

Littledown Surgery

Patient Feedback

April 2020

64 patients left us feedback

94%

patients likely to
recommend us

6%

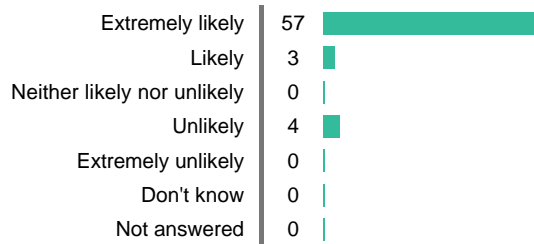
patients unlikely to
recommend us

(0% didn't answer or gave a neutral response)

Spread of responses

Online	0	
Paper	29	█
App	0	
Other	35	█

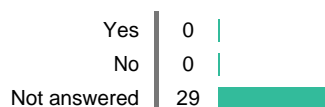
How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



Can you tell us why you gave that response?

Prompt appointment and treatment
 The best of care and hospital arranged immediately. Thanks
 Information given to support my treatment, allowing me to make an informed decision. Friendly approachable GPs, that are actually human.
 Dr Murray was amazing with our query and baby . He was very attentive and caring so thank you for all your help including the receptionist too
 I was really grateful that during the Covid-19 pandemic the surgery has adapted to keep people safe. I had my injection in my car!
 Felt safe , no waiting to see nurse , clean surgery. Always a great service .
 All round excellent professional experience
 As with every experience with you, I got a call from the doctor as expected and was dealt with perfectly by Dr Rogers.
 They are really helpful and understanding
 The day after submitting an online query the doctor arranged for me to visit the surgery the same afternoon for an examination to determine the diagnosis, what a fantastic service.
 Dr Torquati is an excellent Doctor who I find will remedy a problem straight away! You never feel left in limbo there is always a solution!
 Because the doctor went out of there way to see me under these difficulties
 First call with midwife Viv on the phone - she was lovely. Thank you.
 Mandy, the nurse, gave me excellent information and was very caring, professional and understanding. Many thanks.
 I was left in the car park for 40 mins as I was forgotten!! Only just managed to get blood test in time!
 Mandy and Roz very gentle and careful when re bandaging
 Best doctors I've ever been with the nurses and receptions always go above and beyond to help, even call me to check I'm ok and make sure I have my injections
 The surgery is providing good patient care during covid-19 pandemic
 Receptionist arranged ring-back by Nurse. Done same day. Problem solved.
 Always smooth and great service
 Doctor available at the time given and thorough with check up.
 I was treated in a friendly and professional way. My blood test was carried out efficiently.
 Great service from reception and the GP (Dr Lumley) was very helpful and professional.
 Ros is the loveliest! Very professional caring and informative, she's thorough too and it's easy to trust her.
 Very happy with the information provided by the nurse that I needed. Nurse always very helpful
 Phone call on time, understanding Doctor , very good.
 The waiting room was set up very well and my GP was in scrubs and ppe which given the Coronavirus pandemic which we currently find ourselves in.
 Poor service yet again. Still awaiting a response.
 Excellent service

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



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	29	