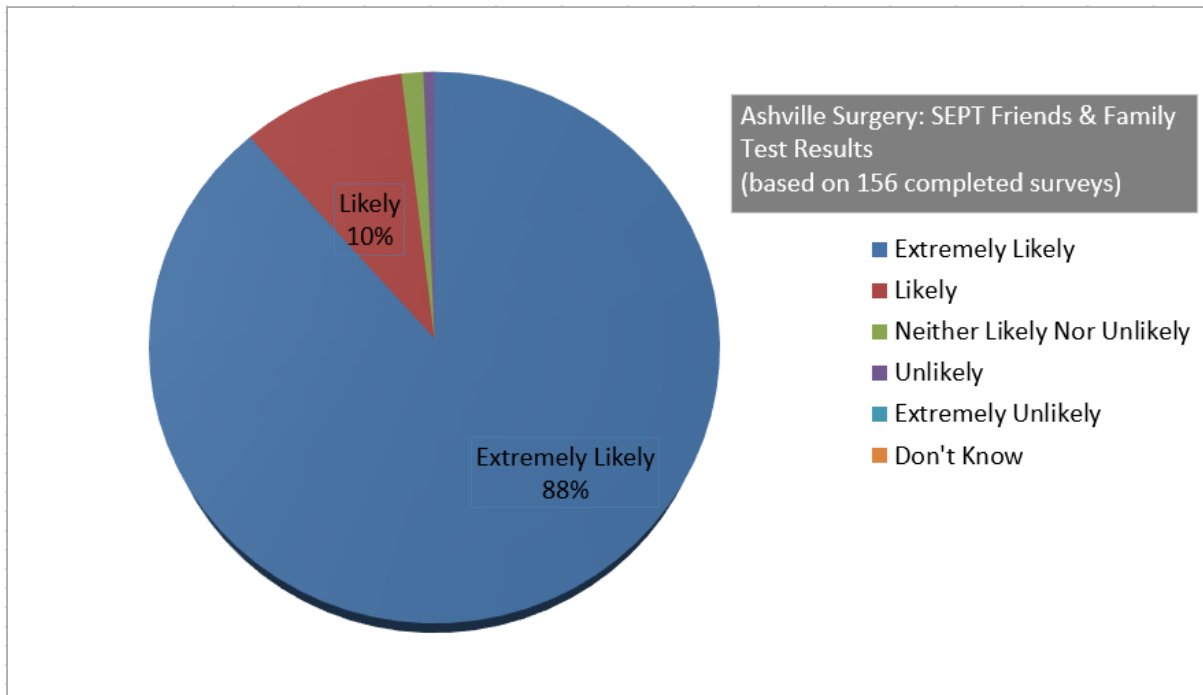


After your appointment, we will send you a text asking for your views. You will be asked to respond to the statement *how likely are you to recommend our service to friends and family if they needed similar care or treatment?*

Here are the results from September 2022



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
1	1	98

Category	Count
5 Stars (Green)	138
4 Stars (Light Green)	15
3 Stars (Yellow)	2
2 Stars (Red)	1
1 Star (Dark Red)	0
0 Stars (Blue)	0

📅	September 2022
🏥	Ashville Surgery
🏥	All
👥	156 Responses
🕒	1080 Appointments
📊	14% Response Rate
💬	135 Verbose Responses

Feedback from patients from SEPTEMBER 2022:

