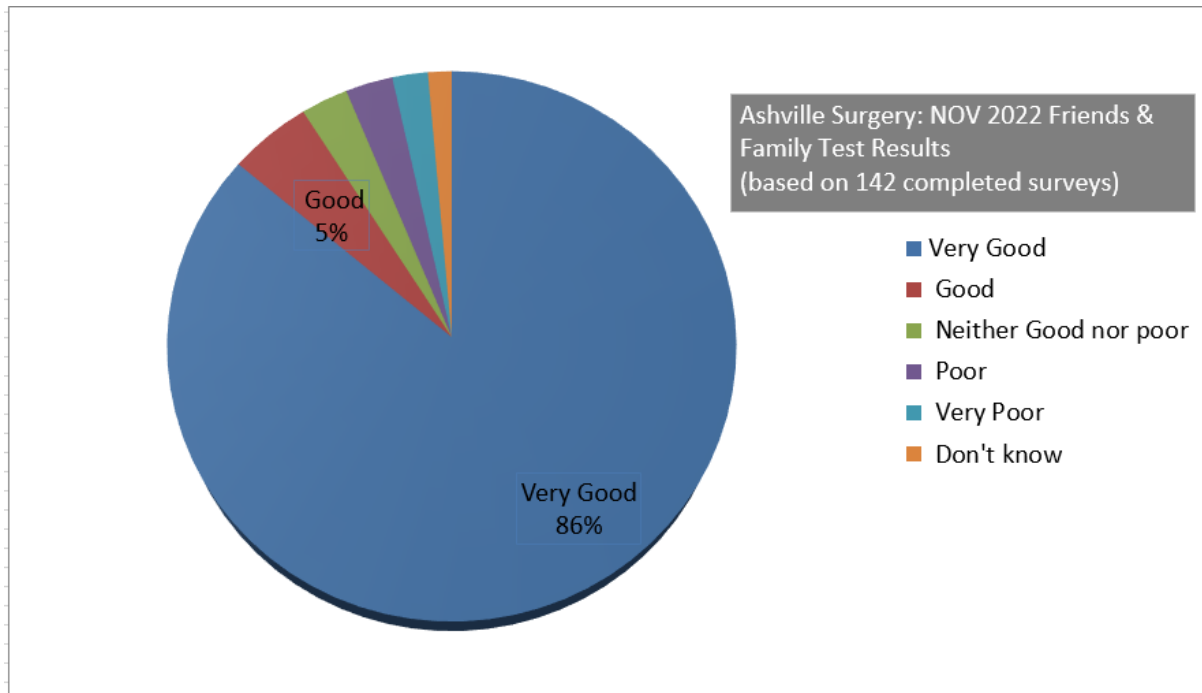


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from NOVEMBER 2022



The Numbers

Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)	Count
5	4	91	Very Good: 124
			Good: 7
			Neither Good nor Poor: 4
			Poor: 4
			Very Poor: 3
			Don't Know: 2

📅	November 2022
👤	All
👤	All
👥	144 Responses
🕒	1315 Appointments
📊	11% Response Rate
💬	125 Verbose Responses

Department	Response
Session	Really professional, attentive and comfortable
Session	The hospitality was amazing. The Nurse was very helpful and kind throughout our visit. Vaccination was done and we are very pleased with the service. Thank you so much!
H.C.A.	Didn't wait long and the procedure was really quick.
H.C.A.	Quiet and calm surgery. On time appointment.
Nurse Clinic	You cancelled my appointment!!
Nurse Clinic	Too much information that was relayed back in regards to picking up prescriptions and other appointments, would prefer everything written and sent.Appointments should also be made on weekends as I work full time and am unable to attend appointments.
Nurse Clinic	The appointment was cancelled last minute due to the nurse being sick. I appreciate these things happen but it was still a missed appointment.
H.C.A.	Scott is marvellous!
eHub Paramedic F2F (booked by Paramedic)	Helpful paramedic saw me and sorted antibiotics for me promptly.
H.C.A.	I ONLY HAD A BLOODTEST!! But, as always, Scott who did it was wonderful and I was seen on time.
H.C.A.	Always on time. Welcoming reception even though it was towards 5 pm, end of day.
H.C.A.	Quick and efficient. Thanks. However I strongly resent you wasting the NHS staff time and resources with all this feedback nonsense. It's a distraction from the NHS healthcare service
Nurse Clinic	The nurse who gave me my flu vaccination was efficient, polite and friendly. She also went above and beyond to check my records at the surgery were up to date.
H.C.A.	On time. Very pleasant nurse very easy blood test
H.C.A.	Painless method for taking blood
Nurse Clinic	Because I am happy with that
Nurse Clinic	Very helpful nurse Jenny , so kind and charming.
Nurse Clinic	Seen on time and Jenny was very efficient in giving us flu jabs.
Session	I was not given a definitive answer to my physiological problem
H.C.A.	The practice nurse Shaun did exactly what was needed and was very well mannered and friendly.
Session	I was very impressed by the kindness and empathy to my distress
H.C.A.	There was no communication whatsoever with the nurse apart from telling me what to do . It felt very anonymous and not welcoming at all .
Session	Nurse Sally was super friendly and collect my blood without any pain very carefully. Thank you
Session	Doctor is just amazing
Session	They are nice and good people and explain clearly as always
Session	I am happy that I could make an appointment with my GP face to face....
Session	Because the Doctor was very patient and understanding.
Session	Great service and very quick appointment. Thank you
H.C.A.	Scott is always friendly and efficient. Waiting times are generally acceptable which I find important.
H.C.A.	The nurse was excellent. He drew the blood very quickly although I have tricky veins! Very efficient

