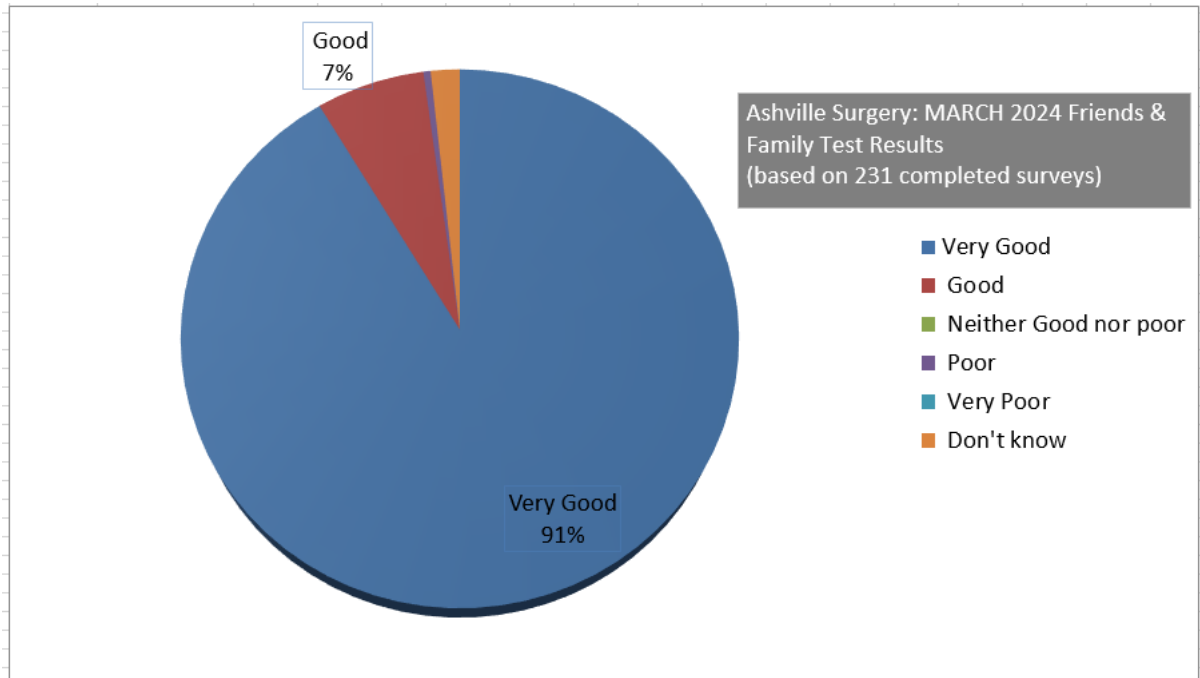










After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from MARCH 2024



			The Numbers	
Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)		
0	2	98	Very Good	211
			Good	15
			Neither Good nor Poor	0
			Poor	1
			Very Poor	0
			Don't Know	4
	March 2024			
	All			
	All			
	231 Responses			
	894 Appointments			
	26% Response Rate			
	24 Verbose Responses			

Department	Response
HCA	Think the practice is great. Very responsive and feel in very good hands so have nothing I wish to change but thank you for asking. Thank you all
eHub Paramedic F2F (booked by Paramedic)	I struggle with the on line system, I get timed out, or I loose it on the computer or phone + I then have to start all over again!
GP Clinic	Dr Rashidy thank you for your care and also for listening to me today. I feel heard and I appreciate you and all that you do for us. Many thanks.
HCA	A poster or picture to look at during a blood test in room 4, Scott is brilliant with needles
HCA	Very happy as it is. Lovely staff very polite
Session	It's all good
HCA	The nurse at Ashville surgery is incredibly talented. I didn't feel anything when he took my blood. The same feedback has been shared by my husband.
Nurse Clinic	Repeat prescription service not available after a certain number of repeats but it is impossible to know what to do. Too many systems! Tried and failed
HCA	No change, keep your amazing staff
HCA	All good
GP Clinic	Was very happy, Dr Beach is great!
GP Clinic	Allow Reasonable Adjustment and not impose PATCHES. Have information of blood tests in Records NHS CG2. Doctor comply with recommendations of Blood Test.
HCA	You could improve my experience by reading and replying to my emails so it does not take days to fix a date for an appointment and arrange a simple blood test
eHub Paramedic F2F (booked by Paramedic)	Do not send an email to patients informing them that the case via patch form is complete when in fact I haven't seen anyone! There is nothing more frustrating
HCA	More face to face

Nurse Clinic	It would a lot beneficial, if get Drs appointments very a, reception/ call... than just website... website not easy and at times is very frustrating. Thank you
GP Clinic	Nothing to change! All EXCELLENT!
GP Clinic	Ability to self-book online appointments
HCA	Scott is so nice and polite
GP Clinic	Assess description of symptoms more carefully
HCA	All good
HCA	The automatic reader on the practice ECG needs looking at as it misinterpreted my last reading
GP Clinic	So far I am happy with Ashville.