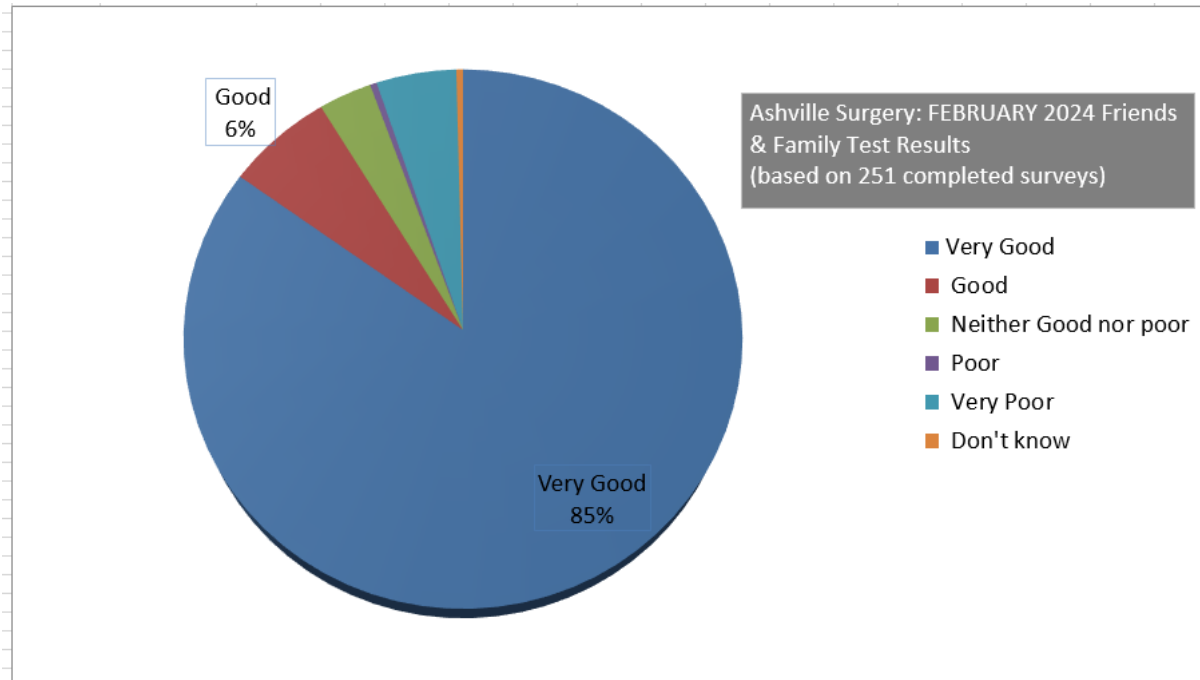


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from FEBRUARY 2024



The infographic features a row of 10 human icons: one red (Not Recommended), one grey (Neither/Don't Know), and eight green (Recommended). Below this is a table with three columns: Not Recommended (%), Neither/Don't Know (%), and Recommended (%). The values are 5, 4, and 91 respectively. To the right of this table is a section titled 'The Numbers' with a list of categories and their counts: Very Good (213), Good (16), Neither Good nor Poor (8), Poor (1), Very Poor (12), and Don't Know (1). Below these are several rows with icons and text: a calendar icon for 'February 2024', a group of people icon for 'All', another group of people icon for 'All', a group of people icon for '251 Responses', a clock icon for '969 Appointments', a percentage icon for '26% Response Rate', and a speech bubble icon for '21 Verbose Responses'.

Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
5	4	91

The Numbers

Very Good	213
Good	16
Neither Good nor Poor	8
Poor	1
Very Poor	12
Don't Know	1

February 2024
All
All
251 Responses
969 Appointments
26% Response Rate
21 Verbose Responses

Department	Response
HCA	There is nothing you should change the person that done my ECG was professional and very kind and patient with me x
GP Clinic	Take appointments on the phone
Nurse Clinic	Nothing would have improved today's experience. Blood was drawn quickly and pain free. Appointment was dead on time.
GP Clinic	There is nothing I need to change.
eHub Paramedic F2F (booked by Paramedic)	Excellent consultation with Meghan. Improvement? Check out the link on the message above because it seems to be linking to a "Page not found" notice
HCA	Would be helpful to be able to book doctors appointments online on the patches system thanks
HCA	I don't like that no one greets at the reception and it's self checkin
Nurse Clinic	Get rid of patches.
HCA	Communication perhaps to put the patient at ease
eHub Paramedic F2F (booked by Paramedic)	Take appointments over the phone
HCA	Making appointments on line with HTA
HCA	Nothing to improve- it was great.
HCA	I have always found the service from Ashville to be exemplary
HCA	It is always very refreshing and reassuring to have a kind person at the other end of the telephone when calling the surgery for advice, appointments
HCA	There was no water in the water cooler! Not even an empty drum.
HCA	Fine as it is
HCA	Ashville doesn't provide enough face to face appointments
HCA	We did attend the appointment 15mn late due to traffic and rain and I did explain my elderly mum situation and the the procedure will take less the. 5 m
HCA	Make it easier to get a gp appointment please
GP Clinic	I have always had a first class and impeccable service
DIABETES CLINIC	Please respect patients too. We want to feel respected, heard, supported , not patronised particularly if we have a life long condition that is genetic.

