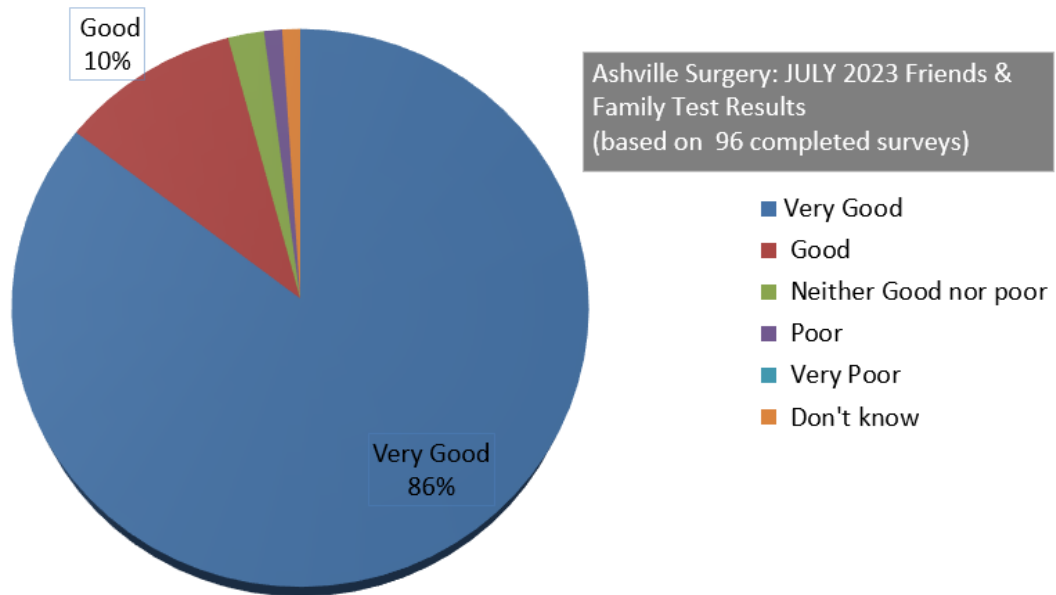


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JULY 2023



		The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	
1	3	96	Very Good 82
July 2023			Good 10
All			Neither Good nor Poor 2
All			Poor 1
96 Responses			Very Poor 0
973 Appointments			Don't Know 1
10% Response Rate			
74 Verbose Responses			

Department	Response
GP Clinic	Because I felt very good with Dr Jenkins.
HCA	On Time; Quick and efficient. Got the vein 1st time?! Again
HCA	Everybody was very efficient and kind. Everything was great.
HCA	Prompt and helpful
HCA	On time. Not rushed. Listened to
GP Clinic	The doctor I saw listened to the problem and dealt with it accordingly. She's extremely good !
HCA	Always helpful
HCA	Efficient service from arrival at surgery through to appointment itself. I felt totally at ease.
HCA	Prompt appt. Scott as kind and supportive as he always is, and efficient. A pleasure to visit.
GP Clinic	Mrs Beach (the GP) is amazing. It's just too short of an appointment, but that has nothing to do with the GP. It's just the way it is.
HCA	Owen is an excellent nurse always on time, and I never feel the prick of his needle.
HCA	Phlebotomy very good
HCA	Always makes you feel confident with the help and advice.
Session	My hospital lipid test was clearly explained to me by the pharmacist. Recommendations, medications prescribed, I have taken guidance to the full recommendations to manage the medications.
HCA	Efficient and timely
GP Clinic	Doctor was very helpful and understanding
Nurse Clinic	The nurse was so lovely
Session	My questions were answered
Session	Dr Beach is gentle, compassionate GP who listened, offered great advice and guidance for well being.
HCA	Scott is always punctual and professionally efficient
Nurse Clinic	The nurse I saw today was incredible. I felt nervous about the routine procedure and she calmed my nerves as soon as i walked in the room and she was so skilled in conducting the procedure.
Nurse Clinic	Nurse was lovely but said the medication I sought had already been prescribed so my appointment was unnecessary
HCA	I had a thorough diabetic check with Scot very efficient and professional
Nurse Clinic	Because the nurse who checked my INR was attentive and helpful. Very kind and straightforward.
HCA	Appointment was conducted on time and efficiently.
GP Clinic	The doctor listened & promptly identified my symptom to include follow up review.
HCA	Efficient, friendly and on time
HCA	Nice staff.

