
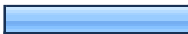










**1. How satisfied are you with the length of time it takes to get an URGENT appointment to see a doctor?**

		Response Percent	Response Count
Very satisfied		61.3%	46
Quite satisfied		29.3%	22
Neither satisfied or dissatisfied		8.0%	6
Quite dissatisfied		1.3%	1
Very dissatisfied		0.0%	0
Which doctor?			27
answered question			75
skipped question			1






**2. How satisfied are you with the length of time it takes to get a ROUTINE appointment to see a doctor?**

		Response Percent	Response Count
Very satisfied		38.2%	29
Quite satisfied		51.3%	39
Neither satisfied or dissatisfied		3.9%	3
Quite dissatisfied		5.3%	4
Very dissatisfied		1.3%	1
Which doctor?			22
answered question			76
skipped question			0

### 3. How satisfied are you with the length of time it takes to get an appointment with the nurse?

		Response Percent	Response Count
Very satisfied		64.4%	47
Quite satisfied		26.0%	19
Neither satisfied or dissatisfied		8.2%	6
Quite dissatisfied		1.4%	1
Very dissatisfied		0.0%	0
	Comments		7
	answered question		73
	skipped question		3

### 4. Thinking about the last time you saw a doctor how long did you have to wait beyond your appointment time?

		Response Percent	Response Count
I was seen on time		4.2%	3
I was seen within 5 minutes of my appointment time		9.7%	7
I was seen within 10 minutes of my appointment time		30.6%	22
I was seen within 20 minutes of my appointment time		30.6%	22
I had to wait more than 20 minutes to be seen		25.0%	18
	Which doctor? Day and time of appointment? e.g. Wednesday at 11.15am		29
	answered question		72
	skipped question		4




## 5. How satisfied were you with how long you had to wait for the doctor?

		Response Percent	Response Count
Very satisfied		25.7%	19
<b>Quite satisfied</b>		<b>33.8%</b>	<b>25</b>
Neither satisfied or dissatisfied		27.0%	20
Quite dissatisfied		9.5%	7
Very dissatisfied		4.1%	3
	Comments		13
	<b>answered question</b>		<b>74</b>
	<b>skipped question</b>		<b>2</b>




## 6. Thinking about the last time you saw a nurse, how long did you have to wait beyond your appointment time?

		Response Percent	Response Count
I was seen on time		40.6%	28
<b>I was seen within 5 minutes of my appointment time</b>		<b>44.9%</b>	<b>31</b>
I was seen within 10 minutes of my appointment time		13.0%	9
I was seen within 20 minutes of my appointment time		1.4%	1
I had to wait more than 20 minutes to be seen		0.0%	0
	Which nurse? What day and time? e.g. Thursday 3pm		18
	<b>answered question</b>		<b>69</b>
	<b>skipped question</b>		<b>7</b>



### 7. How satisfied were you with how long you had to wait to see the nurse?

		Response Percent	Response Count
Very satisfied		63.4%	45
Quite satisfied		31.0%	22
Neither satisfied or dissatisfied		5.6%	4
Quite dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
	Comments		5
<b>answered question</b>			<b>71</b>
<b>skipped question</b>			<b>5</b>



### 8. How satisfied are you with the way you are treated by the Reception Staff?

		Response Percent	Response Count
Very satisfied		80.3%	61
Quite satisfied		13.2%	10
Neither satisfied or dissatisfied		6.6%	5
Quite dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
	Comments		17
<b>answered question</b>			<b>76</b>
<b>skipped question</b>			<b>0</b>




### 9. How satisfied are you with the care you receive from the doctors?

		Response Percent	Response Count
Very satisfied		82.9%	63
Quite satisfied		17.1%	13
Neither satisfied or dissatisfied		0.0%	0
Quite dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
	Comments		14
<b>answered question</b>			<b>76</b>
<b>skipped question</b>			<b>0</b>





### 10. How satisfied are you with the care you receive from the nurses?

		Response Percent	Response Count
Very satisfied		90.0%	63
Quite satisfied		10.0%	7
Neither satisfied or dissatisfied		0.0%	0
Quite dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
	Comments		10
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>




### 11. Do you ever have any problems with parking when you come to the surgery?

		Response Percent	Response Count
Never		58.9%	43
Sometimes		39.7%	29
Often		1.4%	1
	Comments		8
	answered question		73
	skipped question		3

### 12. How satisfied are you with the amount of information you receive from the surgery regarding your condition/illness?

