



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
6	0	94

The Numbers

★★★★★★	70
★★★★☆	3
★★★☆☆	0
★★☆☆☆	2
★☆☆☆☆	3
☆☆☆☆☆	0

📅	August 2022
🏥	Ashville Surgery
🏥	All
👥	78 Responses
🕒	1037 Appointments
📊	8% Response Rate
💬	66 Verbose Responses

Feedback from patients from AUGUST 2022:

Department	Response
Session	Appointment was on time, nurse was very efficient and helpful
eHub Paramedic F2F (booked by Paramedic)	Far too difficult to get an appointment. The doctor was great when I saw her but the actual service of trying to get an appointment at your surgery is disgracefully bad. I am planning to change to a new doctors surgery as a result.
H.C.A.	You deliver as needed
H.C.A.	As always, Scott was informative and efficient.
H.C.A.	They answer very quickly and they are very friendly
Session	Because the person whom I spoke to was very explicit and explained everything thoroughly. She answered all of my queries very well . She was overall a very polite person
Session	The caller to took time to listen .
Session	Brilliant experience
Session	The doctor listened to my comments and made helpful suggestions for my treatment.
H.C.A.	I received the urgent care that I needed. I also received help with my prescriptions.
H.C.A.	Appointment on time, Scott is an excellent nurse always makes me feel at ease.
H.C.A.	The nurse who took my blood test didn't engage with me. looked like they didn't want to be working there, after taking the needle away, they placed the cotton bud and plaster in the wrong section of where I was bleeding because they weren't even looking
H.C.A.	Friendly and efficient and Scott is a whizz with the needle!
H.C.A.	Happy with the reception and service
H.C.A.	Came in for NHS Health Check; friendly and professional; good feedback on test; thank you.
Session	I wrote a letter of complaint to the surgery
H.C.A.	All very professional
Session	Very polite and helpful
Session	Sally was very pleasant and professional.
Session	Because the doctor took her time to listen to me and support me with my needs
Session	Scott, the nurse, has been brilliant.
eHub Paramedic F2F (booked by Paramedic)	Extremely happy !! Dr the was fantastic, can't thank her enough!!
Session	Nurse on time very efficient and personable. Kind and understanding. Felt in v safe hands
Nurse Clinic	The nurse I spoke with was very professional and helpful.

Session	I was able to get my blood test appointment the next day from when I called. I was seen promptly and the nurse was so friendly and chatty and very efficient! Was in and out in no time!
Session	All staff on reception as well as the doctor who saw me were very friendly and helpful! I felt comfortable in a new GP surgery.
Session	Because I didn't have any problems
H.C.A.	Fast and efficient
H.C.A.	I was seen on time and efficiently.
Nurse Clinic	The nurse was really lovely and she made me feel very comfortable through my appointment.
H.C.A.	Friendly greeting, appointment time met and nurse very good
Session	I really liked my nurse, her name is Sally. She was really friendly and I felt really comfortable with her. I am asking for her for future appointments.
Session	Lovely interaction with the nurse and quick and effective
Session	The nurse was lovely and easy to talk to
H.C.A.	Really good specialist
eHub Paramedic F2F (booked by Paramedic)	Attention service
Session	Bitten by a cat Sunday night, rang surgery Monday, tetanus jab and antibiotics early Tuesday morning. Good service in my opinion on this occasion. Lovely surprise.
H.C.A.	Outstanding nurse who totally understood his occupation
Session	I got a face to face appointment within a week of submitting my Patches and was seen promptly for my appointment. Very good service!
Nurse Clinic	Wonderful experience with both receptionist and nurse. Both so knowledgeable and caring. Thank you!
H.C.A.	The health professionals were very professional and they explained what they were about to do and when to expect the results back. They also explained what will happen afterwards. We had good rapport.
Session	Prompt service. Helpful staff. Scott is lovely.
Session	The gp was very attentive listened to my ongoing problem and has referred me to where I wanted to go. Excellent.
H.C.A.	Got an appointment quickly, was seen on time
Session	Limited waiting time. Friendly reception team. Nurse took time to answer my questions and reassure - doing additional test and explaining results. Given clarity on when I will get my smear test results back and year when next test is required. Thanks

H.C.A.	Seen at the appointment time. Efficiency and courtesy from all friendly staff.
Session	My blood test went well without the need to go to the hospital
Session	The nurse was very professional, caring and very lovely
Session	Dr. Beach was very thorough Explained my problems well and clearly.
eHub Paramedic F2F (booked by Paramedic)	I was moved to Ashville, not my GP, and was never told you had to sign in. Arrived early for my appointment and was rudely told I was late because I didn't sign in after sitting in front of the receptionist for nearly an hour with no help
H.C.A.	Both GP and reception were extremely helpful and understanding. The doctor responded promptly to online request and liaised with the community mental health team to fulfil my medicine request. She was very compassionate too.
Nurse Clinic	The nurse is lovely and takes her time to explain and reassure.
H.C.A.	Always excellent experience, thank you
Session	Very thorough
H.C.A.	Appointment on time. Scott has a lovely personal and professional manner. Thank you Ashville
Session	Reception was quick and efficient and the Nurse was very good at putting me at ease.
Session	Friendly & concise consultation. Many thanks to Dr Jenkins.
Session	Excellent care and lovely nurse. Very gently with children and very helpful with information.
H.C.A.	Scott was very kind and helpful as always.
H.C.A.	Appt was very quick, and the nurse was helpful
H.C.A.	I thought the nurse was friendly and helpful
H.C.A.	Did not have to wait.
Session	Amazing service for both my children, painless, thoughtful and quick
H.C.A.	Great care - painless blood test
Session	I never have any complaints and everybody is very friendly and helpful.