H.C.A.	Scott was easy to talk to, gave the shots quickly and effectively and booked my next appointment. Very very happy
H.C.A.	So nice the ladies at reception are very patient . And Eric seems to Know everyone. Doctors and nursing staff are Pleasant and professional.
Nurse Clinic	Lovely experience, even though it was a cervical smear! Everyone at the surgery was kind and everything happened on time.
H.C.A.	Prompt professional informative
Session	Informative, expert understanding approach - efficient use of short time but not rushed. Felt listened to.
H.C.A.	Nurse was fast and efficient
Nurse Clinic	The message on the screen could have been made clearer by adding the words ?You will be seen by? - I initially thought the name that flashed up after entering my details was incorrect. Also frustrating to be unable to make an appointment in person!
H.C.A.	Friendly efficient staff
H.C.A.	Blood test was within 10minutes of appointment time and was quick, well administered by Owen. Waiting room was clean, efficient and in crowded.
H.C.A.	On time and efficiently and cleanly delivered
H.C.A.	I was seen for my vaccination at the appointed time. Quick and painless
Nurse Clinic	I've been with this surgery for many years and have always been serviced very well.
Nurse Clinic	Punctual. Good information. Professional but nice.
H.C.A.	I got seen on time and everyone was extremely polite
H.C.A.	Calmly completed on time without fuss.
H.C.A.	Because my appointment was on time, and the nurse not only did what the original appointment was for but also took out some stitches for me. It was all very efficient.
Session	Dr Rashidi was thorough and, as always, affable.
H.C.A.	Scott was very good and is always very attentive
Session	We met a very nice doctor/nurse, great with kids
Session	The doctor was very helpful and reviewed all the issues I had in 1 session. He proposed a few things and organised the necessary care requested. It was a good consult. Thanks
Session	appointment on time and friendly staff
Session	I didn't feel listened to, as usual the doctor was in a rush and it wasn't helpful.
Session	Doctor was very patient, took time to explain in detail blood tests. Also possible further blood test if required.
H.C.A.	No waiting, health check as expected.
H.C.A.	I was seen on time for my vaccination (actually early). Registration of arrival was easy and all instructions accurate. Altogether efficient and timely
Session	Outstanding level of professionalism and medical care.
Session	Friendly, informative, professional practitioner - the service I received was excellent. Overall experience excellent: minimal wait time, appointment on time, helpful staff.
Session	We've been attended on time by the doctor who gave answers to our questions
H.C.A.	Wonderful ECG. Scott was terrific
H.C.A.	I was seen almost immediately and nurse Owen(?) was, as always, very pleasant, professional and efficient. Can't ask for more than that!