		Response Percent	Response Count
Very satisfied		59.5%	44
Quite satisfied		29.7%	22
Neither satisfied or dissatisfied		9.5%	7
Quite dissatisfied		1.4%	1
Very dissatisfied		0.0%	0
	Comments		6
	answered question		74
	skipped question		2

**13. Would you like to be able to order repeat medication or update your contact details using the internet?**

		Response Percent	Response Count
Yes		55.4%	41
No		35.1%	26
Not sure - need further information		9.5%	7

Please give us your name and email address or address if you would like to register for this service or want more information

20




**answered question**

**74**

**skipped question**

**2**

**14. Do you know that patient information can be extracted from the practice clinical system to improve the services the NHS offers? The service is called care.data from the Health and Social Care Information Service.**

		Response Percent	Response Count
Yes		40.5%	30
Not sure		16.2%	12
No		43.2%	32




**answered question**

**74**

**skipped question**

**2**

**15. You can prevent your information being used by care.data - see our website ([www.littledownsurgery.co.uk](http://www.littledownsurgery.co.uk)) for further information. Would you like to opt out?**




		Response Percent	Response Count
Yes		17.1%	12
No		52.9%	37
Don't know - please send me further information		30.0%	21

If you would like to opt out please give us your name and date of birth. If you would like further information please give your name and an email address or contact details

answered question 70

skipped question 6

**16. Do you know how you can access copies of your medical record if you need to?**

		Response Percent	Response Count
Yes		30.3%	23
Not sure		14.5%	11
No		55.3%	42



Comments 6

answered question 76



skipped question 0





**17. Do you look after someone on an unpaid basis who would not manage without you? If so we would like to register you as a carer on our system.**

		Response Percent	Response Count
Yes		18.9%	14
No		81.1%	60
Who do you care for?			11
answered question			74
skipped question			2

**18. If you are a carer would you like to come to our Carers Group?**

		Response Percent	Response Count
Yes, please make sure I receive information about the Carers Group		28.0%	7
No thanks		72.0%	18
Contact details			6
answered question			25
skipped question			51

**19. Would you like to join our Patient Group? We meet around 3/4 times a year, and you can also contribute via Email if you can't attend the meetings.**

		Response Percent	Response Count
Yes		22.0%	13
No		78.0%	46

If you would like to join the Patient Group please give your email address or contact details 17

answered question 59

skipped question 17



**20. Do you have any other suggestions? Or any other comments you would like to make?**

	Response Count
	31

answered question 31

skipped question 45

**21. To ensure we get a representative sample of patients to complete the questionnaire could you answer the following: Are you:**

		Response Percent	Response Count
Female		68.0%	51
Male		32.0%	24





answered question 75

skipped question 1

## 22. What is your age?

		Response Percent	Response Count
16 or under		1.3%	1
17 to 24		4.0%	3
25 to 34		1.3%	1
35 to 44		6.7%	5
45 to 54		12.0%	9
<b>55 to 64</b>		<b>26.7%</b>	<b>20</b>
65 to 74		16.0%	12
75 to 84		25.3%	19
85 or older		6.7%	5
<b>answered question</b>			<b>75</b>
<b>skipped question</b>			<b>1</b>

