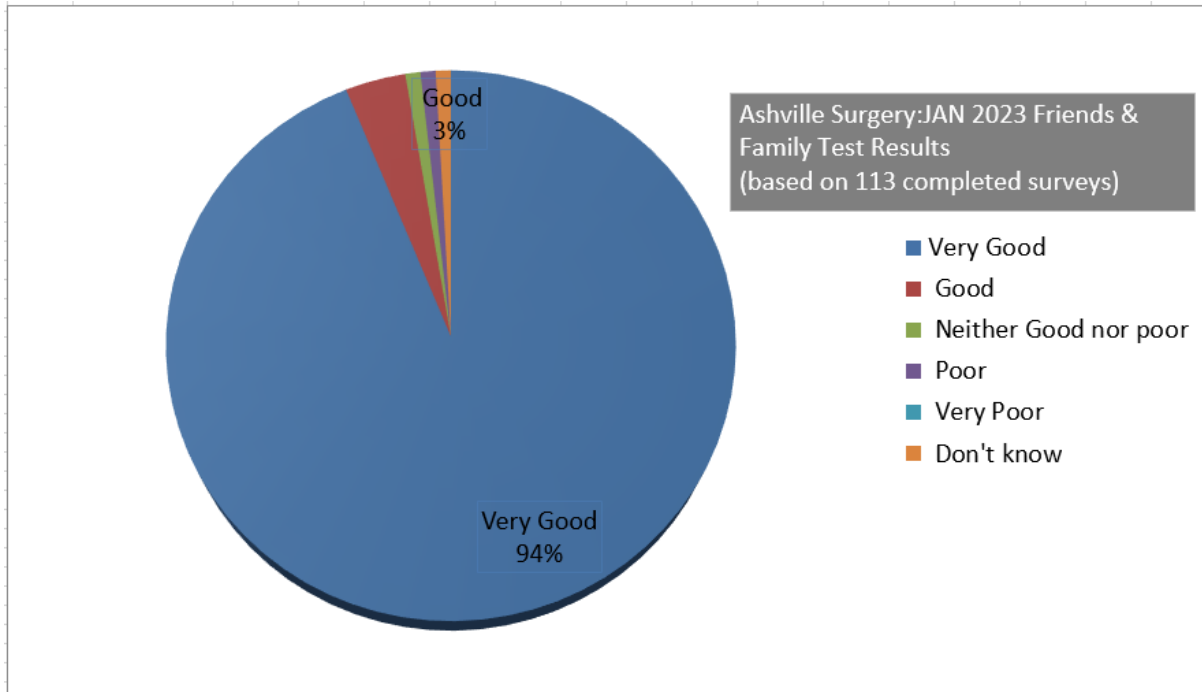


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JANUARY 2023



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	The Numbers	
1	2	97	Very Good	106
			Good	4
			Neither Good nor Poor	1
			Poor	1
			Very Poor	0
			Don't Know	1

	January 2023
	Ashville Surgery
	All
	113 Responses
	1288 Appointments
	9% Response Rate
	102 Verbose Responses

Department	Response
Session	Quick and easy appointment with great communication and ease.
Session	I had a pleasant experience, the nurse was amenable and did not shy away from explaining the purpose of the injection.
H.C.A.	Competent staff. Made the experience as good as possible. All on time.
H.C.A.	It was efficient
H.C.A.	Seen on time. Respected. Efficient friendly staff
Nurse Clinic	On time and clearly explained.
Session	Efficient and friendly
Nurse Clinic	Promptly seen; one matter dealt with immediately; a second one identified and a doctor examined me immediately and made a referral
Nurse Clinic	Very professional, knowledgeable and friendly Nurse.
Session	I did not have to wait long for my appointment. Communication was very clear. My GP was thorough with all examinations and treatment. The doctor listened and was kind, she was understanding and gave a great service.
H.C.A.	I had a call from a GP within 48 hrs of my request. She listened and gave me options I was satisfied with. She also sent me links for further info on HRT! We made a plan together for next steps.  I had my blood work done quickly today with no issue
H.C.A.	Friendly, professional, efficient.
Session	Very good service fantastic..100% I can recommend to everybody
H.C.A.	The appointment was on time. Staff very friendly.
H.C.A.	No waiting Seen at my appointed time Friendly male nurse Listened to me and made notes on my file
H.C.A.	Efficient and got what i needed! Staff were friendly too
Nurse Clinic	Receptionists have been very polite and helpful. Got an appointment very promptly! Best doctor?s surgery I?ve been to
eHub Paramedic F2F (booked by Paramedic)	Very helpfull
Session	Very efficient
eHub Paramedic F2F (booked by Paramedic)	Because I was seen very quickly after an online then telephone conversation with a paramedic who?s name I didn?t get. Saw her in person today and she was lovely and very thorough.
Session	Because the doctor Jenkins is very respectful very kind try to help to sort out the problem
Nurse Clinic	I was in for an asthma check with the nurse and enquired about a flu jab and was given one there and then - great service.
H.C.A.	Prompt efficient informative
H.C.A.	Professional, punctual, perfect.
H.C.A.	Easy to book, got an appointment quickly, and no waiting time at appointment on the day.

