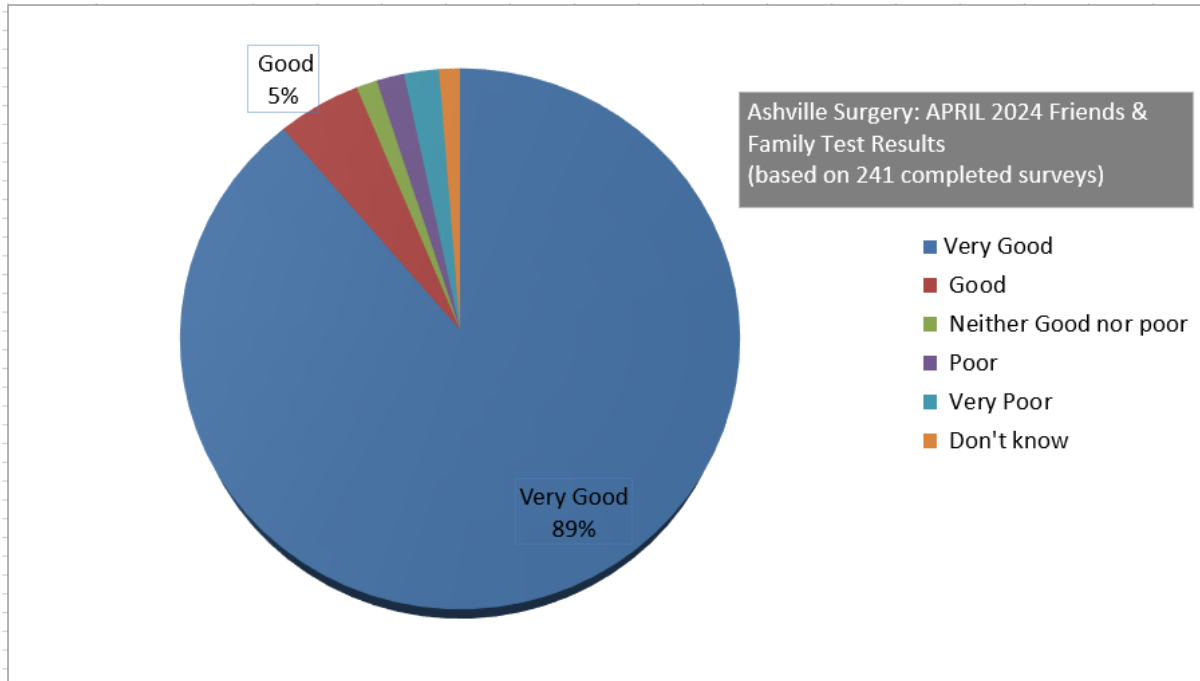


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from APRIL 2024



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	The Numbers	
4	2	94	Very Good	214
April 2024			Good	12
All			Neither Good nor Poor	3
All			Poor	4
241 Responses			Very Poor	5
932 Appointments			Don't Know	3
26% Response Rate				
25 Verbose Responses				

Department	Response
Session	A face to face appointment would improve things immensely.
GP Clinic	Able to book appointment over the telephone rather than using patches.
Nurse Clinic	An additional text reminder on the day of the appointment (currently there is only a reminder 2 days before)
HCA	As I am lucky enough to enjoy good health considering my age (nearly 94), I have not had occasion to call you since covid except for blood tests (anaemia
HCA	As it is perfect.
Session	Ashville is a delightful GP surgery
GP Clinic	Best experience I've ever had at a doctors surgery!
GP Clinic	By being more flexible in allowing appointments to be made not only through the Patches application. People being told they cannot make appointments when
eHub Paramedic F2F (booked by Paramedic)	Easier access to a GP
Nurse Clinic	I think it's all great to be honest!
GP Clinic	I was very happy. I dont see what could be changed from today's appointment.
HCA	If one submits a Patches request, one can get 3 replies each of which is a holding reply
HCA	Impossible!
GP Clinic	It all worked smoothly from reception to being seen and I cannot think of anything I would change.
GP Clinic	It was the first time in i cannot even remember how many years that i saw the GP in person and actually took the time to listen to me and address meaning
Session	It would help if when a telephone appt is made, that it actually happens
GP Clinic	Make it possible to book an appointment on the phone.
eHub Paramedic F2F (booked by Paramedic)	Nothing .
Session	Nothing It was excellent obi is very good
Nurse Clinic	Please please can we have more easy access to see to see our GP, People are using patches , because they can't or it takes too long,
Nurse Clinic	Sally is excellent, she is always able to do my blood test successfully and painlessly where others have failed.
HCA	The phlebotomist was a little disinterested and I didn't feel put me at ease
HCA	Where there are changes in test results as in my case, it would be reassuring and informative to have a 'face to face' consultation to talk through

eHub Paramedic F2F (booked by Paramedic)

You could have a couple of spots for walk ins. It's so frustrating when one needs to see a doctor when the symptoms are there, rather than book an appoin