### 23. Which of the following ethnic backgrounds do you most closely identify with?

		Response Percent	Response Count
White British group		94.7%	71
White Irish		0.0%	0
Mixed - White & Black Caribbean		0.0%	0
Mixed - White & Black African		1.3%	1
Mixed - White & Asian		0.0%	0
Asian or Asian British - Indian		2.7%	2
Asian or Asian British - Pakistani		1.3%	1
Asian or Asian British - Bangladeshi		0.0%	0
Black or Black British - Caribbean		0.0%	0
Black or Black British - African		0.0%	0
Chinese or other ethnic Group - Chinese		0.0%	0
Chinese or other ethnic Group - Any other		0.0%	0
Other		0.0%	0
<b>answered question</b>			<b>75</b>
<b>skipped question</b>			<b>1</b>

**Q1. How satisfied are you with the length of time it takes to get an URGENT appointment to see a doctor?**

1	Dr Torquati	Jan 17, 2014 4:20 AM
2	Dr Torquati	Jan 17, 2014 4:17 AM
3	Dr Rogers or Dr Torquati	Jan 17, 2014 2:16 AM
4	Dr Rogers	Jan 17, 2014 2:13 AM
5	Don't mind which doctor	Jan 17, 2014 2:00 AM
6	Doctor Torquati	Dec 9, 2013 7:34 AM
7	Doctor Torquati	Dec 9, 2013 7:34 AM
8	Dr Murray or Dr Torquati	Nov 20, 2013 7:49 AM
9	No doctor in particular. I have a 5 year old daughter and the surgery have always been very flexible whenever she has needed to see a doctor urgently. The appointment has always been made on the same day.	Nov 6, 2013 1:18 AM
10	Dr Rogers	Nov 2, 2013 12:12 AM
11	Dr Murray	Oct 25, 2013 6:59 AM
12	Am happy to see any doctor in an emergency	Oct 25, 2013 6:51 AM
13	Any	Oct 22, 2013 6:29 AM
14	If urgent any doctor can help	Oct 18, 2013 12:56 AM
15	Dr Fabio Torquati	Oct 17, 2013 5:01 AM
16	Dr Fabio Torquati or Dr Bernie Rogers	Oct 17, 2013 4:37 AM
17	Dr Rogers	Oct 17, 2013 2:46 AM
18	Dr Rogers	Oct 17, 2013 2:45 AM
19	All	Oct 17, 2013 2:09 AM
20	Dr Rogers	Oct 17, 2013 2:00 AM
21	Do not know	Oct 17, 2013 1:40 AM
22	Dr Torquati	Oct 17, 2013 1:37 AM
23	Happy to see any doctor for most emergencies	Oct 16, 2013 9:08 AM
24	Matt Murray	Oct 16, 2013 5:10 AM
25	Dr. Turquati	Oct 16, 2013 2:38 AM
26	Not had reason to ask for this type of appt yet,	Oct 16, 2013 2:17 AM
27	Any of my doctors	Oct 16, 2013 1:58 AM

**Q2. How satisfied are you with the length of time it takes to get a ROUTINE appointment to see a doctor?**

1	Dr Torquati	Jan 17, 2014 4:20 AM
2	Dr Torquati	Jan 17, 2014 4:17 AM
3	Bit longer than I would have liked - 2 weeks	Jan 17, 2014 4:09 AM
4	Dr Rogers or Dr Torquati	Jan 17, 2014 2:16 AM
5	Dr Rogers	Jan 17, 2014 2:13 AM
6	Dr Rogers	Jan 17, 2014 2:00 AM
7	Dr Murray or Dr Torquati	Nov 20, 2013 7:49 AM
8	Dr Rogers	Nov 2, 2013 12:12 AM
9	Dr Murray	Oct 25, 2013 6:59 AM
10	Any	Oct 22, 2013 6:29 AM
11	May be a little longer for particular doctor	Oct 18, 2013 12:56 AM
12	Dr Fabio Torquati	Oct 17, 2013 5:01 AM
13	Dr Fabio Torquati or Dr Bernie Rogers	Oct 17, 2013 4:37 AM
14	All	Oct 17, 2013 2:45 AM
15	Dr Rogers	Oct 17, 2013 2:33 AM
16	Dr Rogers	Oct 17, 2013 2:00 AM
17	Dr Rogers	Oct 17, 2013 1:40 AM
18	Dr Torquati	Oct 17, 2013 1:37 AM
19	Dr Torquati & Dr Rogers	Oct 16, 2013 9:08 AM
20	Matt Murray	Oct 16, 2013 5:10 AM
21	Dr Caron	Oct 16, 2013 2:17 AM
22	Any of the doctors	Oct 16, 2013 1:58 AM

