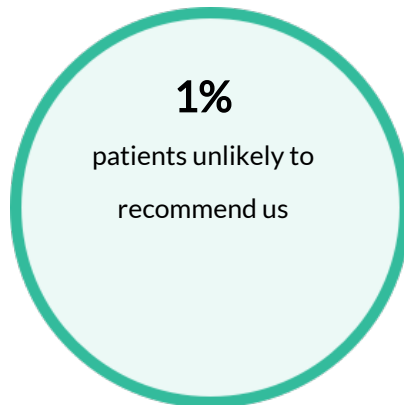
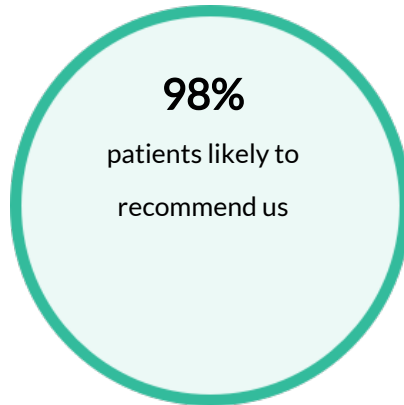


Littledown Surgery

Patient Feedback

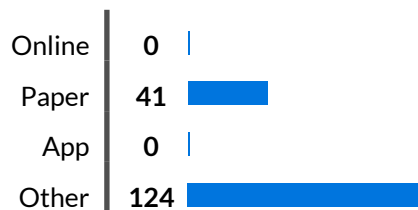
August 2020

165 patients left us feedback

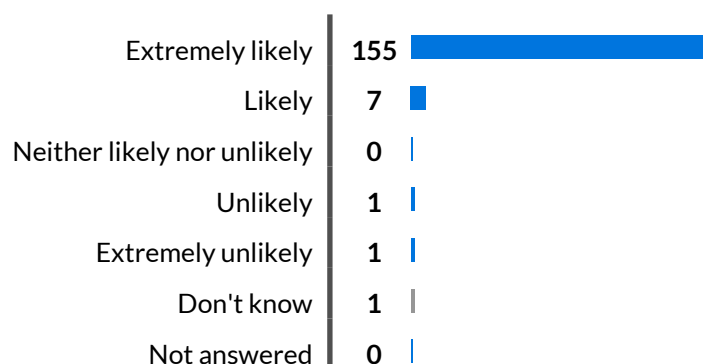


(1% didn't answer or gave a neutral response)

Spread of responses



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



Can you tell us why you gave that response?

The call was cut short due to bad mobile phone reception

Littledown Surgery is fantastic. We always have the best service and the doctor and reception team are always friendly and attentive and responsive

The receptionist michele and nurse were both really nice and helpful

Because Tracey was very pleasant and professional.

I liked the fact that people can't just walk in, it felt a safe, well organised surgery.

Once again everything was done with the upmost efficiency. Many thanks .

Excellent support with health issue. Arrangements made over the phone worked very well.

Under present circumstances they were very professional and careful.i felt very safe

Because as usual no waiting lovely staff and very strict re virus Thankyou

Every one is always courteous they are doing a great job under the circumstances so thumbs up to all of them
Apt was on time with excellent safety measures. Roz and Dr Murray were very attentive and very helpful. Made me feel at ease.

Reception staff friendly as always. Lovely lady nurse - explained everything clearly and was friendly and cheerful.
Lovely :)

Appointment same day and at a time that suited, also, only a short wait.

Able to see me on the day i called. Gave me time to discuss blood test results not connected with my visit.

Quick friendly service. Clean surgery. What's not nice to like.

Dr Murray sent me down to the hospital and I did need urgent treatment so THANK YOU Dr Murray very much
Once I gained access to the surgery, the service was prompt and efficient. Unfortunately, your current procedure of keeping the door locked and a receptionist coming out isnt really working. I waited outside for ages until I was allow in!

My worries about coronavirus were listened too, and really nice that surgery opened early so could see nurse when quiet & Angie very kind.

It was organised, friendly and I was seen straight away with satisfying results

Nice and friendly, clean and tidy. Locked door, was confusing some older patents a bit.

Good service. Would feel more comfortable if gloves worn when taking blood.

Good service. Would feel more comfortable if gloves worn when taking blood.

The doctors are just brilliant, very friendly and nothing is too much. The reception staff are also lovely and very

helpful. By far the best surgery I've had.

The service was quick. COVID19 measures were observed and the nurse was very professional

Roz was very helpful and professional. Offered excellent care.

Always friendly, knowledgeable and caring. Surgery is clean, light and airy. Covid provision gives you confidence

Extremely thorough appointment and I felt that finding a solution was important.

Fast, efficient, Covid precautions in place, polite

No telephone call received

Excellent systems in place for protection & nurse Mandy is always very good at putting patients at ease.

Because I got all the right answers and actions to solve my problems

With the current circumstances the visit was very well organised and safe. Thank you all.

Dr T and the team are all round great!

The nurse was so kind and she dealt with my daughter in a very professional way:) it was amazing:)

Excellent treatment as ever from Mandy

Yes a blood test appt was rearranged for me and the receptionist was very understanding of my circumstances.

I was seen very quickly, as soon as I sat down in the waiting area I was called in for my blood test. I'm awful with needles but the nurse was so quick and gentle.

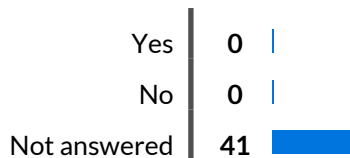
My appointment was on time, Nurse Ros was efficient, kind, understanding and encouraging.

I had an appointment there yesterday to see the doctor and the treatment that I received from everybody was excellent could not be faulted great service

The information as to how to visit surgery so clear and signs of how to get in for Appointment were excellent a stress free visit Thank you so much.

All staff very friendly and welcoming and very safe during current circumstances , felt very safe as currently pregnant and first visit to the surgery .

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



Are you satisfied with our telephone system?

