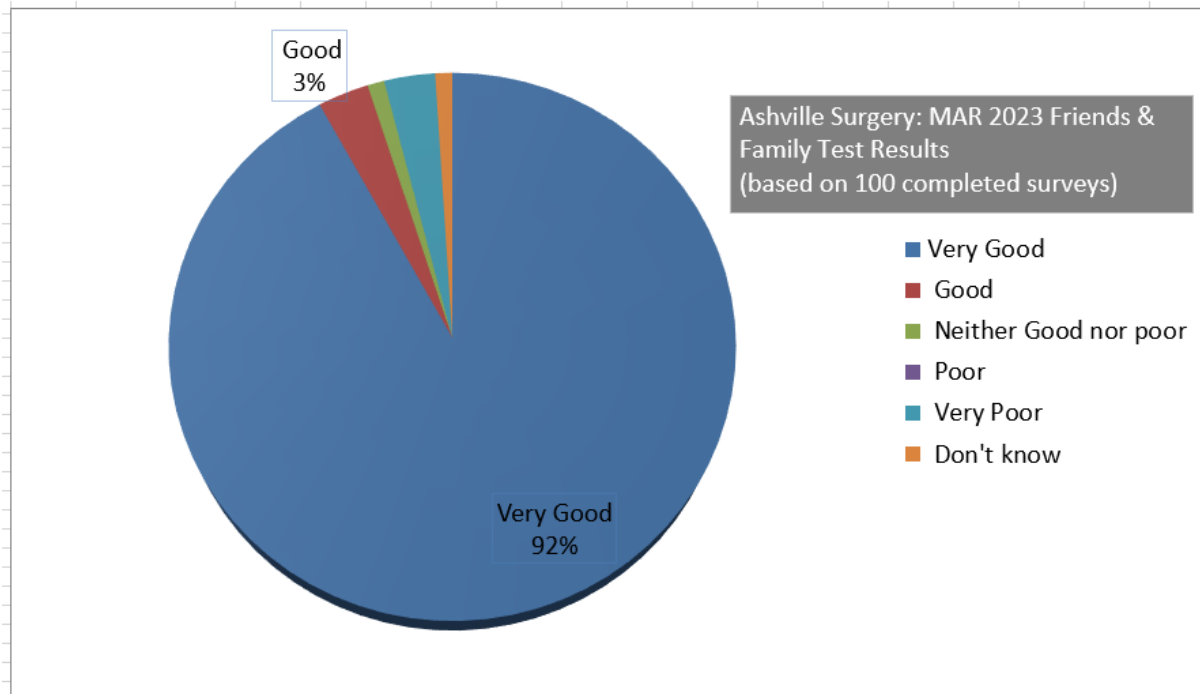


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from MARCH 2023



			The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)		
3	2	95	Very Good	92
			Good	3
			Neither Good nor Poor	1
			Poor	0
			Very Poor	3
			Don't Know	1
	March 2023			
	All			
	All			
	100 Responses			
	1219 Appointments			
	8% Response Rate			
	92 Verbose Responses			

Department	Response
HCA	Timely. Quick. You can always get hold of staff on the phone and they are efficient and helpful
GP Clinic	Not rushed, listened and communicated clearly after examination
Nurse Clinic	Very friendly staff and no waiting times - all very smooth
Nurse Clinic	Professional and caring
Nurse Clinic	Perfect
Nurse Clinic	The wait was reasonable and the nurse was nice and professional.
GP Clinic	Was seen on time, had quite an in-depth discussion and I do have a plan of how to improve my health.
HCA	The internet communication system was confusing. But after initial failure I got it to work. The surgery then responded quickly and effectively. My visit to the surgery was inconclusive but an alternative was arranged which was fine.
HCA	Excellent service, professional and helpful. Highly recommend
GP Clinic	I didn't have to wait for long and the receptionist and doctor was very helpful
HCA	Quick, efficient and on time.
Nurse Clinic	Prompt, efficient and friendly.
Nurse Clinic	The nurse was really kind and answered all my queries and assuaged my fears
HCA	On time efficient and pleasant
GP Clinic	Couldn't have met a better doctor, Dr Beach! Thank you. Also appreciate that I was seen relatively quickly. Receptionist (French man) very helpful and accommodating!
HCA	It's family surgery
Session	Was very caring and sincere appointment informative and follows up by information and next appointment
HCA	Staff friendly & efficient and the wait was not too long
HCA	Blood test was painless and completed in FIVE minutes
HCA	Kind courteous efficient
GP Clinic	We couldn't have meet a nicer lady doctor so helpful and didn't rush us and her time to help my mother excellent
HCA	I am always satisfied -quickly and pleasantly
HCA	Very smooth visit despite arriving late
Nurse Clinic	Friendly staff - on time - easy to check in and thorough process.
Session	I was seen promptly and the appointment went well.
HCA	I arrived a little before my appointment time and after checking in I was called through on time and procedure was done quickly and efficiently
Nurse Clinic	Explained everything well answered all my questions. Pleasant manner

