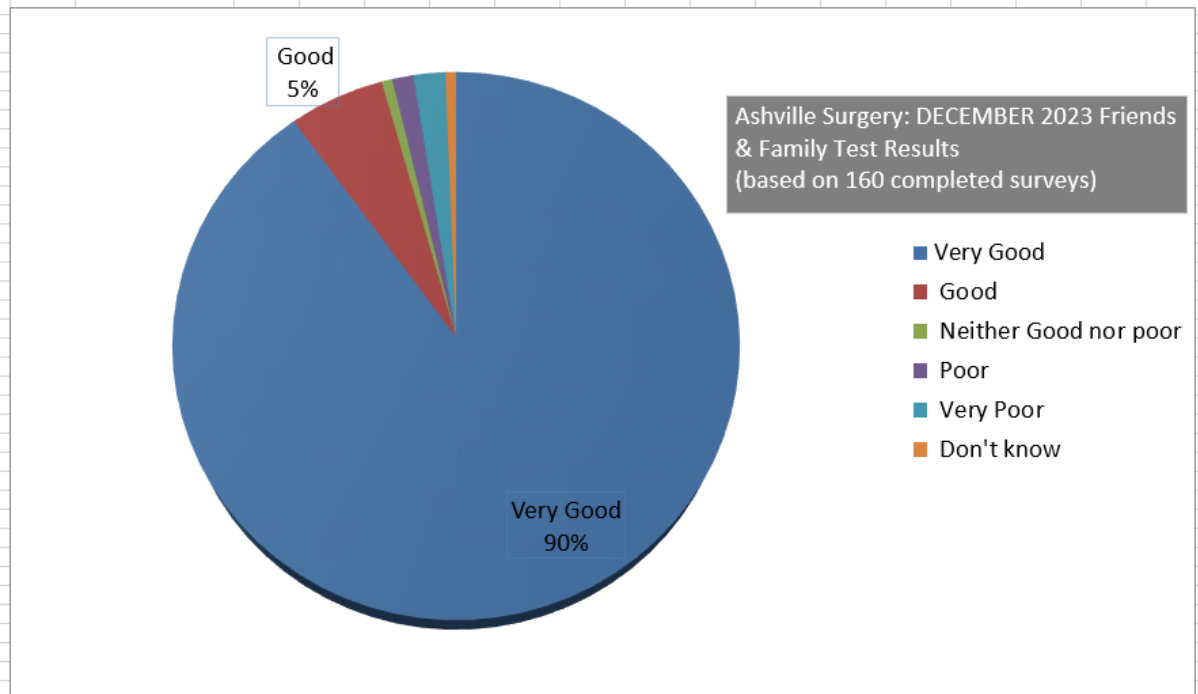


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from DECEMBER 2023



			The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)		
3	1	96	Very Good	144
December 2023			Good	9
All			Neither Good nor Poor	1
All			Poor	2
160 Responses			Very Poor	3
628 Appointments			Don't Know	1
25% Response Rate				
15 Verbose Responses				

Department	Response
GP Clinic	I requested Dr's letter to be sent as an email and it came as a text. Not a big deal, but I am not sure how to find the letter after downloading.
GP Clinic	I was seen punctually. A proper physical examination was made and questions asked about the origins and manifestation of the problem. I was reassured
HCA	It's good if making an appointment to see GP the way it was. The good old fashion. Calling or going to the surgery and make an appointment
Session	Happy with the way the surgery runs
HCA	I am very happy with the service Ashville provide so for me nothing needs to change
HCA	I cannot suggest any improvements, the treatment was very good
HCA	I don't think anything needed to be changed as regards my visit this morning - it was fine.
GP Clinic	I got the best advice I could ask for
HCA	It was all good. Happy NY
Session	No improvements needed.
Nurse Clinic	Nothing
eHub Paramedic F2F (booked by Paramedic)	Nothing... it was extremely good.
Nurse Clinic	The injection was given simply, painlessly and on time by a very pleasant nurse
GP Clinic	Will you please stop pestering me. I have responded to one text. That is enough!
Nurse Clinic	You can't improve the best!