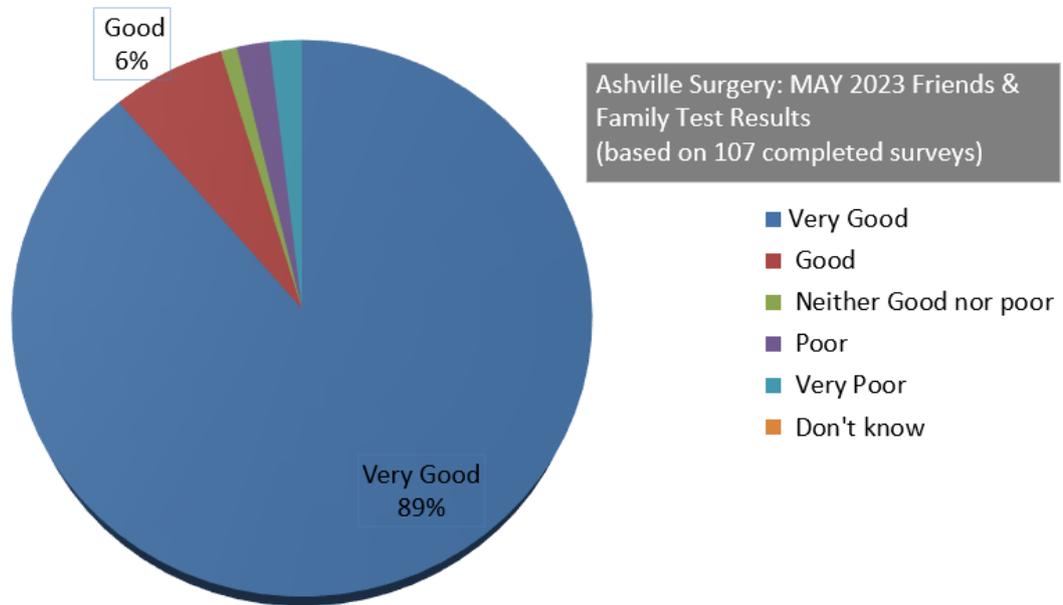


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from MAY 2023



		The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	
4	1	95	Very Good 95
May 2023			Good 7
All			Neither Good nor Poor 1
All			Poor 2
107 Responses			Very Poor 2
991 Appointments			Don't Know 0
11% Response Rate			
96 Verbose Responses			

Department	Response
HCA	Nurse was professional & polite
Nurse Clinic	The computers were down so my second appointment couldn't happen. First appointment was great.
Nurse Clinic	Very kind and competent nurse who put me at ease during difficult examination
HCA	System was down. I am deaf (as in not just hard of hearing) and the first person I spoke to - needs to go on a deaf awareness course training
GP Clinic	Dr McWhirter was polite and pleasant. Even though the computer was down she communicated with me well and sorted out my concerns It so difficult for GP who have large workloads. So well done
HCA	For the kindness and the professionalism received.
HCA	Prompt efficient professional
Nurse Clinic	Questions answered in a friendly and full way.
Nurse Clinic	There was a 6 week wait to see the nurse and it was near impossible to get through on the phone to even make that appointment. Can't book the nurse through the digital systems.
Nurse Clinic	The practice nurse was very nice and friendly. She conducted my smear test quickly and with discomfort. Also offered advice clearly and helpfully.
GP Clinic	Dr Jenkins is excellent, took the time to really listen, understand and was very reassuring.
HCA	Because it was good
HCA	Very friendly nurse
HCA	Very friendly and helpful and sympathetic .
HCA	ECG carried well
HCA	Calm and professional Helped me relax for tests Very grateful
Nurse Clinic	Nurse I saw was so lovely, had my shingles vaccine
GP Clinic	Dr Jenkins really made the time to listen to me and make sure he covered everything off, assuring me I was ok! Very much appreciated.
HCA	Was seen on time. Nurse Owen professional, yet put me at ease as I am a little nervous of needles.
HCA	My appointment was bang on time and was dealt with efficiently. Great experience
HCA	Every good
Nurse Clinic	Reception could be friendlier but the doctors are great and made my first Pap smear super easy!

GP Clinic	Very Professional doctor, resolved my query and was very efficient and reassuring. She took her time to explain things too. Very happy with the dr/clinic, Thank you!
HCA	The surgery is very efficient for things like blood tests - I was straight in and out. The nurse taking the tests (Scott) is very good and reception was very helpful and took my order for repeat prescription while I was waiting.
HCA	Super quick. One test was missed but easy to perform later (blood pressure). The nurse was great at helping me settle down as I find blood tests quite stressful
HCA	Appointment was on time. Although it took 2 weeks to get an appointment.
GP Clinic	efficient and pleasant.
Session	Information explained thought pace a little bit fast. No written literature provide though this might be provided at future appointments. Some ambiguity in relation to information. Not explained why additional medication was to be applied.
Session	Saw my doctor and was able to get the help and support that I needed today. I was quite happy.
Nurse Clinic	Sally was amazing; friendly and gentle and very professional
HCA	The staff is very courteous and willing to help. The same goes with the doctors. I am very proud to be a registered member at Ashville Surgery.
GP Clinic	Because their service is always good
GP Clinic	Dr. Jenkins was very helpful. His immediate reassurance that mole was not sinister. His advice on whether further treatment was needed or advisable. Also His referral to nhs dermatologist and taking an in focus photo for further advice.
Nurse Clinic	Friendly efficient staff . No wait .
Nurse Clinic	The nurse (I think it was nurse Sally) who I had my appointment with was lovely and really made me feel at ease. It makes such a difference when you are worried about something to see a friendly face so thank you :)
Session	Helped in every way possible
Nurse Clinic	The nurse was thorough and quite knowledgeable. I felt comfortable and satisfied with the answers provided. She was also helpful.
Nurse Clinic	Very accomodate, Friendly ,very helpful
GP Clinic	Very thorough doctor
Nurse Clinic	The nurse was amazing and very kind. Thanks so much

