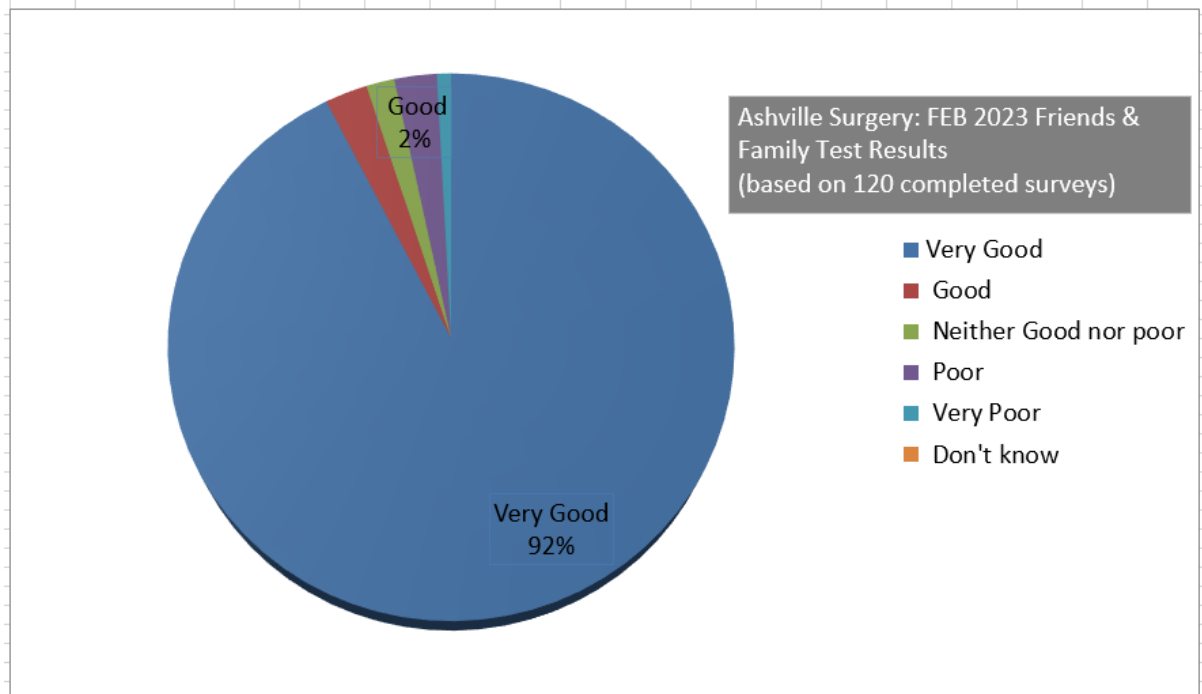


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from FEBRUARY 2023



			The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)		
3	2	95	Very Good	111
			Good	3
			Neither Good nor Poor	2
			Poor	3
			Very Poor	1
			Don't Know	0
February 2023				
All				
All				
120 Responses				
1317 Appointments				
9% Response Rate				
104 Verbose Responses				

Department	Response
H.C.A.	I was seen in time, blood test was taken quickly efficiently and professionally
H.C.A.	staf are excellently
Nurse Clinic	Jenny Chetwynd was friendly, understood my problem and offered a potential solution.
Session	The nurse was super kind, helpful and attentive. Thank you :)
Session	I was welcomed with a great smile and my appointment was at 11.15 and 11.15 I have been visited by doctor Mohamed is an unbelievable doctor, knowledgeable, kind and very empathetic. Better service is impossible to get.
Nurse Clinic	Easy and lovely nurse thank you
Session	The nurse was knowledgeable, experienced, attentive, friendly and proficient. The appointment was for a cervical smear (which I don't look forward to), it took 15 mins.
H.C.A.	As usual everything went great and on time. The blood test went well too.
H.C.A.	Very efficient. Seen on time. Could perhaps be a bit friendly.
Session	Pleasantly surprised to see that my Complaint was looked into and as a result am not anxious about my condition anymore. May Jehovah Continue to bless all concerned. Thanks .
H.C.A.	Speedy and efficient
Nurse Clinic	Everyone was lovely and polite
Nurse Clinic	The receptionist was polite and friendly. I had no wait time. The nurse was AMAZING. Not only was she skilled and able to put me at ease but she took the time to talk to me, explain the procedure and make me laugh too. I was really impressed.
H.C.A.	On time, efficient, friendly.
H.C.A.	I had my blood test with Mr Scott Owen. In my experience he is one of the best phlebotomist, and I always look forward to my appointment at the Surgery. I also thank the receptionists who are always helpful, supportive; Patches not user-friendly.
H.C.A.	Scott was efficient
Session	Dr Beach is great.
Session	Friendly and was seen quick
H.C.A.	The Ashville Surgery Staff, particularly phlebotomist, Scott - who took the blood samples required, were all very efficient and pleasant. Thank you, once again!
Session	Doctor showed no interest and no sympathy about my diagnosis and appeared to be very deaf and unconcern in my interaction with her,. Her manner towards me leave me to be most concern about her ability as a Doctor .
Session	The nurse was kind, helpful and had a solution finding attitude.

