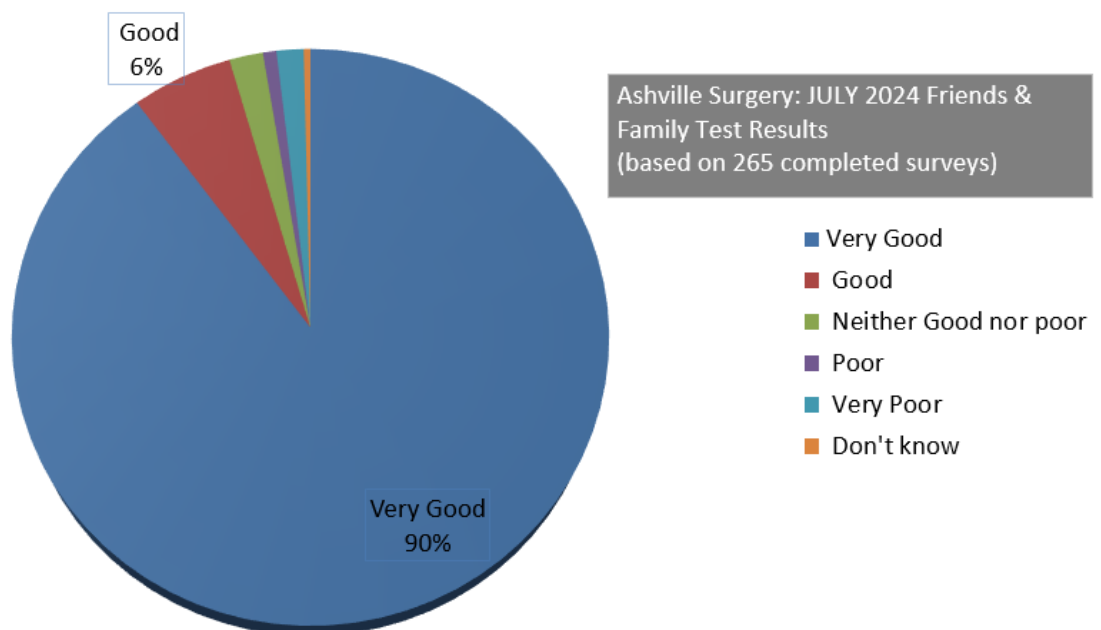
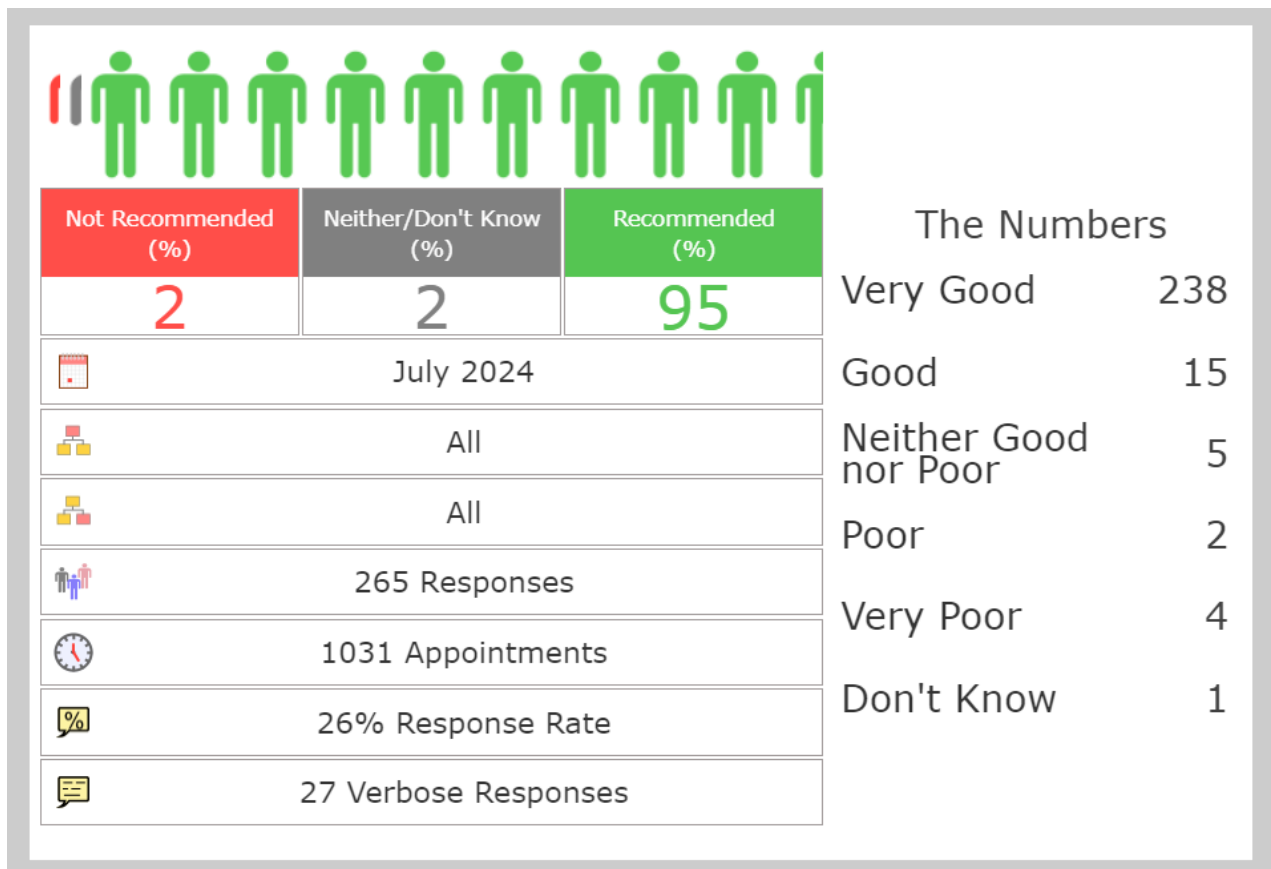


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JULY 2024



Department	Response
eHub Paramedic F2F (booked by Paramedic)	Someone was going to call back - they didn't. So the call back would be great.
GP Clinic	Face to face communications which results in action - even though I went to the surgery yesterday afternoon for resolution.
GP Clinic	Patches needs improving for ongoing acute issues.
Nurse Clinic	Please back to the good old time and patients can by phone or going to surgery make a doctor appointment for themselves.
HCA	Nothing requires changing
Session	Ensure that medical records are updated when patients provide information to the surgery by email and acknowledge receipt of those emails.
HCA	Nothing to improve on, a great service
HCA	Make it easier to request repeat prescriptions on Systems Online, it should not be necessary for a repeat prescription to be reviewed
Nurse Clinic	Reception communication could be better and clearer
GP Clinic	excellent. very thorough.
Session	Reasonable access to one doctor who then can be familiar with my medical history.
Nurse Clinic	Thank you
Nurse Clinic	Nothing to change
HCA	I think you do an excellent job. From the quality of reception and all their help, running on time, etc.
Nurse Clinic	Staff, are so helpful, and of happy disposition Thank you to all.
HCA	Nothing to tell. It was fine.
GP Clinic	Hopefully, the doctor who saw me continues with the surgery
GP Clinic	Responding to a doctor's text message is difficult. A single reply is possible but a follow-up reply doesn't seem to be possible. Quite frustrating!
Nurse Clinic	I don't think any change is necessary
Nurse Clinic	The sign asking us to sign in on the touch screen is in a very light font and not easily read from a distance.
HCA	Having hangers or a small table in the bathroom. Useful if you will have your hands busy taking a sample and also have bags or coats
HCA	Quick and efficient treatment from you. Eric is charming a delight to see. If you could change one thing it would be the drabness of your surgery
HCA	Excellent organization, friendly and highly professional attitude at the reception. The nurse was very attentive and kind.
GP Clinic	My care is going very well. My doctor is very polite and thorough