**Q3. How satisfied are you with the length of time it takes to get an appointment with the nurse?**

1	She's so nice	Jan 17, 2014 4:20 AM
2	She is a lovely person	Jan 17, 2014 2:16 AM
3	very good	Jan 17, 2014 2:00 AM
4	Very caring and considerate - Roz and Sam	Oct 17, 2013 2:33 AM
5	Excellent care from Roz and Sam	Oct 17, 2013 1:37 AM
6	Only seen once to have stitches removed, appt was booked after discharge from hospital	Oct 16, 2013 2:17 AM
7	Excellent nurses	Oct 16, 2013 1:58 AM

**Q4. Thinking about the last time you saw a doctor how long did you have to wait beyond your appointment time?**

1	Dr Torquati, 23rd Dec, evening	Jan 23, 2014 12:00 PM
2	Dr Torquati, Monday 4pm	Jan 17, 2014 4:20 AM
3	Dr Torquati Tues 15/10 10.20am	Jan 17, 2014 4:17 AM
4	Dr Carron	Jan 17, 2014 4:09 AM
5	Dr Rogers, Tuesday 10am - seen 10.40am	Jan 17, 2014 2:20 AM
6	Dr Torquati, Thursday 24/10/13 10.50am	Jan 17, 2014 2:16 AM
7	Dr Rogers Monday 3/10/13, 10.30am	Jan 17, 2014 2:13 AM
8	Dr Torquati	Jan 17, 2014 2:11 AM
9	The wonderful Bernie	Jan 17, 2014 2:09 AM
10	Dr Rogers, 25/9/13, 10.30am	Jan 17, 2014 2:00 AM
11	Waiting a short time is not a problem because it means that the doctor is giving the previous patient the time they need and not hurrying them out Dr Murray Nov 4 10.00 am	Nov 20, 2013 7:49 AM
12	I have to say that it is normal for me to wait at least 20 mins or so before being seen by the doctor. Often this is because it's an eemergency appointment for my daughter to understandable however I did need to wait a long time on my last routine doctors apappointment. Unfortunately I don't have a record of the day and time this happened.	Nov 6, 2013 1:18 AM
13	Dr Rogers is always busy and you get her full attention when you get in	Nov 2, 2013 12:12 AM
14	Dr Torquati, but understandable with the many patients to deal with and I get on very well with him. In fact I don't mind waiting, so no complaints on this score - well done everyone	Oct 25, 2013 7:03 AM
15	Dr Murray	Oct 25, 2013 6:59 AM
16	Doesn't matter which doctor, appointments are often late	Oct 25, 2013 6:51 AM
17	I cannot remember, it was some time ago	Oct 22, 2013 6:29 AM
18	can't remember.	Oct 17, 2013 5:01 AM
19	Dr Fabio Torquati. Thursday at 11.30am	Oct 17, 2013 4:37 AM
20	Dr Rogers Tues 10.30	Oct 17, 2013 2:33 AM
21	Dr Rogers, Thursday 4.50pm	Oct 17, 2013 2:00 AM
22	Dr Murray	Oct 17, 2013 1:53 AM
23	Dr T Thurs 3.20pm	Oct 17, 2013 1:37 AM
24	Dr Torquati - I cannot recall the day and time although it was a morning appt	Oct 16, 2013 9:08 AM
25	Matt Murray Date not known	Oct 16, 2013 5:10 AM



