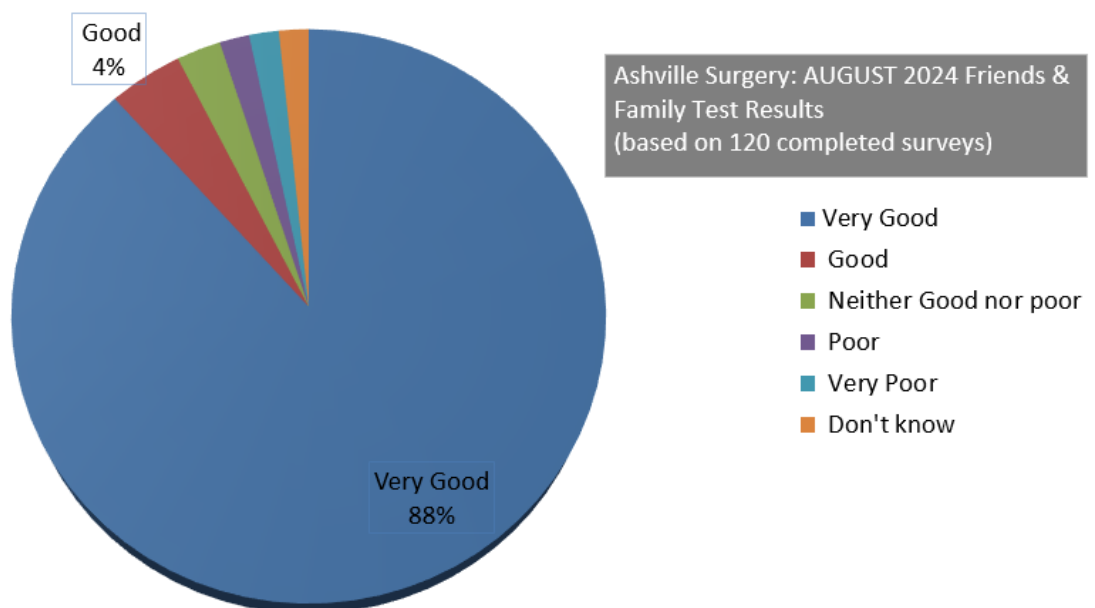
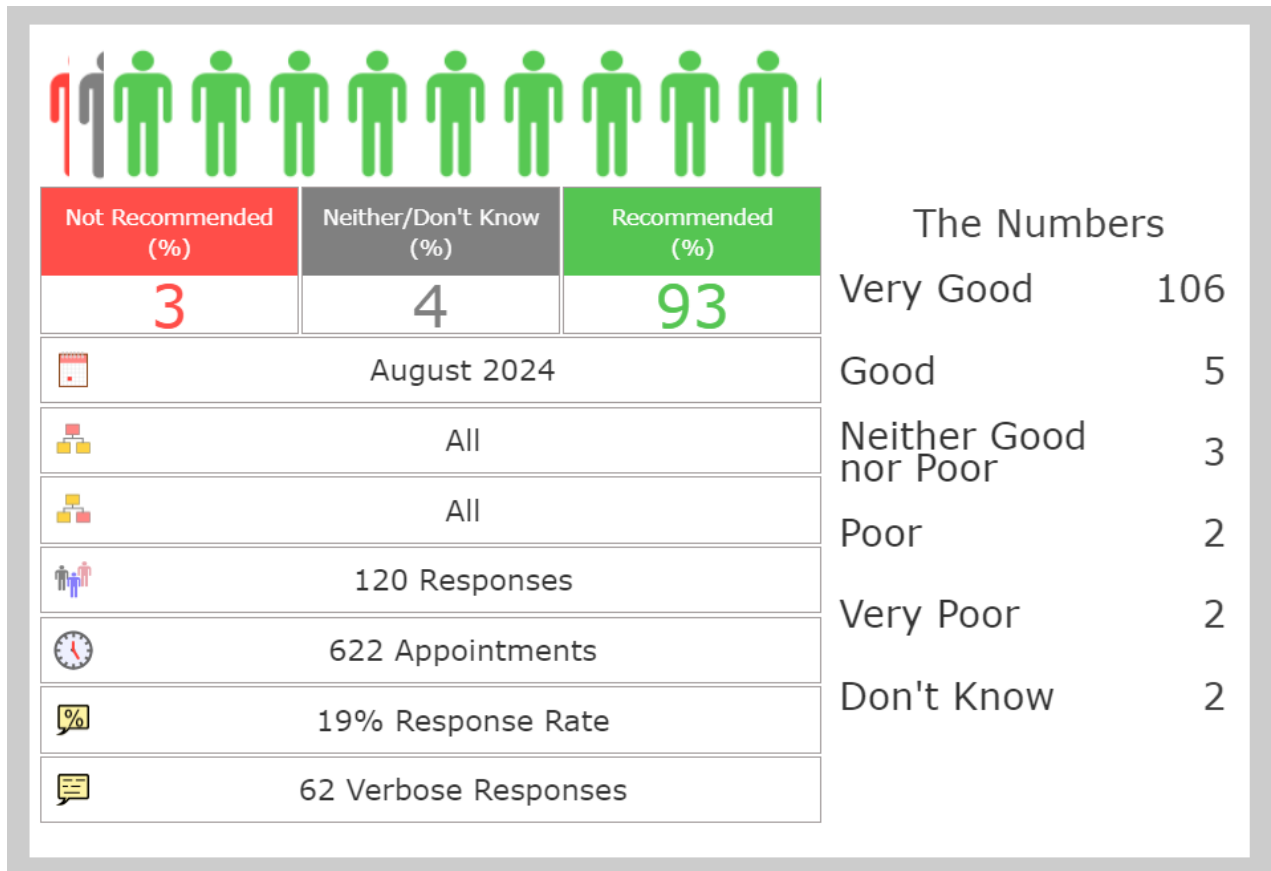


