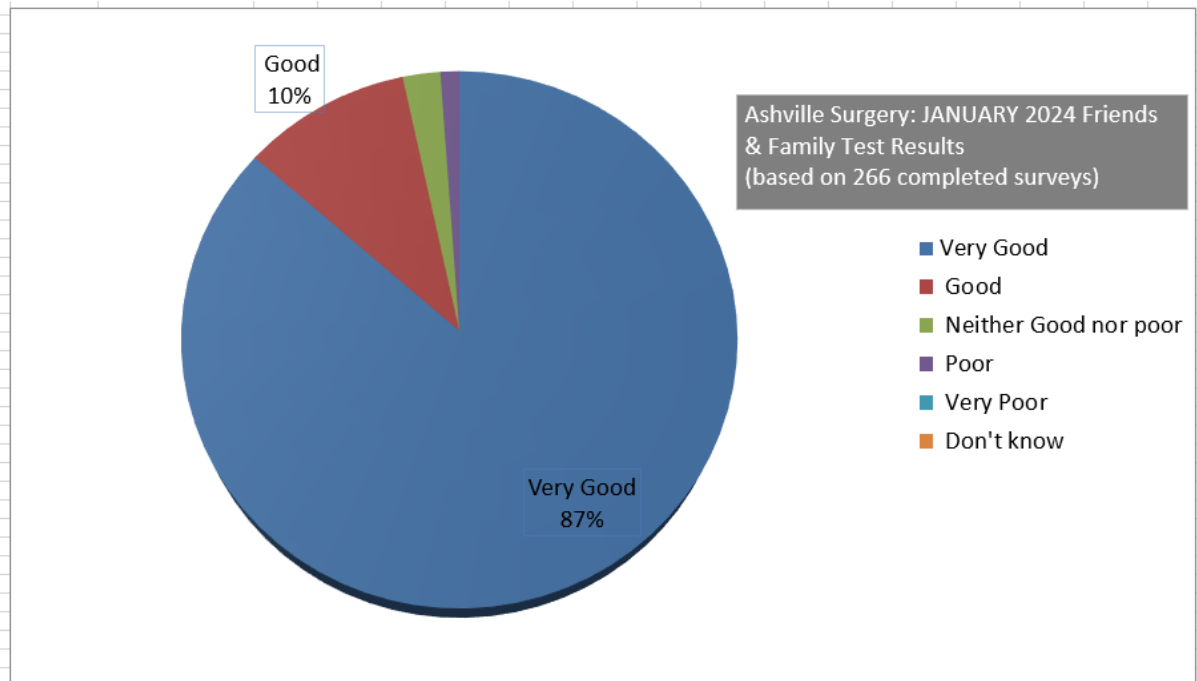


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JANUARY 2024



			The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)		
1	2	97	Very Good	230
January 2024			Good	27
All			Neither Good nor Poor	6
All			Poor	3
266 Responses			Very Poor	0
1049 Appointments			Don't Know	0
25% Response Rate				
28 Verbose Responses				

Department	Response
Session	This service fulfilled my needs.
GP Clinic	I have been advised on more than one occasion by reception that I am only able to make an appointment by doing a Patches request. I am happy using patch
GP Clinic	No change, I was happy
HCA	Everything is perfect so far thank you
Nurse Clinic	Would like to have the choice to see a GP
HCA	The policy of only ever focusing on one problem on a patches report is not helpful where a holistic approach is called for
Nurse Clinic	Be able to book blood tests on line and see a range of available appointments so that I can plan around work commitments
Session	Try to ring when you say you will. Waited over 3 1/2 hours for a scheduled call yesterday and had to reschedule it for today. I know you're busy but...
GP Clinic	We should be able to just phone to make an appointment a lot of older people don't have Internet access, some people don't know how to use a computer or
HCA	You don't need to change anything.
HCA	Excellent service - friendly professional helpful staff - thank you
HCA	Stop sending these messages. All good unless we complain?!!
HCA	Nothing all good
HCA	The appointment being on time.
Nurse Clinic	As with everybody would be nice to have more face to face with our GPs rather than technology.
HCA	Old fashioned appointments, face to face.
GP Clinic	We have no complaints! Thank you.
HCA	Being able to send a quick message to the surgery without having to use Patches or phone the surgery
Nurse Clinic	My experience was exemplary: cannot be improved upon. Sally was great.
GP Clinic	The staff at the surgery are absolutely helpful and professional
GP Clinic	I do not have any suggestions

GP Clinic	I have rated it with the top mark so I don't find an honest suggestion for improving
Nurse Clinic	Put hangers and / or stands in the bathrooms. I went for a urine sample and had to juggle with jacket, scarf, hat, urine container, urine jar, bag for t
HCA	Nothing all very efficient
HCA	There is nothing that needs to be improved. It works well thanks to helpful and efficient staff. No fuss just good treatment.
Nurse Clinic	No one wearing masks.