**Q4. Thinking about the last time you saw a doctor how long did you have to wait beyond your appointment time?**

26	Dr. Carron	Oct 16, 2013 2:38 AM
27	Dr Caron, sorry can't remember day or time.	Oct 16, 2013 2:17 AM
28	Dr Rogers - sorry can't remember the date	Oct 16, 2013 2:08 AM
29	Dr torquati, Tuesday 15 October at 09.30	Oct 16, 2013 1:58 AM

**Q5. How satisfied were you with how long you had to wait for the doctor?**

1	Had to wait 45 mins. No-one said why, when I ask if I was forgotten I was told no I was next. But I had to ask a second time before I was seen by another doctor.	Jan 23, 2014 11:47 AM
2	It is always this way, don't expect anything else	Jan 23, 2014 11:43 AM
3	It was ok	Jan 17, 2014 4:20 AM
4	Understand sometimes some people need a little longer if referrals need to be made	Jan 17, 2014 4:09 AM
5	If you book Dr Rogers it's in part because you are knowing that you will be given the appropriate time necessary to access, implement and empathetically address the medical concern as a 'person'. So happily patients will be patience itself to have the best of the NHS	Jan 17, 2014 2:09 AM
6	I don't mind waiting a little while because one day it might be me who needs that extra time	Nov 20, 2013 7:49 AM
7	I know Dr Rogers gives you the time you need for your consultation and I am always prepared to wait as it is her I want to see	Nov 2, 2013 12:12 AM
8	Whilst it isn't good to be waiting a long time, I always feel that our Drs, especially Dr Rogers are very thorough, which is very reassuring. Therefore I do not have an issue with waiting.	Oct 17, 2013 11:28 PM
9	Dr Fabio Torquati or Dr Bernie Rogers are the best GPs. They are very thorough, caring and give their patients plenty of time.	Oct 17, 2013 4:37 AM
10	Recognise difficulties in judging length of appointments	Oct 17, 2013 2:33 AM
11	I work full time and had to make appointment in lunch hour (shifts)	Oct 17, 2013 1:40 AM
12	up to 20 minutes is acceptable to wait for your appt especially the emergency slots however over this it can start to be frustrating however if a patient needs more time then the doctor needs to provide it and one day it might be you.	Oct 16, 2013 9:08 AM
13	I will wait to see the doctor as they can be very busy	Oct 16, 2013 1:58 AM

**Q6. Thinking about the last time you saw a nurse, how long did you have to wait beyond your appointment time?**

1	Friday 11.40	Jan 23, 2014 11:54 AM
2	Mon 6/1/14 9.50am	Jan 23, 2014 11:43 AM
3	Friday 10th Jan	Jan 20, 2014 12:30 AM
4	Roz, 12pm Wed	Jan 17, 2014 4:25 AM
5	Roz	Jan 17, 2014 4:22 AM
6	Roz Monday morning	Jan 17, 2014 2:09 AM
7	Roz, 18/11/13, 9.30am	Jan 17, 2014 2:00 AM
8	Sam Earlier in the year	Nov 20, 2013 7:49 AM
9	Too long ago for me to remember the details	Nov 2, 2013 12:12 AM
10	Sam, Friday 9.20am	Oct 25, 2013 6:59 AM
11	Sam	Oct 25, 2013 6:48 AM
12	-Roz - I cannot remember, apart that it was a.m	Oct 22, 2013 6:29 AM
13	Sam	Oct 17, 2013 2:33 AM
14	Roz	Oct 17, 2013 1:53 AM
15	Cannot recall as it was some time ago.	Oct 16, 2013 9:08 AM
16	Ros                      Date unknown	Oct 16, 2013 5:10 AM
17	Sister Roz and cannot remember day	Oct 16, 2013 2:38 AM
18	Roz. Monday 12 August at 11.20	Oct 16, 2013 1:58 AM

**Q7. How satisfied were you with how long you had to wait to see the nurse?**

1	It was good	Jan 17, 2014 4:20 AM
2	As with this practices doctors, the nurses are the most dedicated and capable. Therefore we are mainly undaunted at the prospect of waiting for excellence	Jan 17, 2014 2:09 AM
3	They are busy so I am prepared to wait	Nov 2, 2013 12:12 AM
4	Weekly appointment - rarely kept waiting	Oct 17, 2013 1:37 AM
5	The nurses can be very busy at times, so I am prepared to wait to see tjem	Oct 16, 2013 1:58 AM