Department	Response
Session	Very speedy face to face appointment given & the GP Dr Ryan was most excellent.
H.C.A.	I was very pleased with the way I was treated.
H.C.A.	The dressing was changed efficiently.
H.C.A.	The nurse was very comprehensive in his analytics
eHub Paramedic F2F (booked by Paramedic)	No waiting time, listened to everything I had to say and made an instant referral
Session	Super kind doctr!
Session	Because it was good
H.C.A.	Didn't have to wait for too long and Scott was great!
H.C.A.	Great A-Z! Thank you
H.C.A.	On time, efficient service
H.C.A.	Skilled professionalism of Scot and his friendly approach
Session	It was efficient and quick and the nurse was lovely
Session	On time and happy with the results all good ?
Session	Fast & efficient support, great service, very helpful staff
Session	Kind friendly And Very Professional.Always I?m time never had to wait Great
Session	Quick and efficient
Session	Prompt polite efficient
Session	Prompt service, no issues
Session	Scott gave a skillfull flu vac. I felt nothing. He was also v friendly and reassuring.
Session	Reception easy, appointment punctual, flu jab quickly and efficiently administered.
Session	Very good apart from missing the appointment due to my own fault with travel problems. Can I have a new appointment ?
Session	Appointment on time
H.C.A.	Everything went smoothly. And fast
Session	I was welcome by reception and a careful considering doctor
Session	The nurse was extremely friendly and very helpful and knowledgeable.
H.C.A.	Very effective help and advice
Session	I was ready for phone appointment but the phone rang only briefly & stopped before I could pick up. I immediately rang the surgery but by the time I got through to reception they told me I?d missed the appointment and the GP was fully booked.
Session	Seen on time and efficient.
Session	On time . Pleasant staff
Session	Quick polite effective

Session	Quick vaccine
Session	Fast and easy
Session	On time. Very polite
Session	Dr Rashidy is the best!
Session	Friendly & efficient
Nurse Clinic	The nurse was fantastic, really put you at ease, made you feel comfortable and incredibly good at her job.
Session	Always been a great GP
Session	Friendly and efficient
Nurse Clinic	Lovely staff, nurse was very gentle with my daughter when giving the vaccination and everything ran on time.
Session	Quick process, everyone helpful!
Session	Very quick and efficient. Thank you!
Session	Very quick
Session	Efficient friendly service
Session	Got my flu jab which was done v quickly - with little wait!
H.C.A.	Seen on time. Efficient service
eHub Paramedic F2F (booked by Paramedic)	Received excellent medical care by both the paramedic and the doctor.
H.C.A.	Nurse very pleasant and efficient
H.C.A.	Mr. Owen offered me the flu vaccination. The result of the blood test came through the same day.
H.C.A.	All staff are professional, helpful and friendly, always seeking a good patient outcome.
Session	Thoughtful, efficient, clear explanations.
Session	Efficient check-in?, no noticeable wait for appointment, comfortable vaccination.
Session	Quick and efficient.
Session	Scott is always a cheerful, positive person. He is extremely skilled in delivering painless injections. I should also like to commend Eric for his unfailing patience, being so polite and thoughtful and supportive.
Session	As always I can't fault this surgery Thank you
Session	We were contacted to make an appointment for our flu jab. We arrived at the appointed time we waited 2 mins we went in and a very nice man gave me the injection. The whole procedure was professional and efficient
Session	Fast and efficient
Session	Staff very helpful polite
Session	On time and super efficient
Session	late starting

Session	Nurse was lovely and reassuring. She administered the jab quickly
Session	The nurse saw me on my arrival and I had my flu injection - which was administered it quickly and he was pleasant as always when I see him
Session	Was seen very quickly
Session	It just involved a flu shot by Scott. On time and in and out in less than 5 minutes.
Session	Receptionists lovely and understand. Must be a tough job being gatekeepers.
Session	quick and efficient flu jab
H.C.A.	Interaction with the health assistant was very cold, quite blunt, little to no eye contact. All the test were done fine just felt like they did not want you there and you were taking up their time
Session	It's always excellent
Session	Super efficient and friendly as always
Session	Prompt, professional and polite
Session	My appointment and nurse attendance where done satisfactory and on the booking listed time. Thank you.
Session	Because it's true
Session	Quick and efficient
Session	Lovely nurse
H.C.A.	On time and polite
H.C.A.	On time. Friendly and efficient
Session	On time, speedy and cheerful
Session	Very good medical attention. Helpfulness of the reception staff. Nurses competence . Well organised information and communication with patients.
Session	Prompt and efficient
Session	As always Asheville surgery were extremely responsive and got me an appointment immediately. They are just really efficient, professional and easy to deal with.
Session	Checked and just a short wait appointment on time
Session	Right on time and very helpful. Well run surgery!
Session	Efficient and friendly as always
Session	I am always made to feel at ease.
Session	Came for flu jab in and out in 5 minutes .
Session	I was seen quickly and my flu injection took no time at all.
Session	AMAZING staff and amazing caring service. On time and super efficient.
Session	Friendly, efficient and on time

