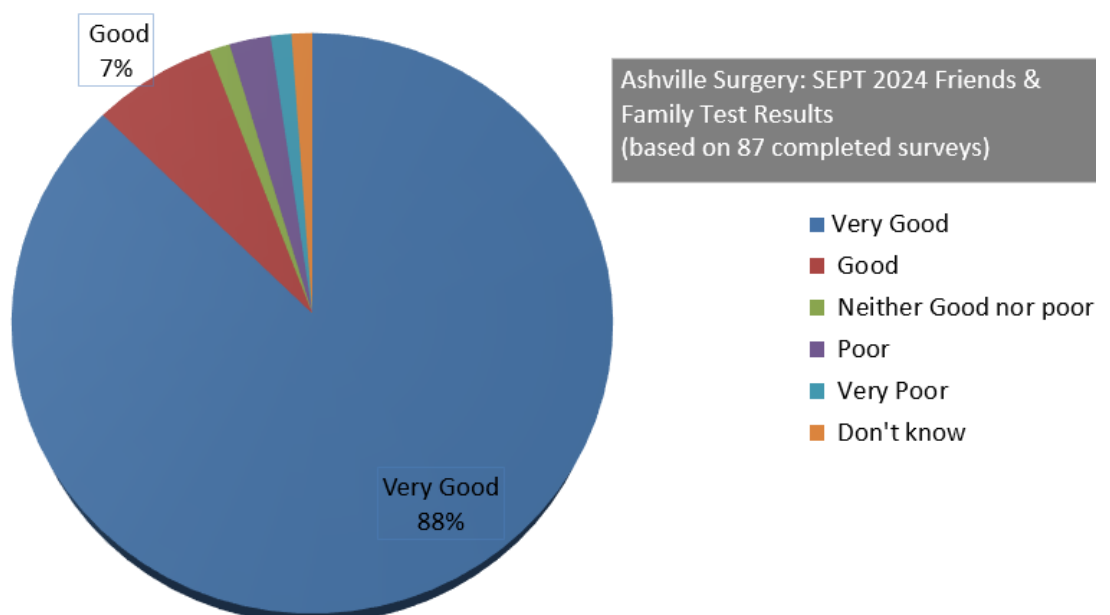
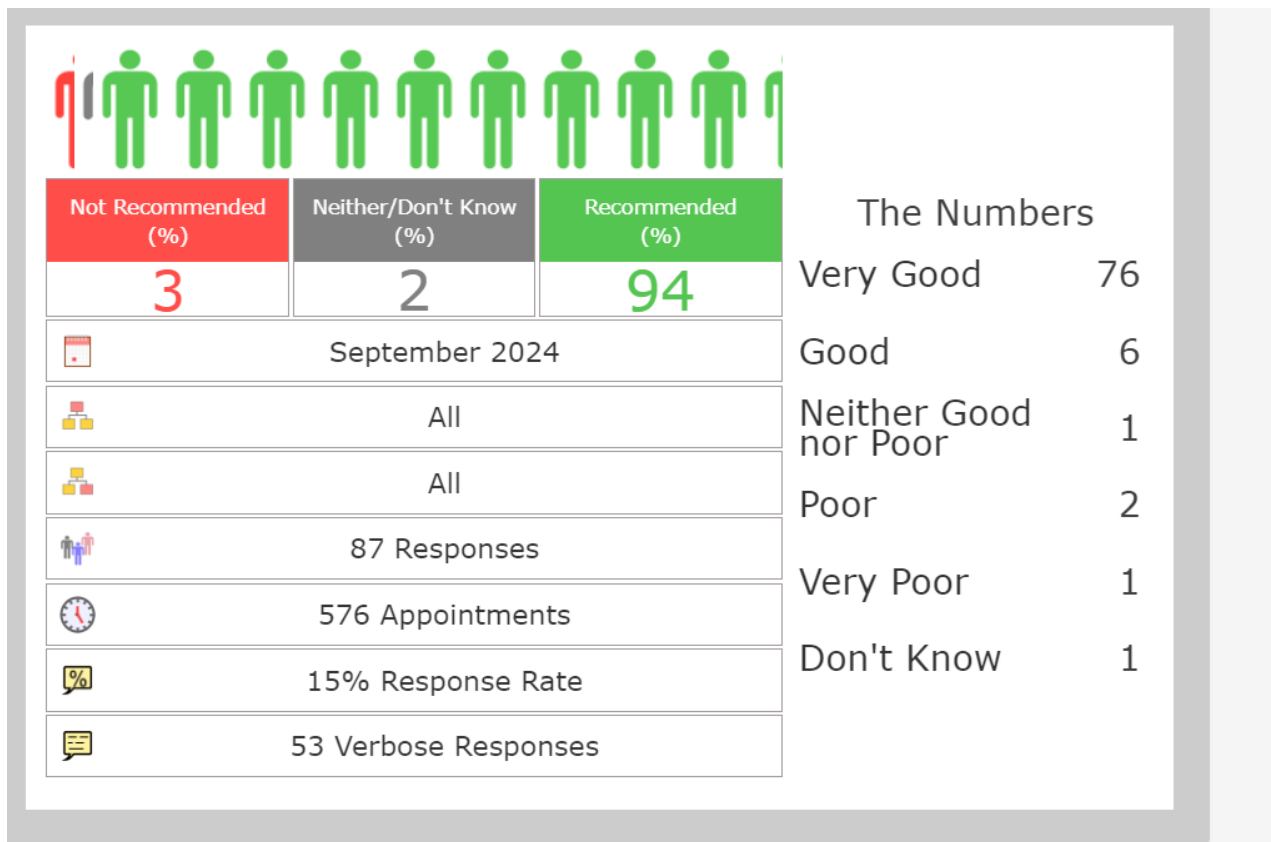