**Q8. How satisfied are you with the way you are treated by the Reception Staff?**

1	Some Receptionists are more helpful than others!	Jan 17, 2014 4:27 AM
2	So, so nice	Jan 17, 2014 4:20 AM
3	Always willing to help	Jan 17, 2014 4:17 AM
4	Polite, helpful and cheerful	Jan 17, 2014 4:09 AM
5	Some could do with customer service training. Some seem to think it is their job to protect the doctors from the patients.	Jan 17, 2014 2:20 AM
6	depending on who's front of house. All are efficient - some cope with back log and high volume periods with more grace than others. Thankfully they are a happy crew and laughter is the best medicine. A smile costs little, yet means a lot, especially to the elderly, vulnerable and down right lonely.	Jan 17, 2014 2:09 AM
7	always polite, cheerful and helpful	Jan 17, 2014 2:00 AM
8	I've found them to be pleasant, polite and very helpful.	Nov 20, 2013 7:49 AM
9	Always friendly and welcoming.	Nov 6, 2013 1:18 AM
10	Always jolly and you are met with a smile	Nov 2, 2013 12:12 AM
11	Lovely ladies	Oct 27, 2013 10:13 AM
12	Always very friendly and helpful	Oct 17, 2013 2:03 AM
13	All very friendly and helpful	Oct 17, 2013 1:37 AM
14	Doctors' receptionists have a difficult job to do and I think a lot of patients do appreciate this however one or two of the reception staff at Littledown surgery are rather cold and come over as quite obstructive and at times indifferent which is unfortunate given that other members of your staff bend over backwards to be helpful and to offer a kind word. I think being told "we have 4500 patients and yours is not the only referral" is not helpful, not very kind and is not a good attitude to have. I am sure patients can be very challenging but if someone is chasing a referral it is perhaps because they are worried and whilst it might be run of the mill for your reception staff it might well be the first time the patient has needed a referral and is therefore worried and might not know the 'system'. After all not all of your 4500 patients are waiting for a referral therefore the receptionist could be less curt and insensitive. One receptionist can really be quite acerbic.	Oct 16, 2013 9:08 AM
15	One particular receptionist very abrupt	Oct 16, 2013 2:38 AM
16	Did have to wait for a social conversation to finish before I was attended to.	Oct 16, 2013 2:17 AM
17	EXCELLENT, all of the girls always have happy smiley faces	Oct 16, 2013 1:58 AM

**Q9. How satisfied are you with the care you receive from the doctors?**

1	Listen to us	Jan 17, 2014 4:20 AM
2	Always attention to detail	Jan 17, 2014 4:17 AM
3	Always helpful and listen to problem	Jan 17, 2014 4:09 AM
4	Brilliant care, always make time to discuss any worries. Very knowledgeable and proactive in doing necessary tests or refer to consultant or specialist service	Jan 17, 2014 2:20 AM
5	Keep up the good work	Jan 17, 2014 2:11 AM
6	All are performing far beyond their remit - the practice gives 110%	Jan 17, 2014 2:09 AM
7	I am very happy and have been with you for years	Nov 2, 2013 12:12 AM
8	Always feel like the only patient in the place. Second to none	Oct 27, 2013 10:13 AM
9	Have always been highly satisfied with the practice doctors especially Dr Torquati. Diagnosis and treatment proposed always good.	Oct 25, 2013 6:48 AM
10	Always very friendly, helpful and professional	Oct 17, 2013 2:03 AM
11	They looked after my late husband extremely well and continue to give me the same care	Oct 17, 2013 1:37 AM
12	Dr Carron is a joy and a great addition to your clinical team.	Oct 16, 2013 9:08 AM
13	Dr. Turquati, Dr. Carron and Dr. Rogers	Oct 16, 2013 2:38 AM
14	Brilliant, second to none	Oct 16, 2013 1:58 AM

