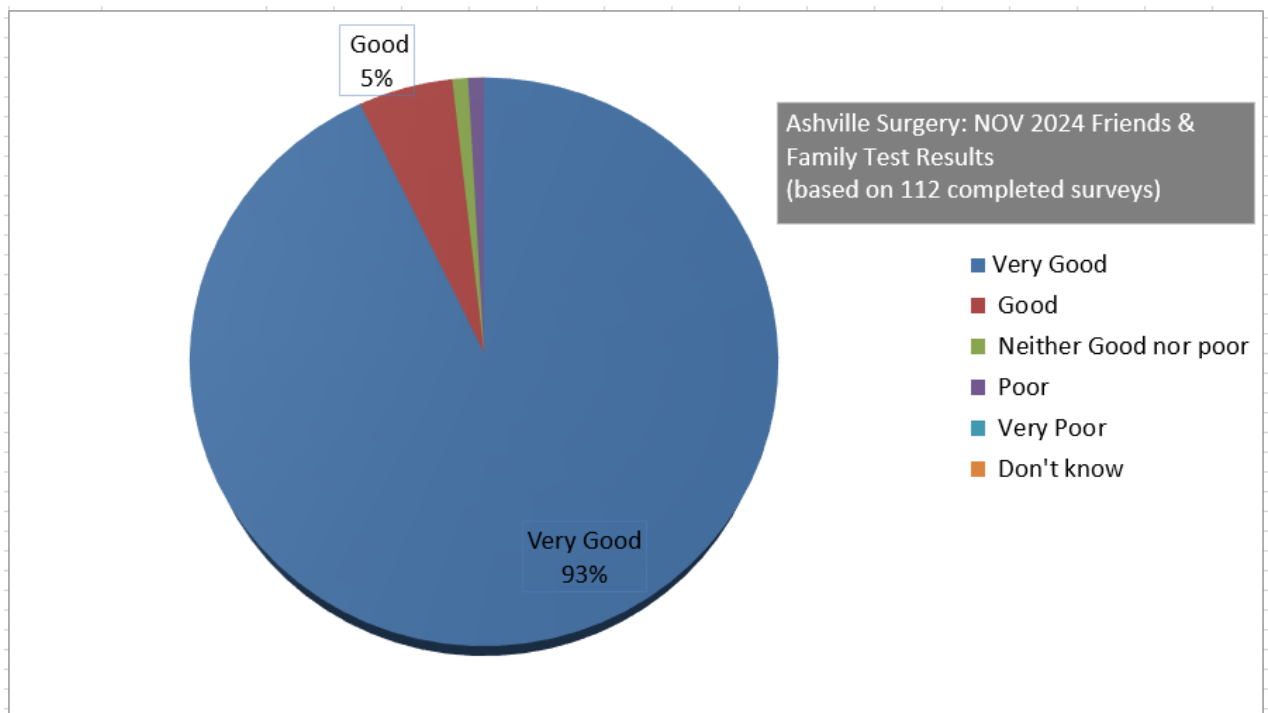
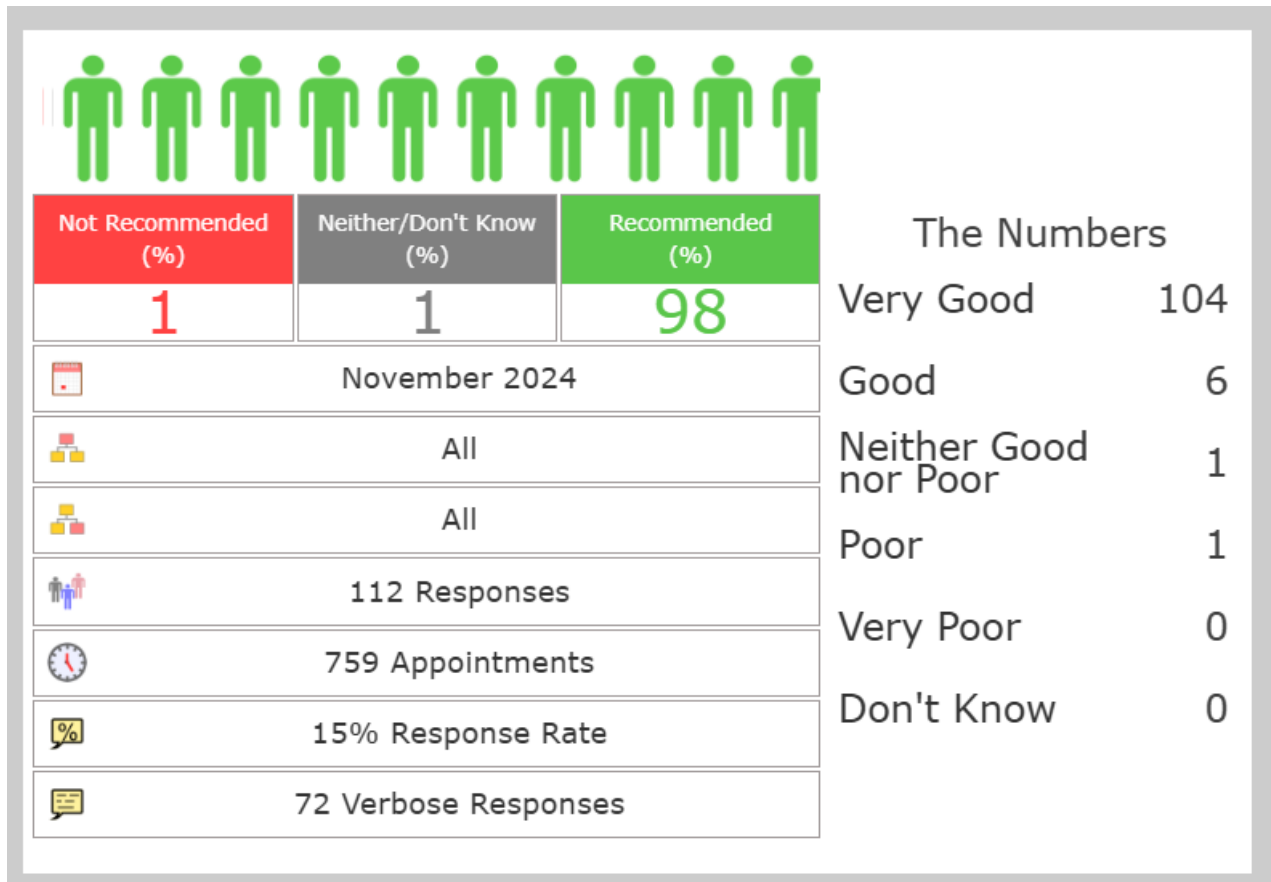