GP Clinic	The Dr help me
Session	Nurse was excellent.
GP Clinic	Reception staffs, nurses,doctors are very helpful..Dr Jenny Beech very encouraging ,very calm and comfortable to talked on phone consultation.God bless us all. Thank you for all your help.
HCA	Was seen fairly quickly. The person who carried out the procedure was friendly, efficient and helpful
eHub Paramedic F2F (booked by Paramedic)	Quick response and good advice
GP Clinic	All admin staff were helpful!! Dr Beach was very hopeful, she was the only GP, that took my symptoms seriously, and, made referral, if it was not for her care/concerns, my health would have been deteriorating faster! I am grateful , thank you.
GP Clinic	Nice doctor. Positive attitude. Not rushed. Overall good check in.
HCA	Strange to encounter a nurse with so little empathy. I felt like I was disturbing their day
Session	Appointment was cancelled 30mins from time, problem with equipment. Unclear when I will be seen as no new appointment re-organised
GP Clinic	Prompt appointment and very thorough assessment
Session	ASHVILLE is brilliant. Always quick to answer.
GP Clinic	Brilliant service! Such a treat to be seen by a GP in the practice and with remarkable (and v.caring and efficient) speed.
HCA	The service was super good.
HCA	Fast, polite and efficient
Session	Short wait time and the nurse I saw was great.
GP Clinic	Excellent doctor!
GP Clinic	Excellent doctor
HCA	Seen only a few minutes past my appointment time. In and out very quickly - was only going in for routine blood test
Session	The nurse was very friendly and talked me through the procedure carefully and provided me with clear next steps. Check in at reception was easy as it was done by an electronic screen and the appointment was on time.
HCA	Ashville is always efficient & helpful & the staff are great too.
GP Clinic	The whole experience was smooth, rapid, efficient and agreeable.

eHub Paramedic F2F (booked by Paramedic)	I got a consultation at short notice and saw an excellent doctor who prescribed me a medicine for an outer ear infection. So thank you!
eHub Paramedic F2F (booked by Paramedic)	Young lady was very polite.and attentive.
Nurse Clinic	Very friendly staff. Explained well what was going to happen. Overall appointment very efficient
HCA	Quick efficient. Job done. Had to wait a week for this appt but that's the times isent it!
HCA	Excellent
HCA	Fast , efficient and courteous
HCA	I was booked with the incorrect person who could not attend what I needed checked. Reception instead of offering me a slot at the spot even if I had to wait, surely the nurse has 5min to see me even if fully booked, I had to reschedule my appoint
evening session	Never had to wait, doctor was very pleasant and made you feel welcome.
GP Clinic	My son was seen quick and doctor was lovely and thorough
HCA	I was seen promptly by the nurse. He performed a blood test very efficiently and pain free (I didn't feel a thing)
HCA	Prompt, friendly blood test and blood pressure test.
HCA	Staff polite, patient and professional
GP Clinic	Dr Jenkins is an amazing doctor. Always very caring and diagnoses well. Always willing to help and make the process very smooth. Thank you
GP Clinic	Doctor was great! Getting an appointment was easy
Nurse Clinic	The nurse was very professional and made me feel at ease
HCA	Prompt appointment with the Male nurse,and follow up almost immediately from a Doctor and later from a Nurse
Session	Very helpful and efficient service
GP Clinic	ASHVILLE Doctors and staff are always brilliant, kind, knowledgeable and only to keen to help
Session	lovely friendly nurse put me at ease
Nurse Clinic	Very speedy, efficient and helpful!
eHub Paramedic F2F (booked by Paramedic)	Quick to respond, friendly, patient and clear about the process
Nurse Clinic	NO had attention
HCA	Appointment went well thank you
Nurse Clinic	The professional was friendly and very efficient. Could not have provided better service.
HCA	Saw a very pleasant nurse who dealt with me quickly and there was no waiting. Excellent. I have moved from Sands End and your service is totally different - better is all respects The front of house staff were helpful and gave me a printout

GP Clinic	I felt safe and calm. The doctor explained everything very well
HCA	Good receptionists Scott did my bloods urine He never seems happy though and this affects me. Also he got upset when I talked during the Bp reading and didn't like me asking to do my weight. He said I was here to do bloods. But weight is important!
HCA	Appt on time and friendly nurse
Session	The nurse, Sally was LOVELY. Everything worked like clockwork, texts, appointment booking. It's just reception that you don't get personal contact with anymore. You go in, you book in via a screen. When you book an appointment you now have to do online
GP Clinic	First time somebody listened. And was very thorough
Nurse Clinic	The male receptionist is beyond fantastic. He is so welcoming and efficient! Both nurses I saw were helpful and kind.
Nurse Clinic	Everyone was super friendly and made me feel comfortable. Was very easy to book to appointment using PATCHS. The nurse I had for my test was so lovely
HCA	The service is excellent. Every time I'm going there they are very kind.
GP Clinic	Dr Beech is a very caring professional and empathetic doctor.
Nurse Clinic	Amazing service, lovely staff
eHub Paramedic F2F (booked by Paramedic)	Anwar, was an absolute delight, very kind and thorough and extremely knowledgeable. I felt at ease straight away with her. Thank you so much! Kind regards
HCA	It was an enjoyable experience and relaxing
Nurse Clinic	On time and got a bp measure too
Nurse Clinic	The Nurse was lovely, she put me at my ease. It isn't comfortable having a smear test but she was very professional and supportive.
GP Clinic	Caring
eHub Paramedic F2F (booked by Paramedic)	It was quick. Very efficient and dealt with my issues. The paramedic system is a very good idea!
HCA	Nurse is really good at taking blood?
Nurse Clinic	The nurse is fantastic.
HCA	Very prompt, efficient and polite service