**Q10. How satisfied are you with the care you receive from the nurses?**

1	She's good	Jan 17, 2014 4:20 AM
2	Always very caring and willing to help and to explain clinical details	Jan 17, 2014 4:17 AM
3	Always helpful	Jan 17, 2014 2:20 AM
4	Never experienced an unfocused, officious nurse at this facility. But often loads of dedication	Jan 17, 2014 2:09 AM
5	The nurses are always happy and chat while they are doing what is necessary	Nov 2, 2013 12:12 AM
6	Always so kind and try so hard to put you at your ease.	Oct 27, 2013 10:13 AM
7	Always been very caring and considerate	Oct 25, 2013 6:48 AM
8	Always very friendly and informative	Oct 17, 2013 2:03 AM
9	Always pleasant, professional and caring.	Oct 16, 2013 2:38 AM
10	Brilliant, second to none	Oct 16, 2013 1:58 AM

**Q11. Do you ever have any problems with parking when you come to the surgery?**

1	Could do with a bigger car park	Jan 17, 2014 4:27 AM
2	There's not an awful lot of parking available but usually if the car park is full I can park on the street.	Nov 6, 2013 1:18 AM
3	I usually walk nowadays	Oct 27, 2013 10:13 AM
4	Try to walk whenever possible	Oct 25, 2013 6:51 AM
5	Usually walk	Oct 18, 2013 12:56 AM
6	Only at very busy times but not really a problem as can walk from down the road	Oct 17, 2013 2:03 AM
7	Do not drive	Oct 17, 2013 2:00 AM
8	But pretty good considering the number of patients you have to deal with.	Oct 16, 2013 2:38 AM

**Q12. How satisfied are you with the amount of information you receive from the surgery regarding your condition/illness?**

1	Bit slow to update my diabetes with a f/u appt	Jan 23, 2014 11:43 AM
2	sometimes vague	Jan 17, 2014 4:20 AM
3	If I request further clarity on medical issues it is always readily forthcoming	Jan 17, 2014 2:09 AM
4	Everything is explained carefully and technical terms are translated into a language I can understand	Nov 20, 2013 7:49 AM
5	If you are prepared with your questions before you see the doctor they are answered fully	Nov 2, 2013 12:12 AM
6	Had my condition for along time so pretty up to speed with latest developments etc.	Oct 16, 2013 2:17 AM

**Q20. Do you have any other suggestions? Or any other comments you would like to make?**

1	Could the doctor summon the next patient via intercom? It might save some time - or do they need to exercise?	Jan 23, 2014 11:56 AM
2	Never quite sure about how to contact a doctor outside surgery hours. If there are other surgeries who offer emergency appts on sat mornings, not sure how to get information.	Jan 23, 2014 11:49 AM
3	Would like to be seen the day I phone and not told if I call after a time or at 8.30 for an urgent appt, and not to have to wait 5 days.	Jan 23, 2014 11:47 AM
4	Receptionists are often curt when calling the surgery. Sometimes seems like we are bothering them. When you're ill or worried about a loved one who is, you need a comforting voice on the phone. Also a smile would be great when you come in:)	Jan 20, 2014 12:30 AM
5	Very hard to get a particular doctor of preference, as often only working so many days a week - not a full week hence having to wait longer for appointment.	Jan 17, 2014 4:27 AM
6	I like this surgery	Jan 17, 2014 4:20 AM
7	Keep up the excellent service	Jan 17, 2014 4:13 AM
8	More evening surgeries would be helpful. I brought my son for one recently as I work til 6pm and it was brilliant to be able to access care at this time.	Jan 17, 2014 4:09 AM
9	We consider we are lucky we can attend Littledown Surgery	Jan 17, 2014 2:16 AM
10	I am very happy with things as they are now	Jan 17, 2014 2:13 AM
11	Don't change	Jan 17, 2014 2:11 AM
12	Waiting area seating - option of some chairs with arm rests (10%) A higher rank of seating for mobility impaired, tall or hip/knee patients	Jan 17, 2014 2:09 AM
13	Brilliant surgery	Dec 9, 2013 7:34 AM
14	Brilliant surgery	Dec 9, 2013 7:34 AM
15	I first registered with this practice 40 years ago when it was down on the Christchurch Rd, and I am still very satisfied with it and consider that we patients are fortunate to have such caring staff.	Nov 20, 2013 7:49 AM
16	My experienc of Littledown Surgery is very positive. The surgery is always able to offer me appointments at short notice if my daughter is unwell. I don't need to wait too long for a routine appoitment for myself with the Doctor and no wait at all to see the nurse. All staff I have come across are friendly and knowledgeable and all of the doctors interact well with my 5 year old. My only suggestion would be cosmetic. The surgery looks dated and could do with an overhaul.	Nov 6, 2013 1:18 AM
17	I really only have one negative remark about the surgery. I saw a Locum when Dr Rogers was not available. Reception suggested I saw him as Dr Rogers was not available. It was for the results of blood tests. Firstly he asked me if I was seeing him to get a better answer or one that was more acceptable to me than the one I would get from Dr Rogers. He referred me to the Chronic Fatigue Clinic at Wareham and then added that I would have to accept it when he was sure the Doctor there would tell me my symptoms	Nov 2, 2013 12:12 AM



