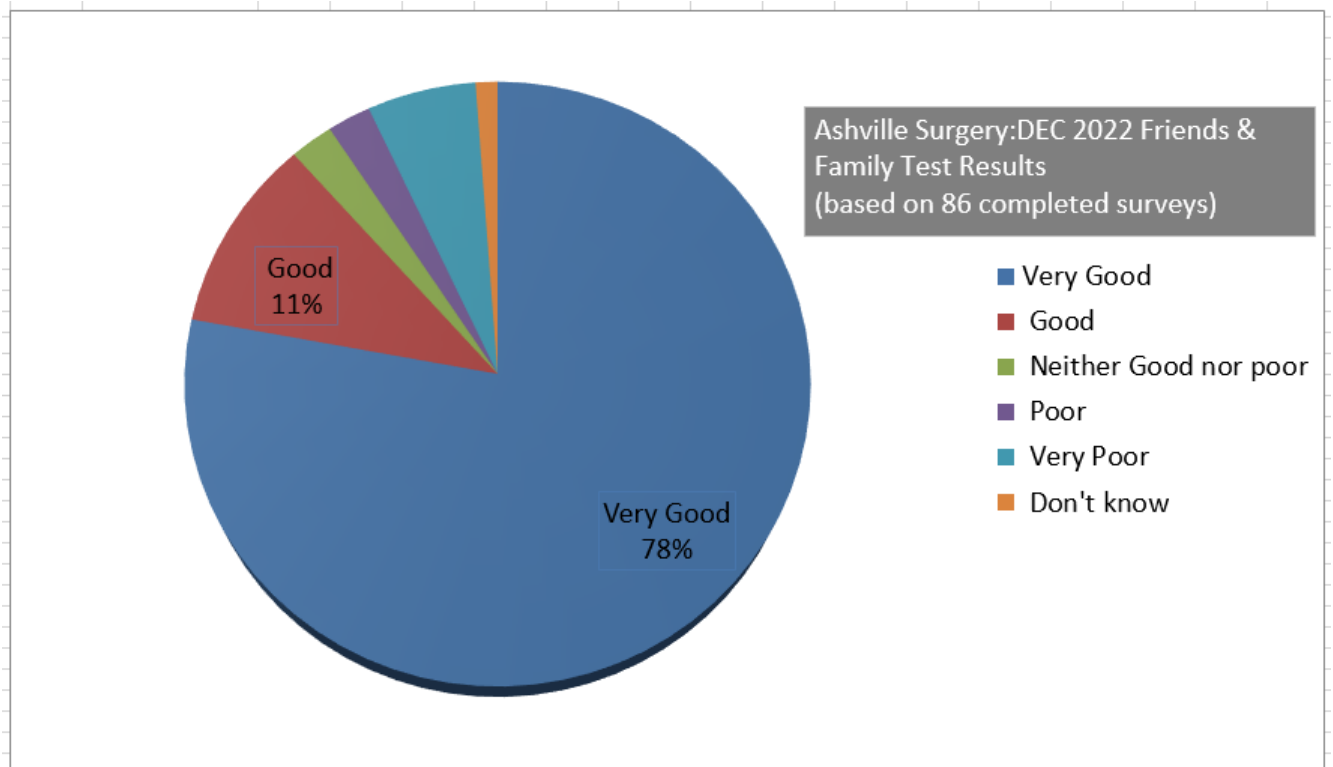


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from DECEMBER 2022



			The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)		
8	3	88	Very Good	67
			Good	9
			Neither Good nor Poor	2
			Poor	2
			Very Poor	5
			Don't Know	1
	December 2022			
	Ashville Surgery			
	All			
	86 Responses			
	996 Appointments			
	9% Response Rate			
	74 Verbose Responses			

Department	Response
Nurse Clinic	I asked to not know my weight as it is very unhealthy for my mindset to know and she still said it out loud and told me I was overweight (I'm very aware, I have an eating disorder which is very active at the moment)
Nurse Clinic	The appointment was on time and not rushed and the nurse is kind and helpful.
H.C.A.	The nurse did the check up in an entirely emotionless and clinical way. It as as if they were testing a piece of machinery in a factory.
H.C.A.	Friendly and professional staff.
Session	Appointment was timely and doctor beech was thorough, warm and efficient.
H.C.A.	Alan was excellent
H.C.A.	Every one very helpful Polite
H.C.A.	My urine sample was lost within minutes of me leaving the surgery. Thankfully the GP ordered an antibiotic on my self diagnosis. I ended up going to C&W to get bloods done as nurse couldn't find a vein. C&W phlebotomy got it in one go! As always.
H.C.A.	Scott expert taking of blood Sample. Efficient, gentle and considerate. No pain. Thank you.
H.C.A.	Scott is super efficient and friendly and always runs to time!
Session	Thorough, outstanding care and attention to detail.
H.C.A.	Friendly went in on time
Session	They're nice they're friendly I love very efficient I wouldn't change my surgery for anything one of the best ever happy Christmas to you all
H.C.A.	Blood test done quickly. No waiting
H.C.A.	Swift and efficient
Session	Dr Jenkins is an exceptional professional.
H.C.A.	Because your always are good.
H.C.A.	Seen on time however had to wait 2 weeks for the appointment
H.C.A.	Appointment was on time and blood sample taken efficiently
Session	Rude staff at reception in the evening . No empathy. They also find it hard to understand what you're saying. Should not be working in a healthcare setting. Waited nearly a week for a phonecall. got sent a face to face appointment which was inconveni
Nurse Clinic	The appointment was on time and the nurse was very kind and efficient. Overall a very easy and well done service.
H.C.A.	The visit to the surgery was quick, efficient. The booking process was laborious and inefficient
H.C.A.	Professional, helpful and friendly.
Session	I had my shingles vaccine. I did not have to wait for ages after appointment time. The nurse was very pleasant and efficient.

