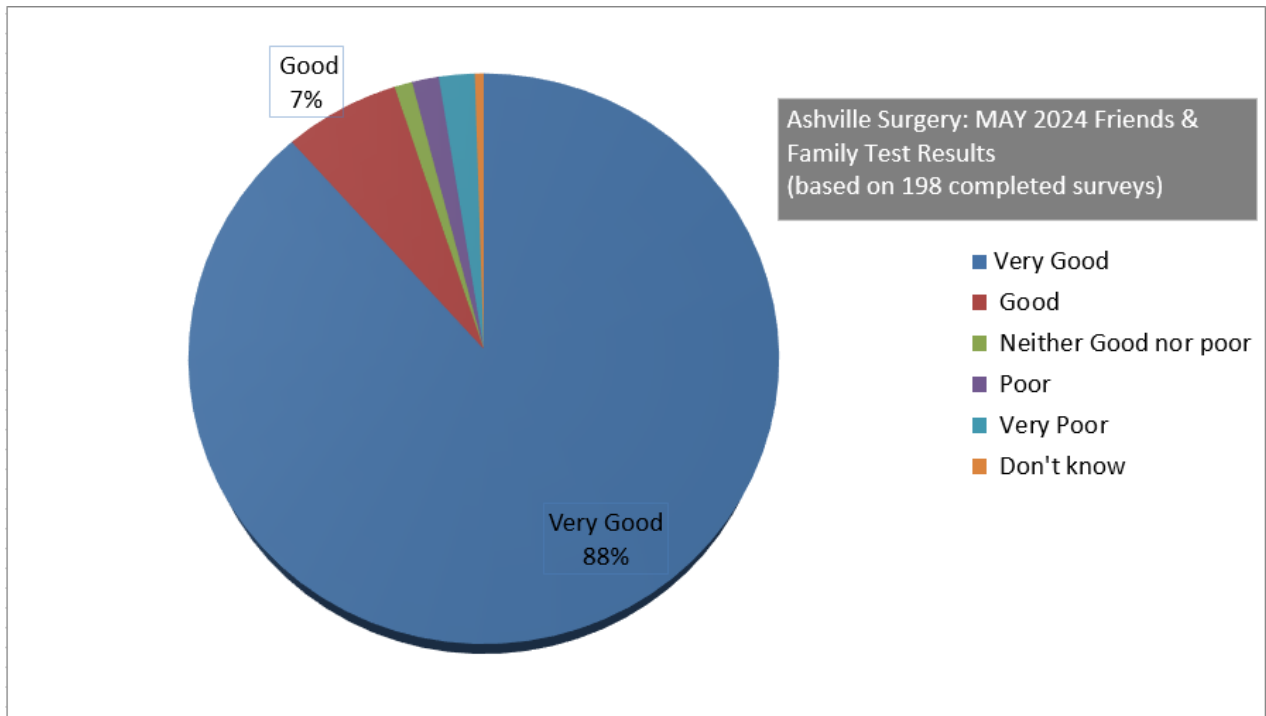


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from MAY 2024



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	The Numbers	
4	2	95	Very Good	175
			Good	13
			Neither Good nor Poor	2
			Poor	3
			Very Poor	4
			Don't Know	1
<p>May 2024</p> <p>All</p> <p>All</p> <p>198 Responses</p> <p>807 Appointments</p> <p>25% Response Rate</p> <p>21 Verbose Responses</p>				

Department	Response
GP Clinic	Patchs sent me round in circles - again. Software needs an overhaul
HCA	It was really good . The receptionists are much nicer than Lillyville
HCA	It worked perfectly
HCA	Nothing needs to change...it's very very good!
GP Clinic	I've found my necklace
GP Clinic	Everything was perfect . On time and very charming Dr who referred me very quickly for a scan .
HCA	The floor in reception could do with sanding and repainting
GP Clinic	Follow up info on diagnostic/ blood tests instead of " no further action"
HCA	I am not receiving txt messages telling me when my medication has been either ordered or ready for pickup
GP Clinic	Now that I have spoken with Doctor, I strongly feel that the she handled our meeting outstandingly and deserves top rating: 5 points.
GP Clinic	With my experience nothing warranted change
HCA	The only change I would like to see is outside of Ashville Surgery's control. I appreciated the full annual health check, which is now every 5 years. A
GP Clinic	Sick of always being pushed to Patch's even when 111 say our child needs to be seen urgently. We hate Patch's
HCA	Nothing. All very good
GP Clinic	I gave my experience 1 as it was brilliant. Doctor Ryan at Ashville is superb. Knowledgeable, dedicated and caring. No need to change one thing
Session	The use of electronic communications to set up the meeting came across as unintuitive, inefficient and confusing.
GP Clinic	Make appointment a little bit easier it's very difficult to get a face-to-face appointment
HCA	Everything was fine. It didn't hurt!
GP Clinic	Less wait for appointment and ability to book appointment time on app rather than wait for an unknown length of time for a phone call
GP Clinic	You can't change anything, my treatment and support - for my overall health, chronic illness and pregnancy have been unbelievable. Truly amazing