eHub Paramedic F2F (booked by Paramedic)	1. Quick to come back to me after request on line 2. On time for the appointment. 3. Good conversation in the appointment, 10mns but on point 4. Quick prescription so I can pick up the medicines
Session	Speedy & efficient
GP Clinic	It was on time. The person who attended me was very clear and I have the answers that I was looking for.
HCA	Very courteous and useful advice
HCA	Very professional, polite and made me feel at ease
HCA	My appointment was bang on time & was dealt with very rapidly. I have some feedback on the surgery however & I believe that the screens around reception that were put up during Covid should now come down. It's very hard to hear what anyone says
HCA	Appointment was at time booked. Service was efficient.
Nurse Clinic	Sally was great
Nurse Clinic	Nurse was lovely and no wait time
Session	The doctor was very helpful and referred me as needed
HCA	Excellent experience. Made me feel much better. Perfectly professional.
GP Clinic	All staff are very pleasant and polite.
Nurse Clinic	Excellent service, the nurse was calm and she really made me feel comfortable.
Nurse Clinic	Lovely nurse- first time at this practice and I'm so impressed
HCA	Efficient initial contact. Appointment on time. Minimum of fuss.
HCA	Quick and efficient
GP Clinic	The reception staff are very helpful Dr. Reach very nice to talk with refer me to Clinic. Department. Thank you
HCA	It was a completely everyday visit and went perfectly adequately. There was absolutely no interaction with the reception staff who were busy and remained so.
HCA	My appointment was cancelled!
HCA	They cancelled the appointment
GP Clinic	Great bedside manner by doctor Jenkins.
HCA	Everyone I have spoken to from receptionists to the nurse to the doctor have been very nice, helpful & understanding & especially so as I only registered at surgery last week & they've made every accommodation to help me out - which helps Thanks ?
HCA	everything was very good and fast, thank you.
HCA	All was good
Nurse Clinic	I had a wonderful experience, no waiting time, the best and most helpful doctor I met for a while. Very impressed!
HCA	Very efficient and friendly attention from Scott
HCA	Because staff are always kind and very helpful
GP Clinic	Dr Rashidy gave me a quick answer to my initial visit question and then discussed my overall health status as well as prescribing some new medication as well as adjustment to one of my current medications. Very thorough.

Nurse Clinic	As always my experience with Ashville Surgery could not be more friendly and professional. I have always found everyone to be helpful and nothing is too much trouble.
HCA	Charming receptionist and nurse. Quick and efficient
Nurse Clinic	The team at Ashville Surgery were extremely helpful
Nurse Clinic	Managed to seek medical assistance swiftly
HCA	Punctuality and professional.
Session	My blood pressure was very high and I was called by Dr Beech and the next day Sally the Nurse arranged for me to have a 24 hour monitor fitted. I returned this yesterday early evening and awaiting the results. The Reception staff are always helpful
Nurse Clinic	Charming, helpful nurse, who dressed my ulcerated ankle. Only downside was I had to wait 15 minutes outside for someone to open front door.
HCA	My appointment was on time and your staff were very pleasant.
Nurse Clinic	Quick efficient and pleasant
eHub Paramedic F2F (booked by Paramedic)	I was seen quickly and had a useful conversation
HCA	Scott is so dedicated to his calling. He helped me access another service I didn't know how to obtain
GP Clinic	Because I don't lie.
HCA	Staff was friendly and professional
Nurse Clinic	The nurse saw me promptly, so waiting time was very low. She was very professional but at the same time very caring, approachable and attentive and made me feel at ease from the start till the end of the appointment. Thank you
HCA	In all the years I've being with Ashville each time I receive professional service
Nurse Clinic	Excellent service nurse very professional and knew her job
HCA	Very good and friendly answer to helping me