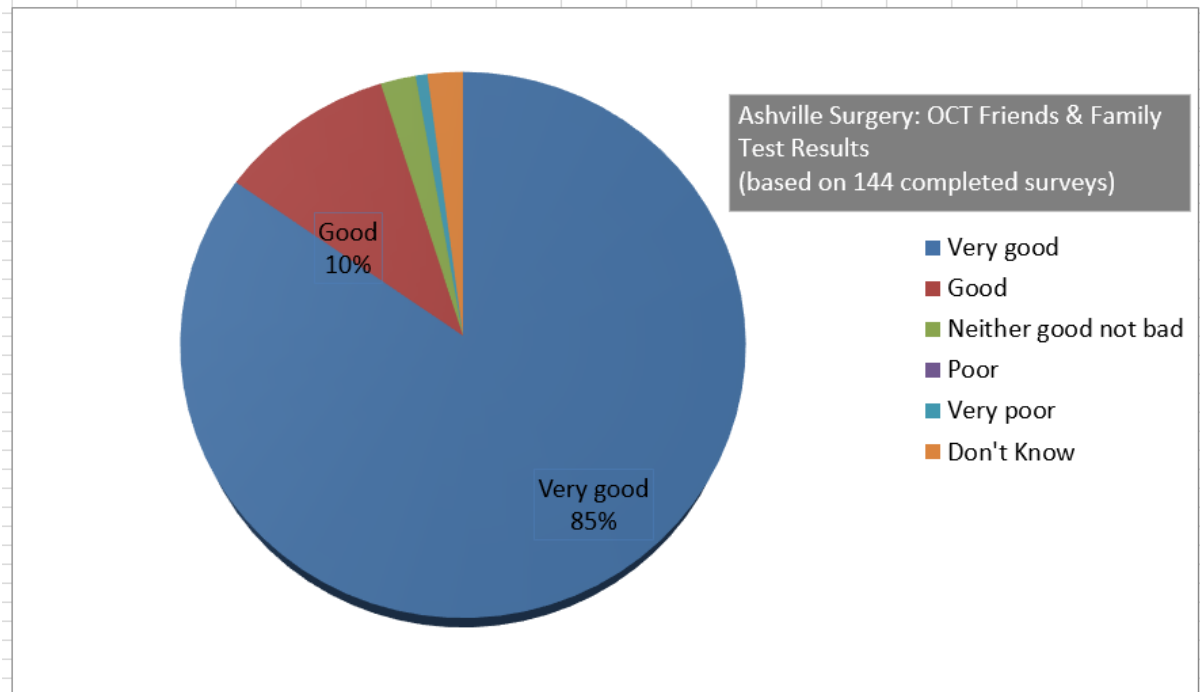


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from October 2022



The infographic features a row of 11 green human icons. The first icon is grey, representing the 'Not Recommended' category, while the remaining 10 are green, representing the 'Recommended' category.

Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	The Numbers	
1	4	95	Very Good	122
			Good	15
			Neither Good nor Poor	3
			Poor	0
			Very Poor	1
			Don't Know	3

	October 2022
	Ashville Surgery
	All
	144 Responses
	1323 Appointments
	11% Response Rate
	130 Verbose Responses

Department	Response
H.C.A.	Appointment made at my convenience and seen promo and efficiently.
Session	The nurse, Sally was incredible. She got 3 things done for me so efficiently and with such kindness and care even though I was really nervous about some things. She made me feel really comfortable, heard and cared for. An extremely positive experienc
H.C.A.	Great to proactively offer a health check.
Session	The explanation was clear and perfect
Session	I visited Ashville surgery for what a text informed me was a 10 o'clock appointment to be told it was an appointment to be conducted by telephone, so went home and took the call from there.
H.C.A.	A very efficient & polite nurse dealt with me, all went well
Session	Dr Rashidi was very helpful and effective
H.C.A.	Fast efficient, friendly and professional service. Thank you!
H.C.A.	Friendly and professional staff
H.C.A.	Fast, friendly, efficient, thank you.
H.C.A.	Om time and efficient
H.C.A.	I got my flu jab.
H.C.A.	On time, polite, no complaints
Session	Like always it was exactly on time . Gillbard the nurse is very good . Took my INR . On request she took my blood sugar . Was given a flu shot . Like always very cheerful , help ful . Every one at the counter on my coming greeted me well
H.C.A.	The staff were charming & I didn't have to wait long
H.C.A.	Staff were lovely especially the receptionists & would have been 5* but had to wait 15 mins for appointment
Session	Feel in good hands
Session	Appointment was on time Very professional and therapeutic manner of the Practice Nurse Procedure performed with great competence and care Thank you
H.C.A.	Professional friendly staff. Allowing a longer appointment for my son who has Autism so that his vaccine was stressful or to traumatic for him.
Session	Because my doctor helped me
H.C.A.	Scott at Ashville Surgery is friendly, knowledgeable, and efficient. Appointment was on time.
Nurse Clinic	Good availability, wonderful nurse who I feel I know as she's been at Ashville for a long time, undertook procedure i dread in friendly and reassuring way (as previously). Excellent.