Session	Dr Rashidy , have been my doctor for some time now and I trust him immensely with his knowledge and professionalism concerning my health issues? he listens with care and kindness. I am so very grateful . Ashville surgery team / staff 5 ??
Session	On time, lovely service
eHub Paramedic F2F (booked by Paramedic)	My original message into the surgery was answered quickly and an appointment was booked within 4 hours. The paramedic nurse was very helpful.
H.C.A.	No wait. Very prompt service
Session	The nurse is lovely and made the entire experience very pleasant.
H.C.A.	Because my problem was sorted.
H.C.A.	The surgery did a good job but the health check itself is so perfunctory for a five-year health check. By not having a more in-depth health check it?s just stocking up costs for the NHS as many illnesses must go un-checked. Prevention is critical.
Session	Friendly, kind ,professional . I felt safe and well looked after .?
H.C.A.	Easy procedure, good results and wonderful nurse
Session	Clean, seen quickly, lovely nurse
H.C.A.	The nurse was most efficient and extra helpful in changing a dressing. A good experience.
Session	Questions answered
H.C.A.	As always very good set
H.C.A.	All staff helpful and friendly as usual
H.C.A.	Im happy and proud to be a patient of the Ashville Surgery
Session	Sally the nurse is just amazing. So kind, gentle, professional
Session	Quick response on phone. Quick appointment. Gentle and understanding GP Mcwirter thank you !
eHub Paramedic List	Kirsty was a good paramedic. She listened carefully and after her checks she gave her professional opinion.
eHub Paramedic List	All the staff were courteous and very well mannered, my appointment was quick and effective. Overall, it was a good experience.
H.C.A.	Nice welcome. Efficient. Appointment on time.
Session	I was seen on time and the doctor was thorough, looked at my eye, gave advice , took photos for an eye clinic and prescribed ointment.
H.C.A.	Friendly and professional
H.C.A.	The staff were polite and we weren?t kept waiting unnecessarily very happy with the professional care
Session	Supporting and professional. Got my emergency appointment very quickly. The doctors I had contact with truly wanted to help. Overall very good experience.
H.C.A.	Efficient on time basically very good
H.C.A.	Quick, easy and nice staff
Session	Good service proffesional