**Q20. Do you have any other suggestions? Or any other comments you would like to make?**

were all in my head!!!! I will now just wait for Dr Rogers.

18	An excellent surgery, one of the best if not the best and very lucky to be a patient. Only problem is we need more doctors. Well done everyone - we're very lucky to have a surgery like ours!	Oct 25, 2013 7:03 AM
19	Always find everyone very caring and compassionate	Oct 25, 2013 6:51 AM
20	I have been with this practice for many years and have always been happy with the service received.	Oct 25, 2013 6:48 AM
21	We moved here just over 2 years ago and are delighted with the wonderful and caring service nwe receive. Thank you to you all.	Oct 18, 2013 12:56 AM
22	No.	Oct 17, 2013 5:01 AM
23	Not at the moment	Oct 17, 2013 4:37 AM
24	Very satisfied with the servicrs we get, all doctors, nurses and receptionists	Oct 17, 2013 2:54 AM
25	Not at the moment	Oct 17, 2013 2:45 AM
26	Overall I am very happy with the service I receive from the practice	Oct 17, 2013 2:33 AM
27	Always very pleased with the service I receive at the surgery	Oct 17, 2013 2:03 AM
28	Booking some appointments on-line would be useful in the future and also a check in system to allow patients to check in for their appointment without having to go to the reception desk. This might in turn free up a little time to enable all of your reception staff to have more time to deal with people calling in with queries and they might be under less pressure themselves. On the whole your reception staff do a wonderful job in what is a difficult role but as with any business occasionally one member of staff lets the side down or takes a dislike to a patient and if you are that unlucky person and get that member of staff it is not a good experience and can be upsetting and it unravels all the good that the rest of the team are doing. You still need to reduce the number of phone calls you take on the front desk that are clearly in ear shot of people in the waiting room. I knew from one of these phone calls that my neighbours' husband was unwell, where he lived and what time his appt was going to be - not good patient confidentiality.	Oct 16, 2013 9:08 AM
29	Perhaps the confidentiality of patients could be improved within the waiting room, by not being privy to conversations between the reception staff about patients details etc.	Oct 16, 2013 2:38 AM
30	It seems to have taken quite some time for my hard copy medical records to have been uploaded on to the system following transfer from another surgery. This has meant having to explain in reception why I needed a flu jab and meant appts with Dr did not run as smoothly as possible.	Oct 16, 2013 2:17 AM
31	The doctors, nurses and receptionists etc always show exemplary "customer service" and they deserve recognition. No matter how they may feel due "out of surgery hours" the staff are so polite, caring and sympathetic	Oct 16, 2013 1:58 AM