H.C.A.	People were polite, kind and helpful. Appointment was on time.
H.C.A.	You cancelled my appointment!
Session	Thorough assessment- face to face - good explanation. Caring
eHub Paramedic F2F (booked by Paramedic)	Rude and unhelpful front desk staff
Nurse Clinic	Nurse Jenny was absolutely brilliant with Artemis and her brother who both had vaccinations. She was calm, kind, super professional and made the whole miserable experience bearable and hopefully they won't be so difficult next time as a result!
Session	First because the reception responded helpfully to my request to see a GP. Then both the nurse and the GP listened to me.
Session	My concerns were acknowledged & I was given very clear & useful explanations of how things work and how some problems can be resolved.
H.C.A.	Good services
Session	What was best was to have a face to face. My view will turn to very good when I, and my husband, get the promised further contact
Session	Dr on time. Listened with interest & has kindly put a plan together to help me out. 10/10 service
H.C.A.	After waiting four weeks for the appointment, it was prompt and efficient from when I arrived.
Session	Friendly doctor and put my mind at ease.
H.C.A.	As always appt was on time well organised and Scott made it (almost) enjoyable!!
Session	Hi good afternoon.. I'm so happy. about my appointment.. The Lady information assist me nice .. but so sad I can't wait the Doctor because they have a meeting .. But the Lady helps me to book another appointment by November 10 at 10:40 am .. Thank you
H.C.A.	Scott was as efficient and helpful as ever
H.C.A.	Very efficient
H.C.A.	They see me when I need to
Session	Doctor very helpful
H.C.A.	I arrived early, was seen early and Scott gave me flu jab efficiently and promptly.
H.C.A.	I arrived for flu vax on time, straight into 'the doc' , vaxed and out within two minutes.
H.C.A.	A very stress free happy experience

Session	Dr Beach was very good, she patiently listened to my concerns and also asked several relevant questions. She also examined me carefully and explained the best course to be taken.
H.C.A.	I was in for a flu jab, the appointment was quick & easy. I was disappointed to be told that I couldn't book an appointment with a dr at reception but would have to go online. While I can do that, it could be exclusionary for others.
Session	To let you know how good job you are doing and to keep Carry on to Improve it
H.C.A.	The surgery reception staff were really good and the nurse that did my ecg was too All on time. Thank you
H.C.A.	First, one of your Receptionists kindly found the delayed results of my last Blood Test for me. Then, I was seen on time, and efficiently by Scott for 'measurements' prior to a forthcoming review appointment with my GP. Thank you.
Session	Good
H.C.A.	Easy to make appointment and Scott the nurse always a pleasure to deal with- and on time!
Session	I always have a good experience with Ashville and all the people I've seen give me time and listen so I'm very satisfied with the service they provide
H.C.A.	Appointment was on time. Scott was really clear in his explanations and professional, friendly and efficient. Thank you
Session	Familiar surroundings, professional made me feel relaxed and able to talk.
H.C.A.	Everything on time and very gracious staff
H.C.A.	Owen was efficient, friendly and informative. Thank you!
Session	Appointment started on time and the nurse was friendly and efficient and made me feel she had time for me.
Session	Always very helpful.
H.C.A.	Didn't feel like the nurse was particularly interested and got very little feedback
Nurse Clinic	Because they're all very nice and very caring reception is wonderful and the nurses are excellent that's what I can say
Session	Dr Ryan thorough and caring. All is a bit rushed these days but I was happy with the consultation and was not made to feel I was wasting time. Thank you
H.C.A.	Helpful person at reception. Registration system really efficient. No waiting time. Nurse doing procedure quickly and effectively