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from AUGUST 2024



Department	Response
HCA	The Ashville staff are amazing. Everyone over the 20 years I've been with the surgery has been incredible in every way. Thank you.
Nurse Clinic	Nothing. Everything was perfect
Session	Excellent. Had my questions answered and a plan made.
HCA	I have always been treated, received politely and professionally. Thank you all.
HCA	I cannot think of anything. All my concerns were taken care of, in a friendly and informed manner. Totally appreciated. I am grateful I don't have to visit the surgery often - but when I do I am always reassured about my well being. Many thanks.
GP Clinic	PATCHS is a bit of a joke. Does it have any human input or is it a bot? I do think a lot of us who totally support the increased funding of the NHS find it somewhat perplexing that it is very difficult to get to see a doctor in person - improve that
HCA	I don't like the patches system too many irrelevant questions. Time consuming.
HCA	The appointment was cancelled 30 minutes prior.
eHub Paramedic F2F (booked by Paramedic)	Thank you for the wonderful face2face appt on 28Aug24 Very thorough physical exam Issues were well explained; extra information given appropriately to the point + antibiotics prescribed To improve, kindly reveal blood pressure figures once taken.
GP Clinic	Nothing
Session	It's always serious about me / patients, blessing all of you
HCA	Nothing
HCA	Nothing
Session	I was worried about wearing the glasses The nurse didn't wear the glasses from the beginning. I was worried too much.
HCA	My experience was very good! I didn't have to wait long and the appointment was very efficient. This was my first time at the surgery, and the doorbell ring/screen to tell you when to go to the room was a little confusing bc I wasn't expecting it!
GP Clinic	Nothing to change as Doctor Jenkins is very knowledgeable and professional.
Nurse Clinic	Can't think of anything on this particular visit.
Session	The person was great, helpful and understanding.
HCA	With the appointment I had, I was seen was advised on what to next to solve my problem
HCA	Everything was excellent, staff very helpful and followed up very well
DIABETES CLINIC	She was in a hurry.. she did not explain properly how to use the new devices or where and when i should replase.them .
HCA	Efficient on time excellent service
HCA	A bit picky; the reception area could do with redecorating, it looks tired

GP Clinic	My first visit with Dr Arras was very good and kind and understanding doctor. More face to face appointments would be good, especially for older people.
HCA	I only had a bloodtest and as always it was great scott who does it is the BEST!
Nurse Clinic	I think I am very lucky to have Ashville as my surgery
GP Clinic	Communicate faster after request to see or hear from a doctor
eHub Paramedic F2F (booked by Paramedic)	First class
DIABETES CLINIC	Thank you so much for the kindness, sincere caring, and concern make everything better and are great encouragement. ?
Pharmacist	I am very happy with the treatment and advice I have been given and am awaiting a follow-up call tomorrow for blood results.
HCA	There was no privacy during my appointment. Had to takeoff my t-shirt for the ECG in the room, no curtains, no stand, no blanket!!! I felt so uncomfortable but didn't want to cancel the test because I know it will take time to get another appointment.
HCA	It was just fine.
HCA	None
HCA	I have pointed out in the past that Scott is not given adequate information about blood tests which means I have to come in a second time when it is realised that not all the necessary blood has been taken. I have not received a response!!
DIABETES CLINIC	Tembi is very kind and very knowledgeable and we have a good plan going, thanks to Tembi. Next visit will need to take blood pressure.
HCA	The nurse taking my blood barely addressed me, just told me to sit down, immediately put the needle in, and sent me out. Efficient but not a super friendly experience
DIABETES CLINIC	I don't think you can improve on your service, the surgery was welcoming and so we're the staff and professionals
HCA	All good.
GP Clinic	Nothing. This practice is amazing. In fact, only one thing: reduce the time to respond to a Patch enquiry.
HCA	Not really friendly
HCA	Scott is brilliant. So quick at drawing blood.
GP Clinic	Nothing. We were so well looked after. My 2 year old was unwell and we were seen within a couple of hours. Very grateful
HCA	Not really. It was a simple requirement and dealt with without fuss
Session	I was only having a blood test and I can't think of anything that could be done better.
Nurse Clinic	Nothing
HCA	I think it is good enough as it is now.
GP Clinic	To give us advice and help when we have to deal with the various areas of the Health Services when they either don't respond or keep knocking back our confirmed appointments where It is obvious they are allowing private patients to jump the queue.
HCA	Provide the result of the blood test swiftly to the patient.
HCA	I just want to thanks the staff and Mr Scott

Nurse Clinic	Nothing
Nurse Clinic	All great - same day booking, nurse really pleasant, on time ? wouldn?t ask for any more
Nurse Clinic	All perfect
HCA	Nothing comes to mind!
eHub Paramedic F2F (booked by Paramedic)	Nothing to improve all was good
Nurse Clinic	I'm a new patient. So far everything has been great. Keep up the text reminders they are very helpful
Session	To have been sent a text that was clear. I was told to go for an appointment which I wasn?t expecting so I rang the surgery only to be told that it was some mistake on the part of the pharmacist. Luckily I was called at the given time.
Session	Nothing springs to mind. The Ashville surgery provides an excellent service to the community
GP Clinic	I felt my service today was excellent.
Session	All ok
GP Clinic	Call back a bit quicker after submitting request on patches
Session	The call never happened at the stated time. Rescheduled for tomorrow.