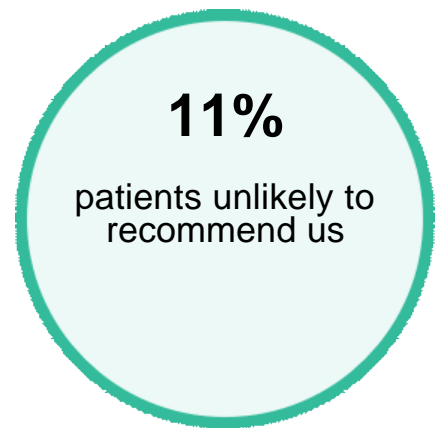
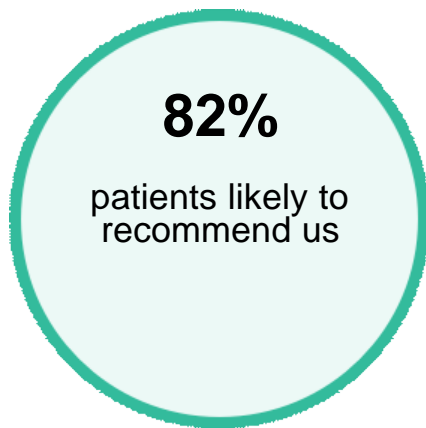


Littledown Surgery

Patient Feedback

July 2015

17 patients left us feedback.



(7% didn't answer or gave a neutral response)

Spread of Responses

Online	1	■
Paper	0	
App	16	■

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

Extremely likely	13	■
Likely	1	■
Neither likely nor unlikely	0	
Unlikely	1	■
Extremely unlikely	1	■
Don't know	0	
Not answered	1	■

Can you tell us why you gave that response?

I was waiting for so long for the doctor to see me and it's always at least a week before I can get in

Dr Carron is the best Dr I've seen regarding mental health. So professional and supportive.

No problems getting appointments. Thorough examinations. Sympathetic gps

All the staff are excellent

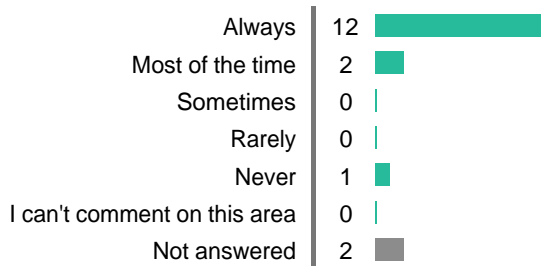
Because it's a good practice

Very happy with service

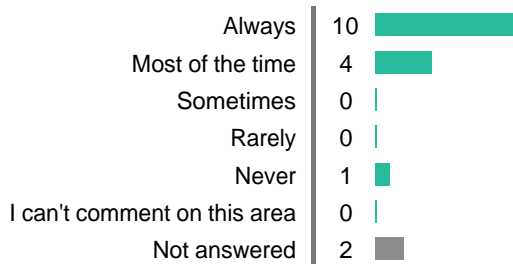
Short waiting and good service

I always find your gps v helpful - in fact DR Murray saved my right ear hearing. Dr Rogers is always fantastic

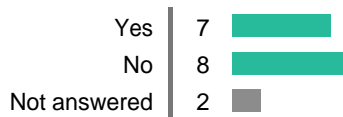
Do you feel you are treated with respect and dignity by practice staff?



Are the practice staff friendly?



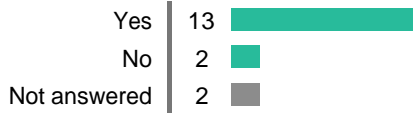
Are you aware of the late Monday evening surgery 6.30 - 8.20pm?



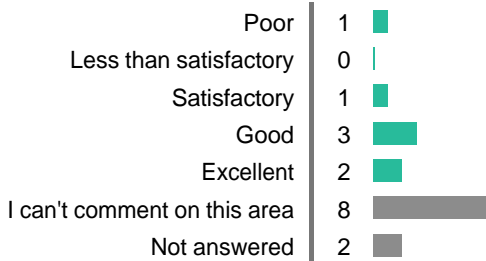
Are you satisfied with our telephone system?



Would you rather wait in a 'queue' if the telephone line is busy when you ring the surgery?



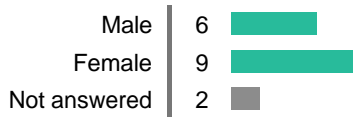
If you have used the triage service, where a doctor calls you back to discuss your problem, what did you think of it?



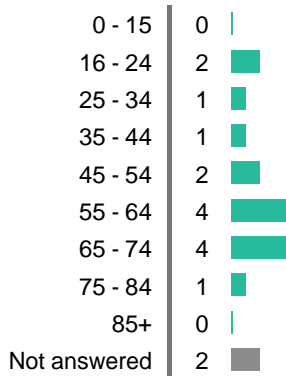
Any further comments you would like to make about the surgery?

The doctor once failed to call me back entirely. The reception staff never treat my family with courtesy.

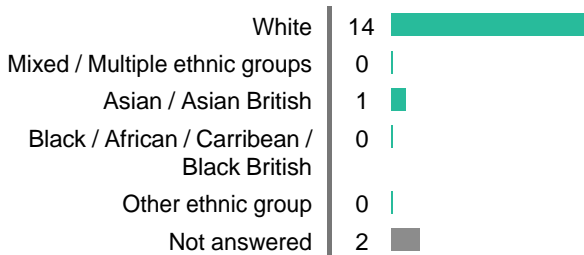
What is your gender?



What age are you?



What is your ethnic group?



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

