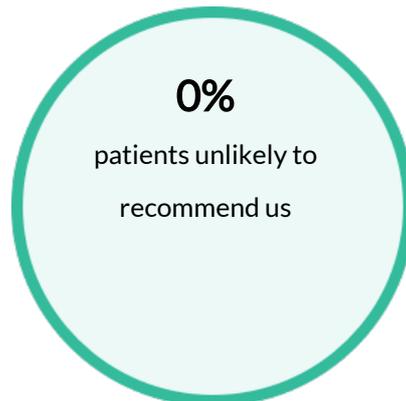


# Littledown Surgery

Patient Feedback

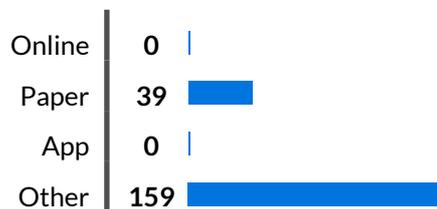
## September 2020

198 patients left us feedback



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

### Spread of responses



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



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

Good service and attentive. I was on time but I was kept waiting to be seen.

Friendly staff, appointment for blood test made easily, was not kept waiting, in and out in five minutes. Surgery clean and safe.

Lovely receptionists, caring nurses and fantastic drs

As usual very polite and courteous service given by all the staff especially under the circumstances everyone finds themselves in

My GP is fantastic and the phlebotomist was very efficient!

The staff and GPs always provide excellent service

Excellent service as always despite Covid restrictions felt very safe

It is based on my overall experience at the surgery which can't be less than Excellent.

Opened up on time . I got seen straightaway and blood taken and all other tests done immediately and efficiently...almost without pain.

With the COVID-19 situation I was a bit nervous, but everything was done correctly, I was seen on time, the staff were very polite

Mandy was kind and considerate. Really professional and put me at my ease.

I was not told that I have to give urine sample which means another trip to surgery next week otherwise everything was fine

This mark is for Tracey who is always polite helpfull and good at her job

Very friendly receptionist, always happy to accommodate and nurse Roz exceptional.

The care and attention you gave me especially when the unexpected arose. Excellent care.

A bit of a wait which staff explained the reason for it and was equally apologetic

Very clean, everyone socially distanced, Lots of hand sanitiser, friendly staff!

Fantastic systems in place, great care and reassuring

Roz is always on time and really happy friendly and helpful

So safe , nurse took blood quick nothing different very pleasant can't fault anything at the surgery thank you all x

Felt everything was done to keep patients safe as possible thank you

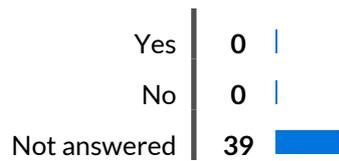
The staff were very caring and compassionate. And the timing was adhered to.

Send in photos, quick appointment, good covid procedures

Able to take husband in Felt very secure and safe Dr Murray was most caring and helpful

Excellent service from DR Torquatti and reception  
 Very quick telephone appointment but got what I needed  
 Doctor Rogers is amazing xxx  
 Pleasant service , very little waiting around  
 Quick, efficient, friendly and Roz was brilliant as usual.  
 Still running a professional service under difficult circumstances in a friendly manner.  
 Yes. Nurse Mandy was very supportive and helpful with our enquiries and reassured my concerns.  
 Neil Osbourne was very professional & direct  
 Due to covid guidelines the door had to be opened for me, i had a lovely smiley welcome. The nurse taking my  
 bloods was lovely, receptive and reaffirmed  
 The surgery was clean and running efficiently.  
 A good professional practice with Doctors who listen  
 Dr Rogers and the nurse were great with my little baby at his first appointment and injections.  
 Friendly staff always get an appointment  
 Didn't feel rushed at all and a thorough appointment  
 Excellent service and very helpful

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



**Are you satisfied with our telephone system?**