Session	Because from the receptionist were very polite and pleasant, he was very helpful with my queries, the nurse who saw me also very helpful and polite, all in all very happy with my visit today. Thanks
H.C.A.	I was seen on time, and I was informed I may have a fever. I therefore decided to take paracetamol to prevent a possible fever and I felt fine as a result. Thank you.
H.C.A.	Ashville are always helpful
H.C.A.	Very kind and very efficient
Session	Given time and it was clear doctor had read my notes and knew my history. Empathetic and interested. Felt cared for and like I was important.
H.C.A.	Greatly appreciated.
H.C.A.	Excellent care from Scott
H.C.A.	Great Nurse very helpful and professional
Nurse Clinic	Friendly, quick and easy appointment
Session	The doctor who saw me was patient, kind and considerate.
Nurse Clinic	The nurse was super gentle and kind in doing my smears
Session	Dr. McWhirter is very thorough and has a good bedside manner. The nurse is also very kind
H.C.A.	Good
Session	The staff do really try hard to help. Nothing is too much trouble for them. I was late for my flu jab but they were wonderful and very professional. A very big pat on the back to them. Great ambassadors for Ashville. Thank you.
Session	Friendly, conversational nurse. Professional and courteous.
H.C.A.	I didn't have to wait. Nurse was very kind and efficient.
Nurse Clinic	I felt very comfortable at my appointment and the nurse on duty made me feel at ease. She was very friendly and lovely and I received a good level of service.
H.C.A.	Seen at a good time. HCA Scott was friendly. As was the male receptionist. Always a good appt when I attend!
H.C.A.	The service was excellent
H.C.A.	On time, polite and very quick
H.C.A.	Excellent service from receptionist to nurse
H.C.A.	I'm only seeing nurses for injections and blood tests. They are very very good. Reception good too. Haven't seen doctor since before Covid but presume they are there.
H.C.A.	The nurse was ready with my flu jab as soon as I walked in. The whole procedure took about a minute & was virtually pain free - incredibly efficient.

H.C.A.	<p>This morning came for blood test, unfortunately the the nurse couldn't do the blood test. he tried both arms, negative results . Even though I had over a 1.5 L of water.</p> <p>Regardless, most staff at Ashville surgery are awesome, specially Eric.</p>
Session	Lovely people. Excellent professionals
H.C.A.	Excellent and quick service
H.C.A.	<p>Scott was charming and professional as always.</p> <p>As a nervous patient he takes time to give confidence and reassurance.</p>
H.C.A.	<p>My appointment was good because when I arrived at the reception at the desk, he knew me and helped to book me and the nurse told me when the results will be back in and that someone will telephone me to let me know of the outcome.</p>
H.C.A.	On time, quick and efficient.
Session	Was very good severce
H.C.A.	Scott is always cheerful and happy to help.
H.C.A.	Thorough and professional. Speedy response to my health check -all ok- and responsive to my request to consult with a doctor about my asthma.
Session	Because every body including reception staff and Doctors were so helpful
Session	Doctor explained everything clearly and was receptive to my input
Session	<p>There was almost no waiting time for my appointment.</p> <p>Everyone in the clinic is very nice and helpful.</p>
H.C.A.	Friendly and efficient people (reception & nurse). In and out within 5 minutes.
Nurse Clinic	On time, helpful, friendly
Nurse Clinic	No queue, waited less than 10 minutes before being well served by the Doctor
H.C.A.	Short waiting time and just a straight forward visit.
Session	Excellent nurse who gave me exactly what I needed quickly and efficiently
Session	Making the appointment was easy. Everything in the surgery was fine. Nothing to complain about it.
Session	Compassionate and thorough Doctor. Explained things well
H.C.A.	Just a flu jab but given with efficiency and was painfree!
H.C.A.	I wasn't kept waiting for my appt. The appt. Was quick and painless!
H.C.A.	Very nice nurse

H.C.A.	The people are caring and polite. Although, I'm having to wait an age to get seen by a real Dr. In person. The online system doesn't work for me.
H.C.A.	Efficient and seen on time and always pleasant and polite
H.C.A.	It was on time, Swift, painlessly done by Scott and very little time wasted attending. The front office service is first class too.
H.C.A.	The person I approached was very good . I like his behaviour. The one who took my blood and ECG was very good too . I'm happy today when I was there for my appointment. I hope next time is the same . Thank you !
H.C.A.	I did not have to wait, and the procedure was carried out quickly and painless.
H.C.A.	Appointment kept and was fast
H.C.A.	My appointment was dealt with in an efficient and friendly manner, and no after effects from the injection - good result.
H.C.A.	It's a First Class medical practise at Ashville and therefore the management delivers a highly efficient and effective service.Long May it continue. Timothy Tucker
Session	Professional and friendly expert service.
Session	No waiting time Very kind members of staff : reception, nurse. Thank you very much for everything
eHub Paramedic F2F (booked by Paramedic)	Because the nurse was so nice and caring
H.C.A.	Excellent service in reception and great service by the nurse
Session	Sally is always professional and kind. She is also experienced and sensitive for which I am grateful.
H.C.A.	I got the time wrong. I was more than half an hour too early and the very helpful receptionist managed to fit me in for soon after I arrived.
Session	Perfect
H.C.A.	Bright, cheerful staff and did not feel the jab
H.C.A.	On time appointment with a gracious and professional nurse.
H.C.A.	Very efficient and on time
H.C.A.	Reception Staff very helpful and welcoming. The nurse was very understanding and made me at ease, and smiling during the consultation.
H.C.A.	Very nice nurse who was on time to do my flu jab
H.C.A.	No waiting, welcomed with a smile, quick flu jab, painlessly delivered and on with the day. Couldn't be better. Thank you

