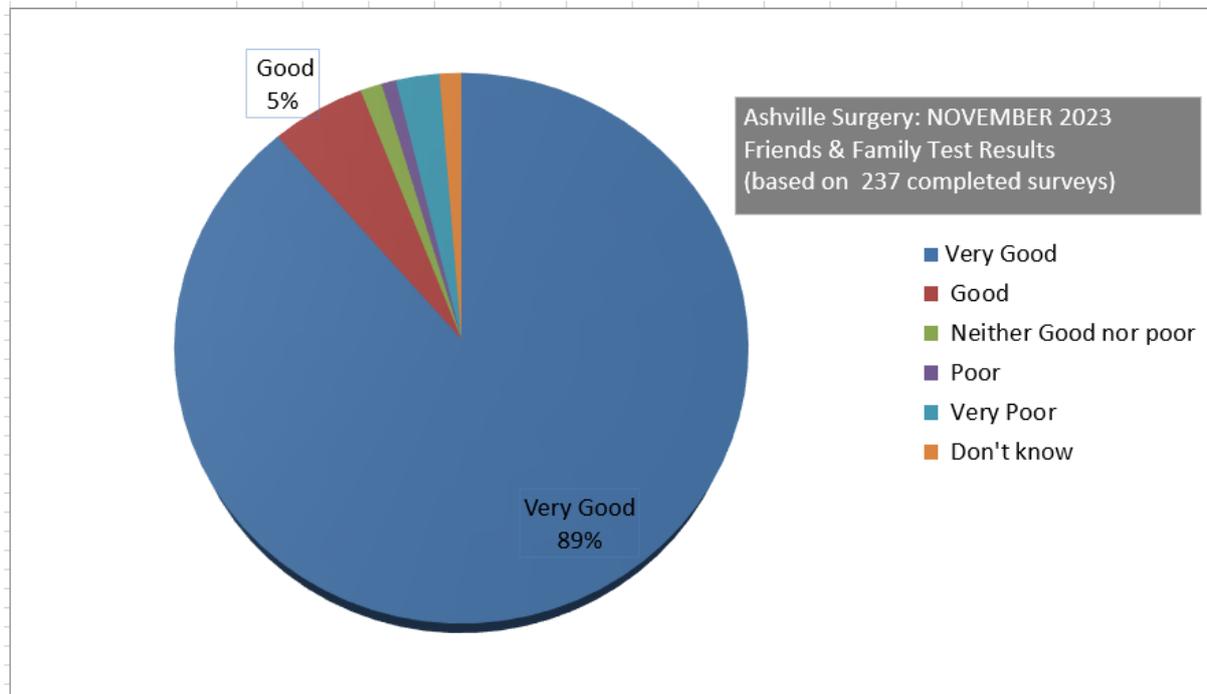


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from NOVEMBER 2023



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
3	3	94

Very Good	210
Good	13
Neither Good nor Poor	3
Poor	2
Very Poor	6
Don't Know	3

📅	November 2023
🏠	All
🏠	All
👥	237 Responses
🕒	890 Appointments
📊	27% Response Rate
💬	24 Verbose Responses

Department	Response
Nurse Clinic	Following my test, a diabetes risk scale was mentioned. A copy of that would have been useful to remind me where I stand. Thanks.
HCA	So far, nothing.
HCA	I wouldn't change anything!! About my treatment I received today my nurse was pleasant and really nice easy to talk to. So I am really pleased
HCA	I would describe it is highly efficient and impersonal! I'm grateful for the free tests, but I did feel very much just like a number!
GP Clinic	I was very happy with my care and treatment for this appointment
GP Clinic	Very happy so far with help received from surgery
DIABETES CLINIC	Had a phone appointment today at 11.00 am. Have phoned twice and told it will be in the next 15 minutes. Still no call
Nurse Clinic	To be able to talk to someone, e.g. a GP, about more than one problem at a time so as to receive more holistic care rather than dealing with each medical
GP Clinic	Nothing could be bettered from my perspective
HCA	Nothing.
HCA	It was great
Session	It was perfect.
eHub Paramedic F2F (booked by Paramedic)	Well I had a very bad cough and sore throat and did not give me any think for it
HCA	I thing you don't have any thing to change as I can see that you're very good , helpful and patience to all your patient , that's why I never leave you
HCA	I attended the surgery for an ear examination which took seconds but had to wait 2 weeks for.My ears had wax and I was referred to the walk in clinic for
HCA	No need to change anything
HCA	A welcome sausage roll on arrival. The NHS link doesn't work.
Session	Keep that pharmacist ??
HCA	Today's appointment was v good thankyou
GP Clinic	Everyone very helpful. I found the toilet paper holder difficult to release a new roll when you are seated
Nurse Clinic	Definitely be much more polite with your patients. The nurse called my husband "an idiot" because of our choice to not take the meningitis B vaccine for
Nurse Clinic	Provide a safe parking spot for cyclists please