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from SEPTEMBER 2024



Department	Response
Session	My appointment was on time with very professional care and good follow up so I can't think of any improvement
GP Clinic	XXX been treated very well
GP Clinic	Excellent. Dr Beach was fantastic.
GP Clinic	Nothing. It was all very good
Session	None
HCA	Nothing presently
GP Clinic	I am very happy with the service. Thank you.
DIABETES CLINIC	I'm awaiting this appointment at 9.0 o'clock and not have any call
GP Clinic	Revise PATCHS form so that the questions can all be read before being answered. This will avoid excessive detail in first answers which would be better later in the form.
HCA	Thanks to the practice manager appearing, I was seen when arriving late. Without him intervening, I would have had to make a new appointment and come back another day. Hooray for him! Thank you.
HCA	I'm not a patient there and didn't know I was supposed to watch the board to be called in and as I was sitting underneath it didn't notice it. It would be useful to be told that on checking in.
HCA	Very good
HCA	Keep the same services, Well received and well treated. Thank you.
Nurse Clinic	Very positive experience!
HCA	No need to change
GP Clinic	Add magic
GP Clinic	To be seen sooner when you book a f2f appointment
GP Clinic	Can't think of anything.
GP Clinic	It was a fantastic experience
HCA	Very good
HCA	See patients one to one
HCA	Understand that I do have experience of my own body . What works and what does not . Also I would liked to be called by my user name - but I have asked for this to happen for years . ? likes to be known as? only this surgery XXX
DIABETES CLINIC	Lilyville need to liase with Ashville re my diabetes so that we are on the same page
GP Clinic	Nothing to change. You're just great. Thank you.
HCA	Put my prescriptions back on repeat. You create enormous stress by refusing to do this
HCA	Blood test results missing - Hba1c no test results.

GP Clinic	It was a good experience and I don't think it needs any change
Nurse Clinic	Today was perfect with a very friendly clinician who carried out the injection with no pain. I think she was called Sally
GP Clinic	Once we got to see dr Jenkins he was excellent but it was delayed for a year as when I first asked for an appointment it was through text. This time my mum specified exactly what she wanted ie face to face and we got it. Too many gatekeepers
GP Clinic	I recently saw Dr Rashidy for the first time, his direct and straightforward approach whilst being accommodating to my health anxiety and supporting with logical ongoing steps to look into my health concerns is much appreciated.
Nurse Clinic	Nothing comes to mind. Great service. Thank you very much
HCA	Well all was on time and sufficient thanks very much
GP Clinic	Nothing. Appointment on time and dealt with why I was there.
GP Clinic	Nothing to this point. Everyone has been very helpful and understanding.
HCA	I saw Scot and he was very professional and polite
DIABETES CLINIC	Nothing thank you Tembi was very helpful and professional.
HCA	Nothing
GP Clinic	Dr Arras is an angel, I had a very good experience with him, he is a good listener, well looked after. Thank you Dr Arras. All the best of the best
GP Clinic	Today was excellent, I don't have any recommendations
HCA	Nothing - it was excellent. Owen's cured me of my blood test phobia over the last few years. Amazing
GP Clinic	Really good experience. Very professional and happy to have such a welcoming place close to my doorstep.
Nurse Clinic	Perfect
GP Clinic	I cannot think of anything with the last contact and appointment. Dr Rashidy is such a huge asset to this practice.
GP Clinic	I appreciated the kindness and welcome of the receptionist and doctor.
GP Clinic	Nothing - I have had excellent care and service since seeing Dr Jennie Beech five years ago
Nurse Clinic	Excellent service from a professional, knowledgeable, helpful and friendly nurse. The timing and service were both excellent.

HCA	Nothing, staff very helpful Jenny and Scott. Thank you.
GP Clinic	every thing was perfect , the appointment , clarification of my health problems , advice . can not be better
GP Clinic	Make it easier to book an in person appointment online instead of having to call.
HCA	Nil
HCA	Scott Owen the phlebotomist is always friends and excellent at taking blood
HCA	All perfect with Scott
HCA	None very pleased with how it is