Session	I received the normal friendly, efficient treatment.
Session	On time, polite and quick
Session	On time, quick and painless
Session	As always the very efficient Scott was ready and it only took a moment - everything on time
Session	You were caring, understanding and prompt..
Session	Delay about 12 minutes
Session	Right on time my appointment and quick job with a smile
Session	Prompt, courteous, and efficient
Session	As I have mobility issues I much appreciated the kindness of the nurse
H.C.A.	The Dr I saw was most efficient and clear
Session	Because it was "very good" in every respect!
Session	I was having a flu jab. On time and a lovely lady. Also, The appointment had been made by telephone which is SO much easier than online.
H.C.A.	On time and efficient.
Session	All the aspects were covered
Session	The vaccines were effectively done.Well done Scott!
Session	Quick & friendly
Session	I was seen quickly by Scott the nurse - as always he was polite and respectful.
Session	Staff at the Surgery welcomes you like a family member - calling your name, smiling, asking about your health and generally making you happy throughout the visit.
Session	Very happy about my visit. Everyone greeted me by calling my name. Did not even feel it when Scot gave me the Flu jab.
Session	Courteous reception. Efficient process.
Session	Very punctual but don't understand why staff are not wearing masks but patients are.
Session	Ashville is very helpful , the staff at the information especially . They help me book my appointment & everything . Thank you so much for your kind assistance when I needed most .
Session	I was called in time The nurs was plesent and professional
H.C.A.	The receptionist struggled to find the booking, but the medical assistance was very prompt and very professional.
Session	The receptionist straggled to find the the booking, but the medical assistance was prompt and very professional.
H.C.A.	Everyone was helpful. The staff and the Nurse
H.C.A.	Quick and efficient
Session	Quick, friendly and efficient
Session	Excellent staff. Excellent and clear notification from NHS

Session	Seen quickly and efficiently
Session	Because my doctor was such a good listener and allowed me to stay longer to help me better
Session	The expert service given to me by the receptionist and nurse was prompt and cheerful. I was also very impressed by the support given by the receptionist to other patients seeking assistance while I was on site.
Session	I was running a bit late and the practice was very accommodating
Session	On time Quick efficient Lovely practice nurse Jenny
Session	The GP I saw was so lovely and reassuring; she was patient with me and really took the time to explain everything
Session	Prompt reminder and on appointment time kept
Session	Everything was on time and the nurse was super nice and efficient.
Session	Quick - no waiting
Session	No queue. The nurse was well prepared. Very pleasant and welcoming. The jab was expertly inserted. In and out of the surgery very quickly. No complaints.
Session	Dr Jenkins has always been so kind and helpful with his advice. I have a very positive view of NHS and has always rated my GP highly thanks to him. The reception staffs have always been pleasant and helpful too.
Session	Sally is excellent
Session	Quick and efficient top class lovely nurse .
Session	I arrived on time. No waiting. The nurse was there to give me my flu jab which she performed perfectly. I was out of the surgery a minute later. Brilliant
Session	The nurse was very helpful and answered all my questions. Very quick as well
Session	I found the booking system easier than the e consult - someone responded quickly and the follow up was also done very quickly!
Session	Welcoming staff, clean and organized facilities, seen promptly for the appointment and the nurse was just lovely and patient.
Session	Very good service got seen at the appropriate time no waiting and the doctor was very reassuring