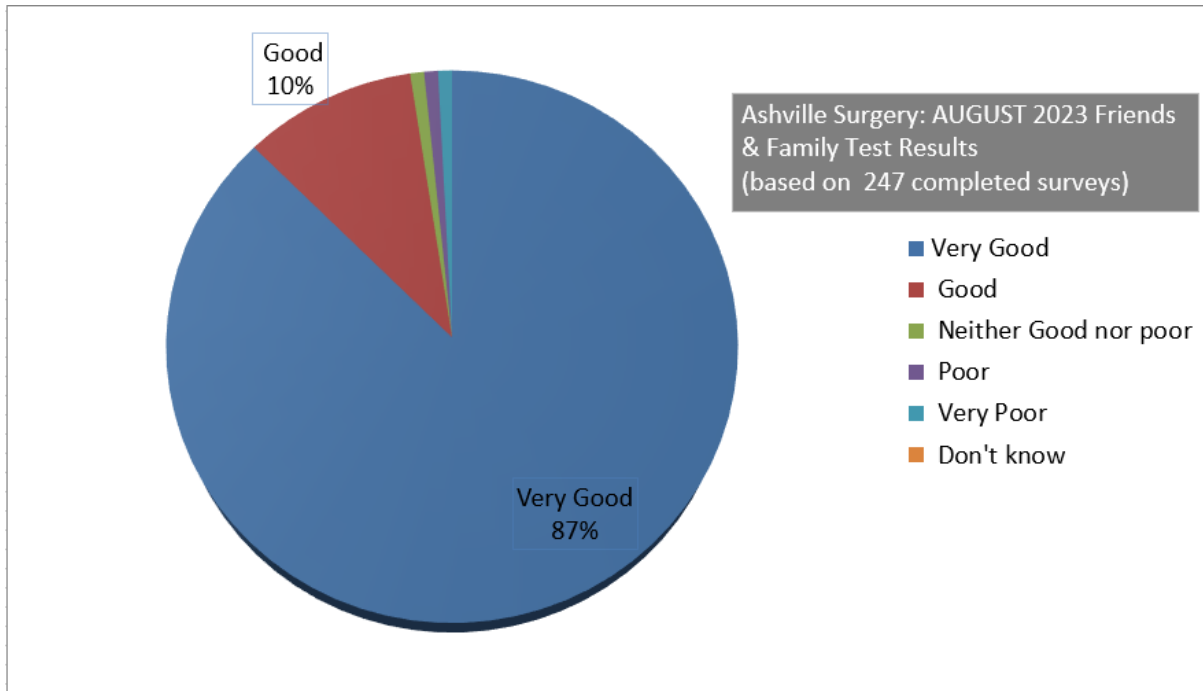


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from AUGUST 2023



		The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	
2	1	98	Very Good 216
August 2023			Good 25
Ashville Surgery			Neither Good nor Poor 2
All			Poor 2
247 Responses			Very Poor 2
1265 Appointments			Don't Know 0
20% Response Rate			
28 Verbose Responses			

Department	Response
HCA	Everything was good so nothing to improve.
Nurse Clinic	To know I could see a doctor if I were very anxious and in pain and not to go to A&E
HCA	A warmer approach to patients who might be a little nervous of needles :)
HCA	The team at Ashville were extremely helpful - as always.
Nurse Clinic	I was told by the reception that I needed to come see the nurse for my repeat prescription despite me confirming i had seen the nurse the last time.
HCA	It was the best blood test I have ever had. I normally feel faint but today was epic. In & out in seconds, didn't feel a thing and the nurse is a magician
HCA	A smile can go a long way! Other than that, the nurse was perfect!
HCA	All staff very helpful friendly polite
HCA	For disabled on stick floor lovely to look at but bit slippery.
HCA	I think you are doing very well on my behalf. I am very happy with the way you respond to my needs.
GP Clinic	Wish referral times were quick
DIABETES CLINIC	If Clinicians are running later than expected (I do understand things can happen in appointments), would be nice if a member of staff can just say
Session	Excellent service from booking appointment to seeing GP next day
GP Clinic	Nothing to change. Well done ?
eHub Paramedic F2F (booked by Paramedic)	No nothing Excellent Just waiting for results of test
Nurse Clinic	Nurse Jennifer is wonderful. Privacy sheets/towels for procedure and tissue for cleanup would have made visit excellent. Changing Little things
GP Clinic	Very happy with the service provided
HWB	More appointments for people with long term health issues. Not over the phone diagnosis.
GP Clinic	Simplify the customer contact strategies - complete mess at the moment
Session	I would have preferred an appointment in the surgery straightaway instead of on the phone as it's a skin problem.
Nurse Clinic	Be able to communicate with patients more to find if they have other problems. Why they are late to the appointment.
HCA	Scott (Nurse) is always excellent.
HCA	It is good if I could just go or call surgery and make an appointment just like before, but now I have to fill a form on line and answer some questions a
HCA	I am sorry, I meant to say that I had an excellent treatment
GP Clinic	You could make it quicker and easier to get a face to face meeting with the doctor but otherwise the quality of the staff at Ashville surgery from reception....