely staff! All round great surgery! Well managed appointment system - when patients have realistic expectations. The reception staff are helpful and courteous.

Asthma review. Sister Roz was very good with my son.

I saw Dr Sarah Lumley today whom I was very impressed with. Thanks

Dr Rogers and Dr Murray are wonderful thoughtful Drs

GP's are excellent and always fit me in asap if required

I needed to order repeat of inhalers (blue, brown & green inhalers) previously on the phone I have asked names of inhalers & the receptionist kindly found this out for me.

"Yes. Dr Rogers was particularly efficient and understanding and expedited any tests and treatment needed. Thank you"

Compassionate, professional help from nurse Ros and Dr Murray today

I received the attention that I needed from the doctor and nurse very quickly. I am very impressed with the service this surgery gives.

Dr Murray was knowledgeable and very helpful.

Excellent care from Dr Torquati, and mind put at rest as he tells me two black marks on face are not BCC's like the one on my forehead was!

Dr Rogers is just amazing she always puts you at ease

Speed of referral. Friendliness, professionalism

Yes, I never had any problem with getting an appointment. I had a blood test today and it's been much easier than going to the hospital.

Many thanks

Excellent treatment thank you

I find the receptionist very accommodating and helpful. I also find there is genuine client care. Dr Torquati has been particularly attentive in providing excellent care.

I was seen so quickly that I didn't even have time to sit down in the waiting room - AMAZING! The doctor was lovely, listened and understood my needs

Because they are all excellent doctors, and the reception team are all friendly and helpful too.

Nurse Amanda was amazing with Mika for her boosters. Such great care and really helped to make it a pain free and fun experience.

Went above and beyond calling me in the evening to give me blood and xray results

Always had impeccable service with knowledgeable GP's

Because everyone associated with the practice is caring and prepared to listen in spite of 10 minutes appointment time.

Everybody treats you with respect and listen to your problems that you have brought taken to the surgery.

My appointment was on time, the reception staff were friendly and helpful, the phlebotomist is lovely!

I have found all staff To be thoughtful and considerate caring and go the extra mile to support your patience

For excellent service & if an apt isn't available the call back from a gp is reassuring when you feel unwell

Excellent Drs and staff and very helpful and understanding

Prompt, efficient, friendly and thorough

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

Yes	0	
No	0	
Not answered	34	■

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	■