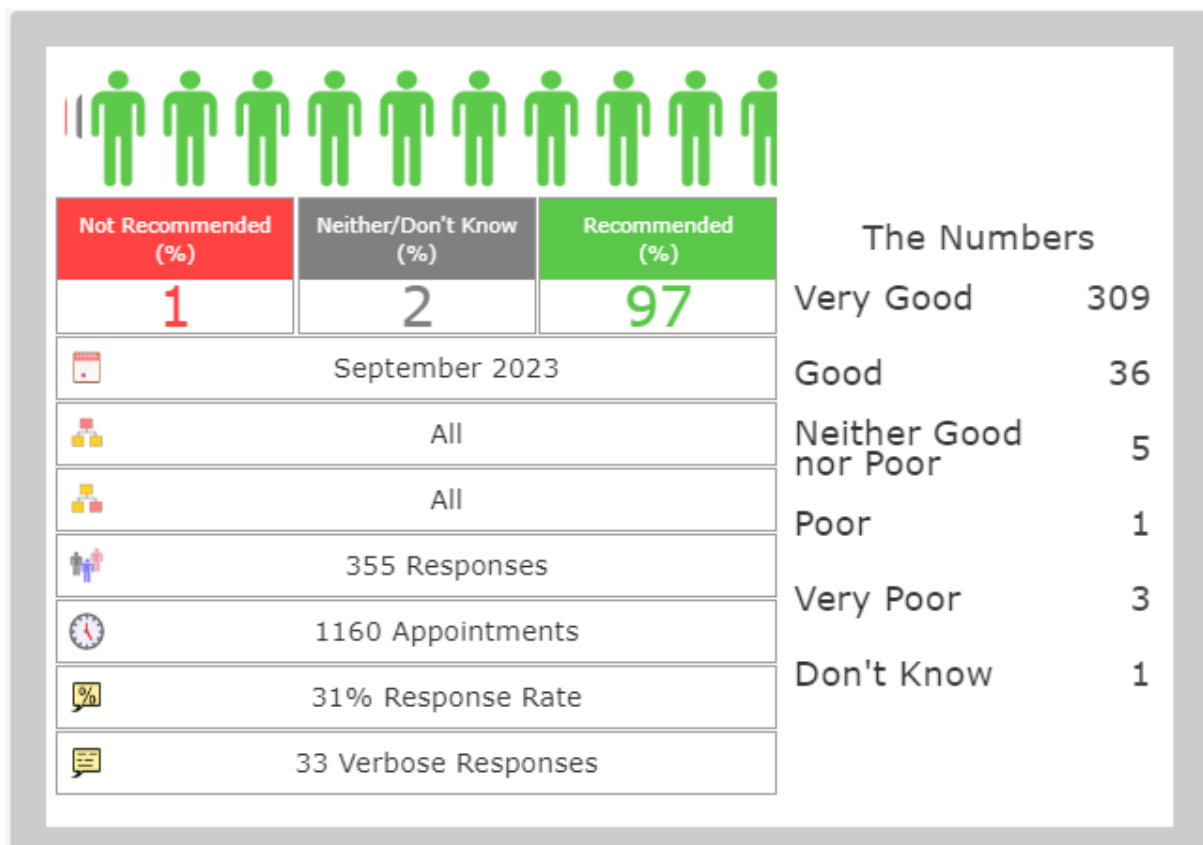
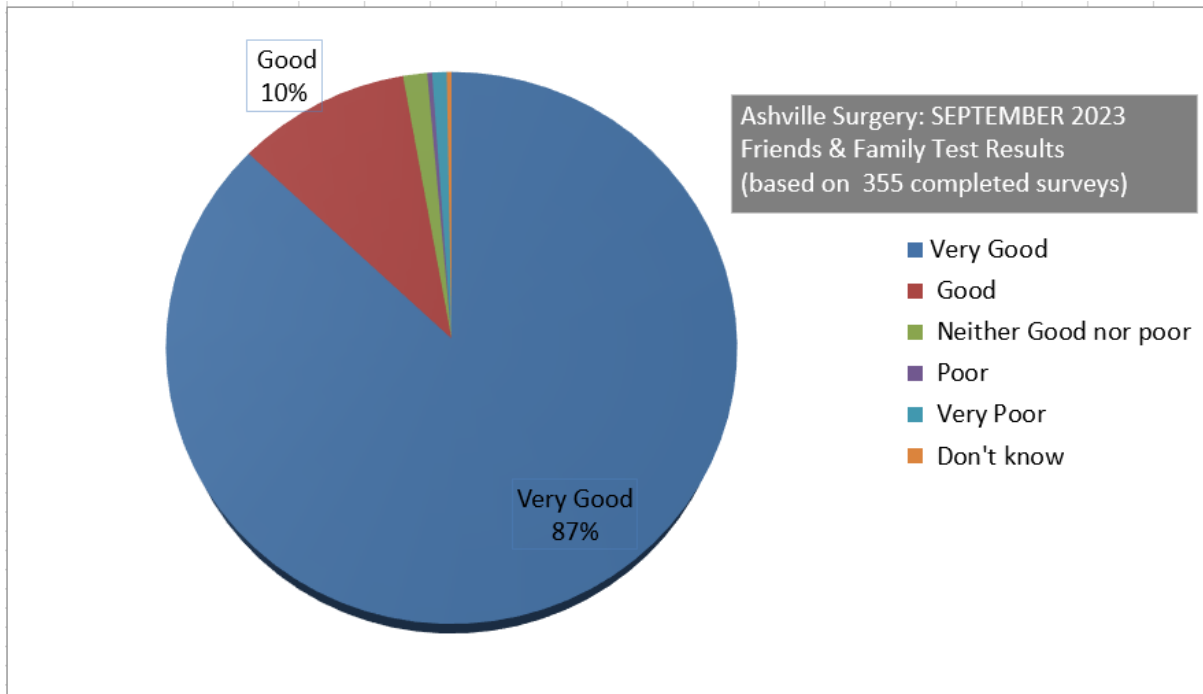


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from SEPTEMBER 2023



Department	Response
Nurse Clinic	One thing g to improve would be an actual link in the text message you send that works. Page not found isn't really inspiring confidence in the billions
Session	Ashville Surgery provides a absolutely First Class service in every respect. I have been a patient for a long time and the service has become First Class
HCA	I want to be able to make an appointment with the GP at the reception desk. Your receptionist is very pleasant but face to face I was told it's not possi
Nurse Clinic	I attended for my flu' jab. The nurse mumbled something
HCA	All was good ?
eHub Paramedic F2F (booked by Paramedic)	At the moment I don't know how else you could be more helpful
HCA	Faster appointments too long a wait for a flu jab does not take longer than 10 minutes
HCA	I am very satisfied with all the help Ashville provides and I can't think of any improvements. I also like the the online contact it really works for me
HCA	I couldn't get the dob & name board to work
Session	I don't feel there is anything more you could do.
Session	I don't have any complaints. I am very happy with the care and treatment that you provide at the surgery. And you have such a lovely team of people.
HCA	I haven't had a consultation or dialogue with my G.P., for sometime. That would be welcomed.
Session	I was in and out in a nano second for my flu jab. Brilliant. Nurse his normal charming self. Can't think of any improvements.
Session	I would never want to have a phone appointment with the doctor. It is important that the patient is seen by a doctor face-to-face.
Session	It was all prefect - thank you (in time, friendly, efficient)
Session	It was Perfect ?
Nurse Clinic	It would be nice to have face to face appointments all the time. The website is not simple to use.
GP Clinic	Mainly have quicker blood test availability. Many thanks
Nurse Clinic	More appointments available earlier
HCA	More smiles
Nurse Clinic	No suggestions for improvement - our visit was very brief!
HCA	Nothing
HCA	Nothing needs to be changed. Great service by your practice nurse as always.
Session	Ready access to face to face appointments with my GP. Thank you.
HCA	Ref feedback : the service was excellent , difficult to improve .
Nurse Clinic	Speed up waiting time
Session	Very happy with my experience
HCA	Very happy with present setup
HCA	You can't it was excellent. Thank you

