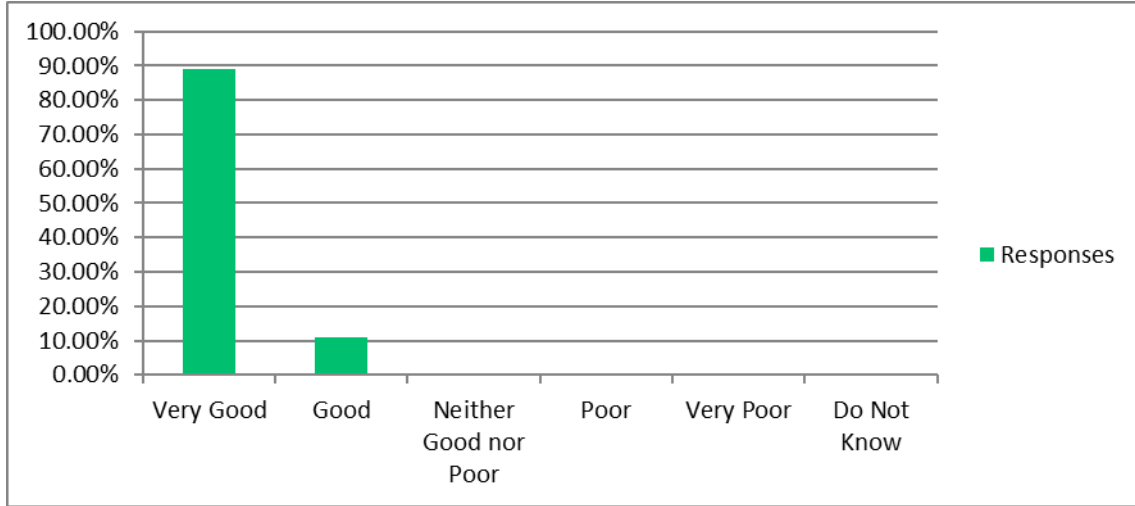


1. We would like you to take a few minutes and think about your recent experiences of our service before you answer the next three questions. Thinking about your GP practice, overall, how was your experience of our service?



Answer Choices	Percentage	Responses
Very Good	89.19%	33
Good	10.81%	4
Neither Good nor Poor	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
Do Not Know	0.00%	0
<b>Total</b>		<b>37</b>

## Q2 Were you dealt with in a timely fashion?

### Comments

Felt that I received prompt response

I have been with this practice since 1977 I have never been let down. I can't praise them enough

Quick and prompt service. Happy

Not waiting long for an appointment and always get seen.

Many years of caring service by Dr Collett and his team

It was easy to get an appointment. I got to see the same Dr so they were familiar with my condition. I felt listened to and my treatment plan was explained

I have been with this practice for years and never had any problems with staff or doctors.

I've always been happy with experience here

Got an appointment for same day Doctor Dukes very caring and another doctor's appointment made when requested

I receive excellent service at Littlefield Surgery. I am always treated with respect and kindness

Always get call back normally same day appointment

Always looked after

Excellent service all staff and doctors. Same day appointment. Top of the shop

Dr Collett and team offer a friendly, caring, and knowledgeable environment. This results in an outstanding level of care. By far the best doctor's surgery team.

Accessible and friendly but admin efficiency could be improved

1 Important to gather data in view of some people's experiences i.e.: can't get appointment.

2 Release GP tasks but devolving to other staff

3 Make use of clinical pharmacist

I cannot fault my experience today. Everyone was very pleasant, helpful, and willing to take time out to listen. Excellent

Always friendly, always ring back straight away never a problem

Can always get through on phone. Get prompt call back and appointments quickly.

All very good

Excellent appointment system. Friendly throughout reception to GPs to nurses. Proactive!!

We are lucky (health wise) and do not need to come very often. But get help when needed

Always able to see a doctor on the day if need to. Great aftercare and follow ups after visit. Doctors and nurses are great, put you at ease and are very approachable. Fab reception staff polite, helpful always great listeners

Good response time and service

As a practice I can always get help and booking to see a doctor in a decent time. Also, all the staff friendly and helpful

I called with a health issue and got seen same day with a following day blood tests to get answers of issue

Always call back when they say they will either same day or longest day after. Polite staff.

Staff are friendly, caring. Doctors listen follow through on checkups. Appointment system is second to none always can see a doctor/nurse when needed.

Always a pleasant friendly experience. Very efficient

Because if I need Doctor I can see him or her.

All of the staff have always done their best for me. Treated me with care, dignity and friendly at all times.