H.C.A.	<p>Seen on time by Scott the nurse.</p> <p>I had a query regarding a previous visit and the gentleman on reception was able to answer me in a reassuring manner with a friendly disposition.</p> <p>Thank you Ashville.</p>
Session	Professional and highly attentive
H.C.A.	Seen on time and had flu jab . Less than 5 minutes in total
H.C.A.	Had a flu jab and was in and out in under 5 minutes.
eHub Paramedic List	Fantastic availability at short notice. Great bedside manner from the doctor.
H.C.A.	It was quick and professional
Session	Very helpful! Thank you
eHub Paramedic F2F (booked by Paramedic)	Quick and thorough
Session	The doctor was responsive, listened and kind in his approach. Busy, but still being personable.
H.C.A.	Scott took blood and removed ear wax. I was in and out in 10 minutes.
H.C.A.	The procedure was carried out quickly, on time and professionally.
H.C.A.	I have recently registered with Ashville and they have been excellent.The practice pick up that I hadn't had my health check also that my previous practice hadn't forwarded my repeat prescription needs.All of the staff have been helpful and courteous
eHub Paramedic List	I was seen punctually, treated courteously and efficiently.
Session	I was given an appointment with two days and I feel the Dr is taking me seriously
H.C.A.	Routine blood test. But have been fighting a virus for 3+ wks. Had appt booked for Mon. Weekene would have been tough. The receptionist saw my distress and requested Dr Beech to see me immediately which she did. Grateful for that. Dr Beech is great.
eHub Paramedic F2F (booked by Paramedic)	The doctor was helpful attentive and understanding.
H.C.A.	No waiting and very polite
Session	Scott is away welcoming and answers any of my questions
H.C.A.	All repection staff friendly went in in time
H.C.A.	Always special care and time given.
H.C.A.	I see the nurse, Scott he is great.
H.C.A.	Very little wait, was in and out in 5 minutes, flu shot was administered painlessly. Excellent!
Session	The nurse was awesome. Really friendly and nice. Answered all my questions- really cared about me. Did the smear quickly and efficiently. NHS at its best.

H.C.A.	Was seen on time. Wax came out very easily. Was out of the surgery very quickly. Scott was extremely efficient and professional as he always is.
Session	Quick and the nurse was kind and friendly
Session	The doctor I met she was very nice and kind and explained to me exactly what is wrong with me :-)
H.C.A.	No waiting time, good specialist
H.C.A.	Scot was polite
H.C.A.	Scott is always lovejy, charming and respectful
Session	He was very kind and understanding and helpful.
H.C.A.	Always good and on time
H.C.A.	2 blood pressure machine not working. Doctor , after taking blood went for a 3rd machine which finally worked. I like people who don?t give up!!!
eHub Paramedic F2F (booked by Paramedic)	Quick response and was able to see a professional the same day
Nurse Clinic	No waiting time. Lovely, friendly nurse. Very careful to make it as painless as possible.
Session	No waiting and in and out very quickly
eHub Paramedic F2F (booked by Paramedic)	Almost immediate phone call followed by an appointment the same day
H.C.A.	The staff very friendly special Eric in the reception and my GP Dr rayan
Session	Doctor was very thorough, reassuring and clear and provided a solution.
H.C.A.	Appointment made for me for blood test. All very efficient. On time. Very grateful to NHS
eHub Paramedic F2F (booked by Paramedic)	I got an appointment
H.C.A.	The nurse was lovely
H.C.A.	Everything is amazing here.
Session	No waiting
H.C.A.	Very professional and friendly
Session	Checking in via the screen was quick and easy. Very little waiting time. Friendly and experimented nurse.
Nurse Clinic	Reception should have told me when booking my smear test that I need to make sure I wasn?t on my period. I turned up to the appointment and had to reschedule as I had no idea and it didn?t mention it in the text alerting me to book my smear.
eHub Paramedic F2F (booked by Paramedic)	Very thorough with investigation.
H.C.A.	Efficient and no time wasted
Nurse Clinic	Friendly staff helped me understand the technical words, and, overall pleased with the attention.

H.C.A.	Scott is kind and considerate.
H.C.A.	Very fast and efficient blood test and blood pressure test. I arrived a couple of minutes early and there was as no waiting time.
H.C.A.	Staff are so friendly, very efficient service
Session	She is very understandable, very professionally
H.C.A.	Everything was excellent, thank you
H.C.A.	Very attentive .
Session	Quick, friendly, professional
Session	Very patient. Thank you!
Session	It was great to finally speak to Dr Jenkins in person and have time to explain my problems.
Nurse Clinic	Nurse Jenny was lovely, explained my options and helped my fine a suitable solution. Staff are all welcoming and friendly and happy to help.
Session	Great service all round
Session	The nurse was patient and very kind,
Session	Excellent very thorough response from Dr Jenkins- listens and explains brilliantly. Not rushed
H.C.A.	Prompt and professional
H.C.A.	Diabetic nurse amazing
eHub Paramedic F2F (booked by Paramedic)	I had a very quick response to my concerns and was dealt with in a very professional and kind manner.
Session	Excellent advice and now referral has been made so I am relieved that action taken
H.C.A.	Always efficient by Scott , and prompt..
Session	I didn't receive a call?
Session	Sally was very helpful, competent and considerate
Session	The receptionists were polite,?i didn?t have to wait for too long to see the GP and I think my problems were addressed
H.C.A.	Always helpful and provides a professional service from Reception onwards
H.C.A.	Everything went smoothly no unnecessary delay prompt service
Session	A lot needed to be covered in 15 min postnatal check up. Felt rushed.
H.C.A.	Friendly reception and appointment was easy and efficient
Session	Excelent
Session	Sally is so friendly and welcoming and efficient. She makes it so much easier to have blood tests done.