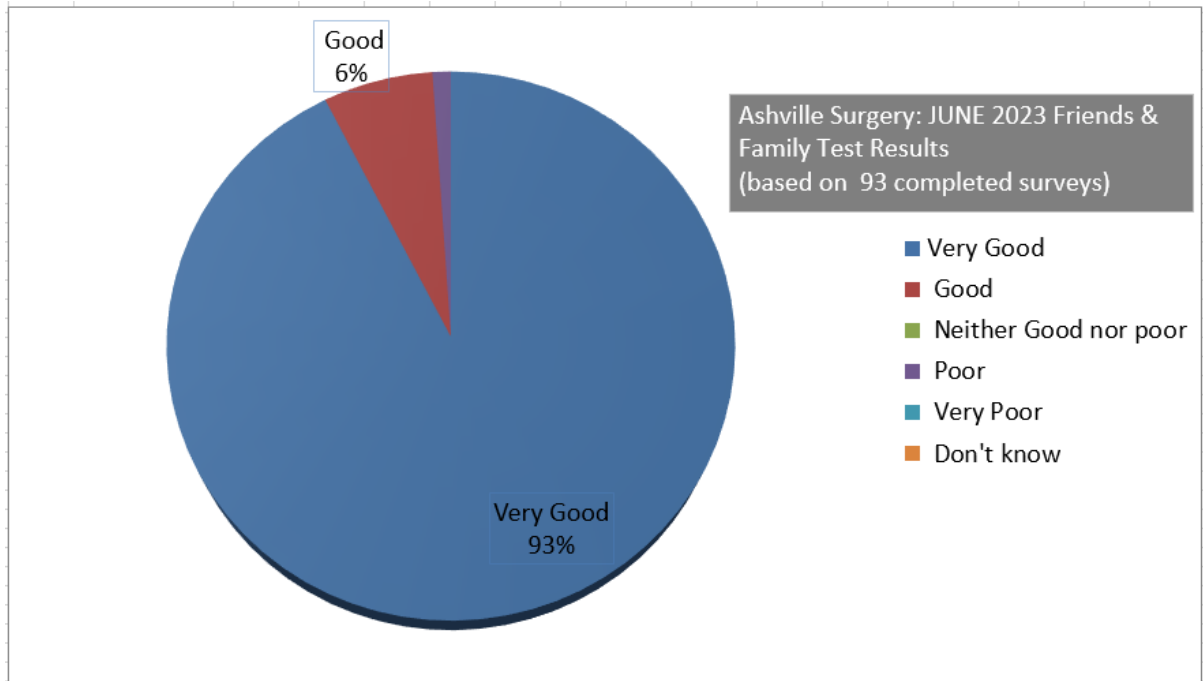


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JUNE 2023



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	The Numbers	
1	0	99	Very Good	86
June 2023			Good	6
All			Neither Good nor Poor	0
All			Poor	1
93 Responses			Very Poor	0
945 Appointments			Don't Know	0
10% Response Rate				
80 Verbose Responses				

Department	Response
HCA	I was extremely impressed by the expertise of my blood test. It was done extremely quickly and easily with no fuss and basically pain free. I've never had such an excellent blood test. Expertly done.
HCA	Appointment on time.All equipment was prepared.Painless insertion of the needle to collect blood.
eHub Paramedic F2F (booked by Paramedic)	Receptionist very polite and friendly Doctors /nurse very polite and professional
HCA	The staff of Ashville Surgery are very cooperative, respectful and kind. The health services the surgery provides are excellent. I am so grateful to them and wish them a happy future.
Session	Professional doctor, minimal waiting time. I have had bad experiences with the NHS but this doctor was the best I have seen. Very clear and to the point
GP Clinic	Very pleasant receptionists and seen on time by Doctor. Jenkins. Great efficient service. Referral letter processed in minutes . Thank you
Nurse Clinic	The nurse she was lovely
GP Clinic	Dr Ryan was very helpful and thorough
Session	I'm happy nhs and gp are fantastic
Nurse Clinic	Efficient and friendly
Nurse Clinic	Always professional and personal, great team.
Nurse Clinic	Easy to book appointment Quick check in
Nurse Clinic	Jenny is amazing. While the surgery in general has worsened over the years and some people aren't doing a good job unfortunately, Jenny consistently delivers and is so competent and nice. She treated my baby so kindly and carefully. Many thanks!
Nurse Clinic	I forgot to ask some questions
Session	Great service with a smile
Nurse Clinic	Because it was very good . Jenny the nurse was good . Very pleasant . I was able to get hold of Doctor Jenkin .The Gp while he was passing by . About one of my tests recommended to me . He said that is nothing to worry about .It was satisfying
Nurse Clinic	Friendly staff, efficient service!
Nurse Clinic	Nurse was very welcoming and friendly. Good friendly banter. Knowledgeable and able to draw blood without too much hassle
Nurse Clinic	Dr Chetwynd is professional, friendly and helpful in dealing with the administrative problems.
Nurse Clinic	Because the staff are kind, efficient and professional The whole experience in terms of booking on line, follow up call to make booking and text reminders is very efficient and effective. Well managed.
GP Clinic	Because I got the help I needed and the doctor explained all my problems in a very nice manner. It made me feel better and more confident and try to follow her advice.Thank you Dr Beech
Nurse Clinic	Quick and easy thanks