Session	I had a lovely nurse today, very welcoming
eHub Paramedic F2F (booked by Paramedic)	Great, fast response when I needed it. I was able to speak with a doctor for advice and had a face to face appointment the next day. Thank you for such a fantastic service.
H.C.A.	My blood pressure and blood test took place on time at 10am today. The tester was friendly and efficient. All done in a couple of minutes.
DIABETES CLINIC	Medic was so approachable and took time to show me how to apply and use the monitor for blood sugar readings and was a cheerful soul. A good experience
H.C.A.	Friendly but thoroughly professional care perfectly on time
H.C.A.	Efficient staff Clean surgery
H.C.A.	Everything on time. Very efficient. Friendly.
H.C.A.	Quick And easy
H.C.A.	Had a blood test Scott is really kind and very professional.
Session	Lovely nurse. Very nice and efficient.
Session	Really easy to make an appointment and I was in and out within 5 mins, really friendly nurse too
Session	Doctor was excellent with the baby, making her laugh while exploring her
H.C.A.	No empathy between nurse and patient
H.C.A.	Kind ,friendly and helpful staff at the reception and the person I saw was also very friendly and knew what they were doing.
H.C.A.	Excellent attention
Nurse Clinic	I was seen promptly and treated with great care and attention to detail.
Session	I got very good service. Thank you!!
H.C.A.	Blood test Quick & painless. Now awaiting results.
eHub Paramedic F2F (booked by Paramedic)	I am in a lot of pain in my knee after a fall I thought an X-ray would have been appropriate but it was suggested I went to a and e instead
Session	We have know been using the Surgery more than 15 years and as time goes, you realise how good and professional they are. The top of this surgery, is mainly thanks to their front desk staff, who are wonderful and the best you can interact with.
Nurse Clinic	Appointment was very quick and efficient
Session	The doctor was attentive to my issue and very thorough with the examination

Session	Helped at counter by staff , The nurse too dealt me excellently
Session	Excellent experience. Clear and thoughtful explanation. Early hour appointments.
H.C.A.	As always friendly and highly professional staff.
Session	My appointment time was kept to the minute, which was very important as I was working. The doctor was also very astute, informative, and all round very good
H.C.A.	Appointment cancelled as I walked into surgery and nurse could have seen me but chose not to for some reason, saying I'd had my check on 19 dec 22. But I hadn't, he just took blood, there was no feet check.
Session	Because it was. On time and good advice
H.C.A.	Because there was a lot care and attention . I felt very comfortable with every aspect of my appointment .
Nurse Clinic	The senior nurse is fabulous! So knowledgable, caring and efficient. A real credit to the surgery!
H.C.A.	The service was courteous and efficient.
Session	I had a very positive experience with the doctor who I thought was very professional and sensitive.
Session	On time and quick. Made my toddler feel very comfortable with her vaccines
Session	Appointment was punctual and Dr answered all my questions and referred me for an X-ray and to another team
eHub Paramedic F2F (booked by Paramedic)	I didn't feel like they cared at all. Was more like a simple check up, instead of listening and understanding. I have not felt this unwell for a very long time now and no further help/medication was provided.
Session	My appointment was on time and the nurse was empathetic and patient with my worries. She was professional and clearly highly skilled.
H.C.A.	Scott Owen, is particularly skilled at making patients feeling at ease without being overbearing. Quick and thorough.
eHub Paramedic F2F (booked by Paramedic)	I had requested an appointment to see a Dr so that I may get a referral to use my private medical insurance. My appointment was with a paramedic who, whilst very attentive was unable to give me a referral so I am still no further on.
Session	Polite. Punctual. Well-organised.
Session	Great punctuality, my doctor was really warm and made me feel at ease as she could tell I was nervous. I asked lots of questions and she gave really clear detailed answers. Great service and couldn't be happier with it.
H.C.A.	Always very positive , pleasant experience
Nurse Clinic	Friendly and efficient
HCA	Very good nurse I am nervous and he made me feel at ease
Session	The nurse was exceptionally good at putting me at ease and explaining the procedure.
H.C.A.	Disinterested staff and discouraging atmosphere

Nurse Clinic	Jenny is the best nurse ever. The most approachable caring lovely lady. Ashville need more staff like Jenny. Keep hold of her tightly.
HCA	Appointment on time and efficiently carried out
Nurse Clinic	The nurse that I had made me feel very comfortable, and very informative
HCA	There was no way my visit could have been improved upon
Nurse Clinic	Because the nurse I saw was so lovely & extremely helpful.
HCA	Scott always fantastic at taking blood. Painless and efficient!
HCA	I receive fantastic care from Dr Beach.
eHub Paramedic F2F (booked by Paramedic)	I filled out the form which is straight forward, I got a confirmation email, then received a phone call a little while after, where I could explain to someone what was going on with me, and received an appointment to see a doctor- really good service
GP Clinic	Because I really liked the way the Dr treated me today.
Session	The nurse was very kind and caring.
HCA	On time and efficient