Nurse Clinic	Wonderful nurse
GP Clinic	Dr Jenkins is always very kind, professional and knowledgeable and puts you at ease when your concerned about anything. He is an excellent doctor.
GP Clinic	Dr Jenkins was very helpful and reassuring, and offered good treatment
DIABETES CLINIC	Diabetic Nurse Tembi is very professional, knowledgeable and listens very well. This is the first time I feel someone can give me practical advice on controlling my blood sugar using analysis of freestyle libra , hba1c , diet plan, weight, medication
Session	Very friendly, efficient visit
Session	Nurse was friendly, informative and helpful
Nurse Clinic	The NP was really friendly and very professional She even answered questions unrelated to my I can honestly say I felt good leaving Thank you
GP Clinic	Friendly and welcoming atmosphere and staff
Session	They were kind and considerate.
Nurse Clinic	Seen on time. Nurse Sally was very good and friendly.
GP Clinic	Dr Aras is an excellent doctor who is always most helpful.
GP Clinic	Doctor was really attentive, polite and professional
Nurse Clinic	In time, fitting of device well explained
GP Clinic	Because Dr. Jenkins was very straightforward with the assessment and I left reassured.
Nurse Clinic	Lovely nurse, quick and easy
HCA	I was seen on time for my blood test and blood pressure and love Scott the nurse who always does it!
Nurse Clinic	The doctor was very friendly and gave very clear answers to my questions around HPV, really helped to put my nerves at ease.
Nurse Clinic	Appointment was on time and nurse dealt with me in a friendly and efficient way
Nurse Clinic	Firstly, I had to wait 19days to have this appointment, unfortunately it was a long time! Apart of that all worked well, didn't have to wait, I've been seen on time, the nurse was polite and treated me easily and quickly ! Thank you.
HCA	I was having blood tests as usual very professionally carried out no problems. Appointment on time.
HCA	Requests are dealt with in a timely fashion and great service
HCA	All good
Session	Quick, efficient, friendly.
HCA	Rapid, polite, efficient
GP Clinic	Good patient response and sincerity to my visit

Nurse Clinic	On time. Helpful and friendly staff. A pleasant visit.
HCA	Everybody helpful and friendly
GP Clinic	Appointments on time no waiting Staff polite and friendly Doctors are caring and supportive
GP Clinic	Quick response & appointment set-up. Doctor very helpful.
GP Clinic	Dr Beach was very understanding, knowledgeable and took time to listen to all my concerns.
Session	She was lovely and amazing
HCA	Was seen on time and everyone was very polite.
HCA	Timely efficient
Session	Perfect service!
HCA	All went according to plan
HCA	On time and quick
eHub Paramedic F2F (booked by Paramedic)	The paramedic who spoke on the phone was great and the one who I saw was also great. The receptionist couldn't find my appointment in the system despite me already checking in. Anyhow the overall experience was good.
HCA	Seen quickly. Nurse was efficient.
HCA	I want to complain about the Dr and the receptionist First time when I requested appointment with the doctor after three days, the doctor send me a message said go to the clinic to the blood pressure test even she didn't call me to discuss it with
Nurse Clinic	I was in and out for holiday vaccination very quickly. Was given good advice on what malaria pills to look for at the Pharmacy
Nurse Clinic	Jennifer is lovely, so kind, caring and understanding. The appointment was on time and everything went well.
Session	The pharmacist that called me didn't have the right details, made mistakes and refused to prescribe what the consultant requested because she said that most likely I'd already been given some which I wasn't. Terrible service & zero help & I'm in pain
HCA	Efficient, friendly service by Scott, the phlebotomist. Appointment on time.
HCA	Scott is always excellent!
HCA	Was in and out quickly
Session	I have had many health complications nearly for the last 3 years. Dr Beach has been amazing, caring GP, has helped me with the diagnosis's and solutions? I am very grateful to her and the admin team in this surgery. Thank you.
Session	Staff are always helpful and friendly.  Medical Practitioners are very attentive and ensure follow-ups to check on my progress
GP Clinic	Thorough GP

GP Clinic	Great booking experience, with an appointment in less than 24h after my request. Not to mention great level of attention and care offered by Dr Ryan
HCA	Super efficient blood test!
HCA	On time, efficient, friendly
HCA	I was seen very promptly at my appointment time and the nurse was efficient and friendly
HCA	Very supportive and helpful during blood test
Session	The doctor visit was very good, but all they had to do is follow up with a simple blood sample and they couldn't do it on the spot. Next available was 2 weeks away. After doing my own blood samples during covid for the last 2 years I find it ridiculous

