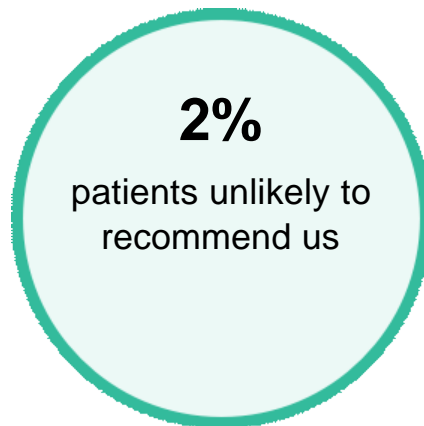
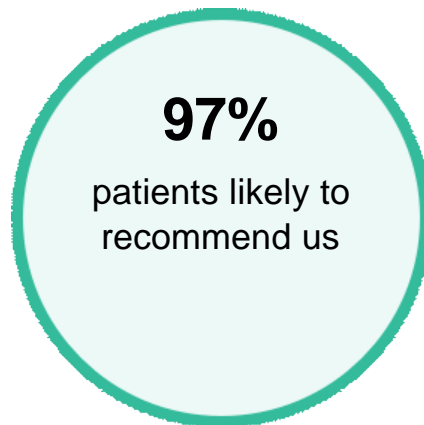


# Littledown Surgery

## Patient Feedback

February 2020

**259** patients left us feedback



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

### Spread of responses

Online	0	
Paper	36	■
App	0	
Other	223	■

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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	232	<div style="width: 232px; height: 10px; background-color: #00a651;"></div>
Likely	18	<div style="width: 18px; height: 10px; background-color: #00a651;"></div>
Neither likely nor unlikely	3	<div style="width: 3px; height: 10px; background-color: #00a651;"></div>
Unlikely	0	<div style="width: 0px; height: 10px; background-color: #00a651;"></div>
Extremely unlikely	6	<div style="width: 6px; height: 10px; background-color: #00a651;"></div>
Don't know	0	<div style="width: 0px; height: 10px; background-color: #00a651;"></div>
Not answered	0	<div style="width: 0px; height: 10px; background-color: #00a651;"></div>

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

Because I do not believe it would be possible to get better or more friendly service

Much better than waiting in hosp for blood test. Fast and efficient.!

As a newly registered patient, I have been impressed by the service I have received from the receptionist initially, who were friendly and approachable.

The midwife was on time, helpful, friendly and I had no issues

You have a great reliable and helpful team

Emergency appointment made after 2 as requested, doctor phoned back and made appointment to see me at 5 o'clock. Seen promptly, no complaints

Very welcoming, professional and knowlegable. Offered a number of options for treatment and felt happy with outcome of visit.

I've always found the doctors quite approachable and open to working through issues. The front desk is often a very cold experience, perhaps desensitised receptionist should sit at the desk at all times?

Brilliant nurse Mandy

Because the care we receive from all the staff, doctor's, receptionist's and nurses is the best, we wouldn't want to be anywhere else!!

Lovely reception staff, nurse practitioner made me feel comfortable and safe, lovely facilities

I have had an excellent experience with Little down surgery and would like to reserve 1 has my response

Always get well treated and the nurse was great with the needles!!!

I cannot tell u how much i appreciate your care and excellance i work in pharmacy and can assure you u are the best i have often recommended patients 2 you.

Courteous kind reception

Easy to make the appointment. Seen by nurse at right time. No waiting. Roz explained things well and gave me good advice. Roz also arranged for a follow up for me

The Dr was very kind and sympathetic

Seeing the doctor is never on time 40 minutes after my appointment I had to wait to see the doctor

Been with the practice for many years I consider it to be the best in Bournemouth if not the country my blood test took seconds seen on time have never had a problem with the GP's or admin staff.

The text reminders and convenience of cancelling by text is brilliant, also all the gps at Littledown surgery are amazing :)

On time blood test with out pain no bruise. Efficient and friendly

Yes, always seen on time, very friendly reception staff and the doctors cannot do enough for you my appointment was 50 mins late.

Because I spoke to the dr on the phone and he said for me to come in. When I came in he told me he's not sure why I came in and I could've called 111.

Excellent appointment for annual asthma review with the nurse. Very useful and learnt a couple of procedures to follow regularly.

I have been with the surgery for many years and everyone are very kind

Superb service from all Staff Drs always supportive and thorough.. light and airy surgery. Thanks to everyone for giving me total confidence.

Always receive such great care & support from Dr M Murray & the team. Thoroughly pleased with all care from the surgery.

Love the friendly attitude towards patient

As usual promotional efficient service from all. Spotlessly clean surgery

Only joined surgery on Friday 31st January saw a doctor on 4th Feb excellent service

The pleasant and helpful receptionists in the last year or so make a huge impact on the patient experience. I appreciate always being able to get an emergency appointment.

Sonia is very helpful informative and understanding.

Emergency appointment available same day, and felt confident in the doctor

Doctor was aware of my problem, listened and tried to find solution

Yes Drs & Nurses would get 1. However some of the Reception staff im afraid let the team down. Sorry to say.

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

Yes	0	
No	0	
Not answered	36	■

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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	36	■