GP Clinic	Great to see Dr Jenkins. , face to face . Always very kind & checks everything , a great doctor . Best Carol .
eHub Paramedic F2F (booked by Paramedic)	Excellent service
Nurse Clinic	Saw lovely reassuring nurse and knowledgeable nurse who took my blood quickly and painlessly.
HCA	I got seen on time.staff always friendly.
Session	Text message to set up the appointment, appointment was on time, medic was helpful and nice to deal with
Session	Appt exactly on time and fantastic service from nurse who dealt with me.
GP Clinic	I was seen on time. The Dr was very knowledgeable
Session	Made to feel I was wasting doctor's time for a serious concern. Hopefully will have a satisfactory conclusion now things finally moving on after online request, ignored response, two phone calls (first message ignored) to request face to face.
Nurse Clinic	The nurse I saw was friendly, helpful and very efficient.
GP Clinic	A pleasure to have an in depth face to face with Dr Ryan who took time covering my on going symptoms/health at my age of 91.
eHub Paramedic F2F (booked by Paramedic)	I would like you to know that I was happy with the Service. Thanks
GP Clinic	Quick response and seen very quickly
Nurse Clinic	Self checking was very well made. Appointment itself was great. Maybe strange not to have to interact with anyone before the appointment, but all good.
Session	The Pharmacist was very nice and pleasant to speak with. She made feel very comfortable.
Nurse Clinic	As always, polite, personable, and above all professional. Thank you.
Nurse Clinic	The nurse was very professional and friendly
GP Clinic	I have been given an appointment with a dermatologist
GP Clinic	Found Dr Ryan very pleasant and had a great manner
HCA	Short waiting time and quick turnaround
GP Clinic	I went i on time
HCA	I was received on time and treated very professionally
HCA	I got what I needed on time and my questions answered by people who were helpful.
eHub Paramedic F2F (booked by Paramedic)	I had a phone call first...then an appointment...very efficient and I felt much better after being seen by lovely Kirsty
GP Clinic	On time, very good explanations and very clear plan of action. Thank you Dr Ryan.
HCA	On time. The whole process was very easy/efficient.
HCA	Just quick and efficient

HCA	The place was empty and little waiting
HCA	Punctual, professional and kind
Session	Very efficient and pleasant pharmacist and appointment on time.
Nurse Clinic	Good service
Session	Waited less than a minute. Blood taken painlessly. Demeanor of the lady was lovely. Love the surgery
Nurse Clinic	Nurse Jenny is golden
Nurse Clinic	In time and very friendly and professional
Nurse Clinic	Friendly, respectful, efficient
HCA	Because The staff at Ashfield surgery I'm very nice and polite and they're always willing to help I give them 100%.
HCA	Lovely Staff ??
Nurse Clinic	Reception always polite, nurse who took my bloods always helpful and extremely approachable
Nurse Clinic	The staff is efficient, friendly and polite.
HCA	On time and efficient
HCA	On time both me and the nurse. So calm and professional handling the blood tests. Thank you.
Session	Because the receptionist was a big help
GP Clinic	Good thank you
HCA	Appointment on time. Very efficient and easy treatment
HCA	Timely, efficient and very professional staff. Well done!
HCA	Fast and sharp service
Session	The pharmacist was very thorough and explain things well
HCA	The nurse in RM 4 is so friendly and professional is very easy to talk to And is so gentle when taking bloods well as gentle as is possible Thank you Ashville surgery
Nurse Clinic	Understandable information and great service from nurse. If I need to come again, I wish to visit the same person ?
HCA	Prompt turnaround of the test results
Session	The practice nurse was able to answer all my questions and many others about my health and was very helpful and supportive particularly regarding menopause advice. She was empathetic and so knowledgeable, with a friendly attitude and understandin
Nurse Clinic	Prompt appointment, knowledgeable staff
Nurse Clinic	No waiting time. Staff all nice and helpful.
HCA	Treatment very good and professional
HCA	Scott was kind and efficient
Nurse Clinic	Lovely receptionist and nurse. Made me feel v welcome
Nurse Clinic	I was see. Quickly and everyone was helpful and professional. I am a new patient and very impressed with everything I have experienced so thank you. You have reconfirmed my faith in the nhs. Long may it continue

HCA

I think it's a great idea to offer people a health care check, Scott was absolutely lovely. Thank you