Session	Because the doctor was very helpful and the nurse made space for me in a busy day
H.C.A.	Swift and efficient.
H.C.A.	Very pleasant staff! Informative and extremely helpful.
Session	It was brilliant to be able to actually have a proper face to face consultation with my Doctor. Also, a Doctor that I feel knows me a little now.
Session	Saw me right away. Friendly and helpful
Session	Doctor McWhirter was extremely helpful and answered my questions as best she-could .
Session	As always, received excellent medical care. Also, because photos were not good enough, seen promptly face to face.
H.C.A.	Reception was great, was seen quickly. The nurse was slightly dismissive as I said I wasn't great with blood tests.
H.C.A.	Swift, efficient and caring service.
Session	GP known to me for 20 years and sympathetic to my conditions and gave me time to cover multiple topics and gave v helpful advice and follow up options. He was Dr Steven arras
H.C.A.	Outstanding level of service from both the Receptionist and Health Care Assistant, Scott Owen.
eHub Paramedic F2F (booked by Paramedic)	The Paramedic who I had the appointment with was excellent. My prescription was ready to collect from my Pharmacy and I was given further advice for the next 3 weeks.
H.C.A.	Always very friendly service from front desk to nurse who gave me my flu injection and health check. Familiar faces always help you feel at ease.
H.C.A.	No wait at reception. Professional and kind nurse.
Session	Dr was very professional but friendly took away the need for me to feel so embarrassed. She clearly explained what my problem could be and examined why she was prescribing the medication she was.
Session	Prompt efficient helpful Well done
Session	The doctor was so friendly, calm and responded my questions very well
H.C.A.	Prompt service & fully interactive
H.C.A.	I get help that I need from my doctor , it's better than the last two years.
Session	Efficient service
H.C.A.	On time, v efficient!
H.C.A.	The reception is very polite, he talks slowly relaxed way and kindly. The nurse is nice.
H.C.A.	The nurse was Ok and did the blood tests efficiently but it would be rather nice if he had better communication skills and were a little more friendly.
H.C.A.	No hanging around and extremely friendly nurse
Session	As I did not have to stay a long time
H.C.A.	Staff very helpful, Medical staff treated me with a professional treatment. Thank you all.
Nurse Clinic	Thanks for being so nice to me today. Everyone from reception to a doctor was very kind. Shoutout to Jenny for being very helpful during my visit. She gave me quite a lot of extra guidance that I asked for.

H.C.A.	Only waited 4 minutes from getting in the surgery to when I saw nurse very good fast service
H.C.A.	Amazing service,care and support, very trustworthy staff and doctors ?, thank you so much.
Nurse Clinic	The nurse was so genuinely friendly and made me feel comfortable even though I was a bit scared about removing my stitches
H.C.A.	Efficient and helpful staff. Rapid results.
H.C.A.	Because it was good. Usually is
Nurse Clinic	Personable, listen attentively and kind and sensitive to my needs
Nurse Clinic	All bits were checked.
H.C.A.	Staff friendly efficient and accommodating
H.C.A.	Greeted by amazing staff -Eric & Jenny! Scott is cool as ever. Great to be seen by real people.
H.C.A.	I went for a NHS health check and had bloods, BMI, BP etc done but the staff didn't seem to know about when the q-risk score would be calculated, how I'd be informed of the results, or when anyone would discuss lifestyle advice & risk management etc.
H.C.A.	Very friendly and polite staff
H.C.A.	Both the phelbotomy service, and the help from Reception were efficient.; and the Ashville Surgery staff, as always, very pleasant. Thank you.
eHub Paramedic F2F (booked by Paramedic)	Anwara was a shining example of her role. And Very personable
H.C.A.	I have been registered in Ashville Surgery nearly 14 years & the dtaff members has always been polite & efficient. I always get appointments with Doctor if it is urgent or written response to my problem & resolve. I highly value my Gp surgery.
H.C.A.	After various attempts my blood could not be taken. The nurse also struggled last time to take my blood and I end up with bruises on my arms.
H.C.A.	On time and efficient.
H.C.A.	Eric was very helpful with all my questions and helped me enormously. Scott took my blood test painlessly and also gave me good advise. I could not be happier.???
Session	The staff at the surgery are very nice and polite, Dr Beach as always has been a great help, she listens with patience and helps with empathise, loving care. Thank you ,
H.C.A.	Very efficient
H.C.A.	Always good service
Session	It is very good to feel that you are well looked up by you GP
H.C.A.	Friendly, efficient, professional.
H.C.A.	Kind and helpful nurse
Session	A very friendly and professional answer to my complex problems. Very tolerant of my medical background.
H.C.A.	Efficient and fast blood test
H.C.A.	Appointment not necessary- waste of my and Owen's time.

Session	My appointment was given quickly. My doctor was thorough, calm and patient. She took the time to have a conversation about my illnesses and was respectful. She was a great GP and made me feel like a patient not an annoyance or just someone on a list
H.C.A.	Owen is pleasant and efficient and short waiting time
Session	The doctor was very thorough and just perfect really.
H.C.A.	Receptionists and Dr Ryan extremely helpful with chest infection. Very much appreciated.
Session	Dr Beach was very efficient
Session	Because everything was as it should have been.
Session	Doctor very easy to communicate with and extremely responsive to questions . A fine example of how good the NHS can be.
Session	Swift booking of appointment Knowledable GP Provided a solution
H.C.A.	Timely. Effective. Prompt.