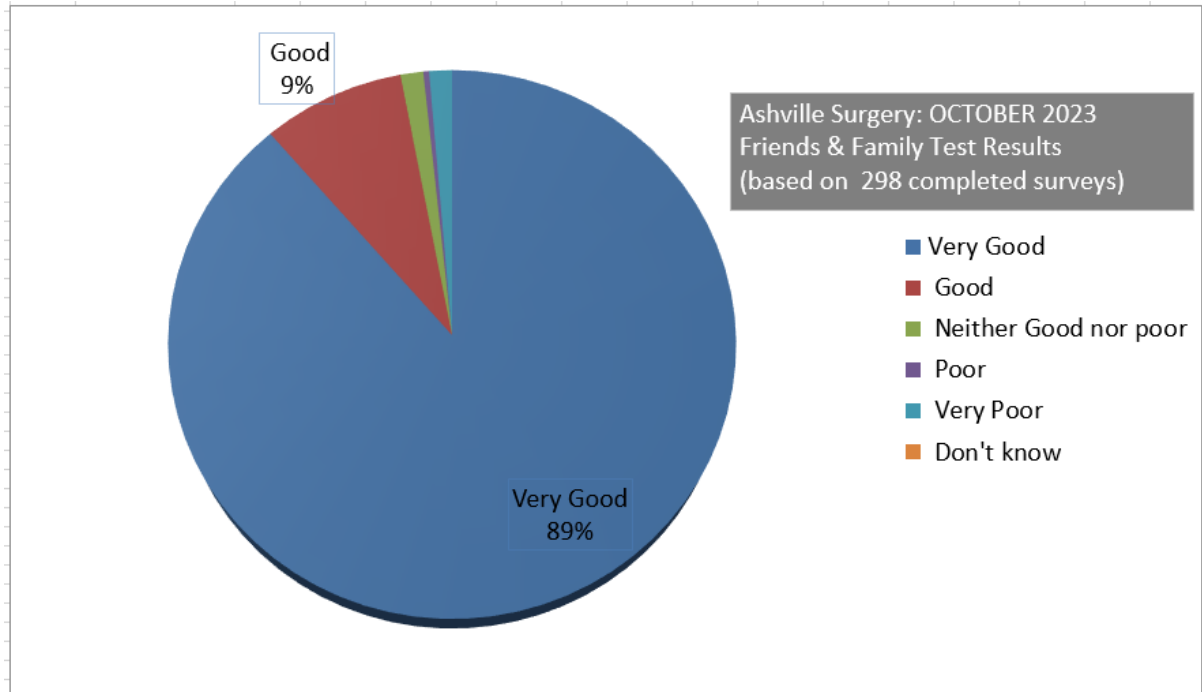After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* *(*with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2*)*.

Here are the results from OCTOBER 2023

Ashville Surgery: OCTOBER 2023 Friends & Family Test Results (based on 298 completed surveys)

- Very Good
- Good
- Neither Good nor poor
- Poor
- Very Poor
- Don't know

Good 9%

Very Good 89%

Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
2	1	97

October 2023	
All	
All	
298 Responses	
1142 Appointments	
26% Response Rate	
22 Verbose Responses	

The Numbers

Very Good	264
Good	25
Neither Good nor Poor	4
Poor	1
Very Poor	4
Don't Know	0

Department	Response
Session	It would have been good to have had my covid vaccination at the same time as my flu vaccination rather than going separately to a pharmacy.
Session	I miss face-to-face appointments with doctors rather than Patches.
GP Clinic	Very good excellent
Session	More face to face
HCA	On quick & easy
HCA	No changes necessary. Ashville is always so helpful! Thank you. I.e., "If it ain't broke, don't fix it"!
GP Clinic	It would be nice if reception were able to place prescription requests without trying to encourage you to go on line. I have problems with that.
HCA	I can't think of one thing as I haven't had a bad experience every
HCA	Everything about Ashville surgery has been excellent
HCA	Do more face to face appointments
HCA	Everything was great thank you! Lovely staff and atmosphere
Session	Making sure I can actually see my GP when I need!
GP Clinic	I believe the Ashville surgery needs some website improvement. Or at least take it back to the time that we could just go or call the surgery and make an apt
Nurse Clinic	Booking is tricky via online and I'd prefer to speak to a human. But nurse Jenny was very helpful and supportive
HCA	Reduce waiting time for GP appointments
HCA	The reason I came that day was excellent Thanks
Nurse Clinic	For one of the receptionists to be more open to booking appointments over the phone when one has a known problem