H.C.A.	A good atmosphere - nurse relaxed and welcoming - cared about my anxiety of injections - answered all questions clearly - totally engaged. Thank you.
H.C.A.	Good
H.C.A.	No waiting! Plus very pleasant staff. Simon Owen is a gem!!
H.C.A.	Convenient time, prompt for appointment
H.C.A.	The individual I saw was rude, dismissive and made me feel very uncomfortable. I wasn't greeted and the first thing said to me was roll up your sleeves (blood test). I said needles made me uncomfortable and was told to just ?look away then?.
H.C.A.	The receptionists were polite and helpful and answered all my questions. Also the wait time was short, I got my blood test done in record time.
Session	Approachable and direct.
Nurse Clinic	The appointment was on time and the nurse was very kind
Session	Swift appointment. Arrived early and was seen immediately by Dr Jenkins. Detailed examination and all questions answered. Reassured and explained Treatment outcomes. Very pleased. Massive thank you.
Session	Nurse efficient & gentle
Session	Doctor was thorough and sympathetic
H.C.A.	On-time, no fuss, fast, professional.
Session	I had an excellent appointment today
Session	So patient and friendly staff!
H.C.A.	I was rcvd on time with a smiling welcoming face
H.C.A.	Very efficient
Session	The surgery responded in 36 hours and booked a physical appointment, which I was pleased about. Dr Ryan thoroughly examined my son and reassured me about his cough.
H.C.A.	Because it was good!
Session	Appointment was on time, kind and efficient nurse administered vaccines for my baby daughter.
Session	The appointment was very good. Was just a shame it took so long to get the appointment and that getting an appointment is so complicated.
Nurse Clinic	I contacted patches with a possible DVT .on the 15th of December. A Doctor finally contacted me on the 21st. I need to have a GP appointment in the 15th or soon after. Patches is awful
H.C.A.	Everything went very professionally as always.
H.C.A.	Very helpful and friendly. No waiting
eHub Paramedic F2F (booked by Paramedic)	Fast, efficient, friendly and caring service. Thank you for taking the time to listen to my concerns and providing good advice.
Session	My nurse was very knowledgeable and answered all my questions.
eHub Paramedic List	Quick and efficient

eHub Paramedic List	I was seen promptly the same day by nurse and received the medication that I needed
Nurse Clinic	Very calming and knowledgeable nurse. She explained everything thoroughly and told me everything that was happening while she was examining me. Made me feel at ease
H.C.A.	Very efficient, prompt & polite
eHub Paramedic List	Waste of time going, no prescription given and told if its the same in two days to ho back and I get antibiotics. My chest infection will not get better in two days, so why delay the inevitable?
Nurse Clinic	The receptionist I talked when I made an appointment was very friendly and helpful and the procedure on the day of appointment was very quick and smooth.
H.C.A.	Because I got my vaccine very quickly.
H.C.A.	Very easy checking process and on time appointment
eHub Paramedic F2F (booked by Paramedic)	Very professional consultation - a real understanding of the issues
H.C.A.	Remind me to drink more water than is usual as nurse had difficulty taking blood. At 88 I forget things. 2 men coughing no hand over mouth, germs flying everywhere. Appalling. I was given a room to sit in by man at desk, he kindly gave me a mask when
H.C.A.	Scott listens and takes an interest in what I say, giving good advice. Both the women in reception were willing to engage. And Eric is unfailingly kind and helpful.
Nurse Clinic	Efficient, polite + very professional
Nurse Clinic	Super helpful
H.C.A.	Arrived before time and jab was given within 5 mins of arriving
Nurse Clinic	In addition to the nurse putting me at ease prior to a smear test, she also kindly removed two stitches which remained following surgery to remove a brain tumour in June this year.
H.C.A.	Arrived early, called in early, nurse knew why I had the appointment so everything went as planned.
Session	All the surgery staff were friendly, informed, attentive and professional
H.C.A.	Punctuality, professionalism, kindness
Session	The lovely doctor has a calm demeanour and very reassuring.
Session	Everything went according to plan.
H.C.A.	Asked reception to ensure nurse taking my blood had mask on (as they previously did not) and nurse actually wore one at appointment today.
H.C.A.	I was seen very quickly and the nurse was very helpful and explained what was happening next
Session	The doctor was excellent. Explained everything to me and referred me to the hospital for an Ultrasound
H.C.A.	The nurses changed the dressings well and took an interest in the way in which the healing was progressing.