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from NOVEMBER 2024



Department	Response
HCA	Nothing. My experience today was perfect
GP Clinic	A shorter gap between appointment request and appointment
HCA	All good
HCA	All good
Nurse Clinic	All great! So much help :)
GP Clinic	All was very good. Dr McWirther is very friendly and has been super helpful all this time. She really took the time for me and has done all follow ups as promised.
Nurse Clinic	Can't think of anything
HCA	Can't think of anything.
Nurse Clinic	Communication of result by email instead of paper post
Session	Confirmation of the type of job I was about to receive
GP Clinic	Doctor was knowledgeable, friendly and compassionate- explaining things clearly and made me feel like they had time for me. As ever excellent service Ashville  Thank you
GP Clinic	Dr Beech is excellent but the IT process to get to this stage was very painful, four systems and two phone calls to get to appointment stage. In terms of care during the appointment, exceptional, i was listened to, understood with a very caring tone.
GP Clinic	Dr Beech was excellent!! Many thanks for seeing me so quickly!
GP Clinic	Dr excellent. Requested ideal times on Patches request but person who booked appointment didn't care, would be helpful to try and accommodate patients availability. Otherwise v good.
GP Clinic	Dr Jenkins is always willing to help.
Nurse Clinic	Efficient polite and kind, perfect
Nurse Clinic	Everything was great!
HCA	Everything went smoothly and well...Staff were helpful and polite...Thank you....
eHub Paramedic F2F (booked by Paramedic)	Excellent, very thorough, great advice
HCA	Friendly and polite staff. Short time to wait.
DIABETES CLINIC	Get Gps to put diabetics on Mountjaro
eHub Paramedic F2F (booked by Paramedic)	Give you reception staff more latitude
eHub Paramedic F2F (booked by Paramedic)	I absolutely appreciate the time and care given by the clinician.

Nurse Clinic	I am quite worried to start a new medication and feel concerned that I will not be given a machine to monitor my diabetes. I don't think this is the GP/nurse fault but NHS policy. Wish I could be loaned one
Nurse Clinic	I am very satisfied with the treatment offered to me today thank you
HCA	I arrived late to the appointment, i have 2 children under 3 which is difficult to manage. When i arrived the person to give him the flu shot had left- a phone call would have been useful. There were no appointments until Xmas left.
Nurse Clinic	I did not feel you could change anything
HCA	I think I am being looked very well thankyou to all the staff
Nurse Clinic	I was disappointed that I had booked a GP appointment and was only met by a nurse
Nurse Clinic	Ideally I would prefer to book appts over the phone but realise this is not an option, although I did book my smear test over the phone ?
eHub Paramedic F2F (booked by Paramedic)	It was all ok., He did listen to me. Nothing at present lo
HCA	It was everything fine, thank you
HCA	It was fine as it was
Nurse Clinic	It was perfect !
Session	It was very good no need to change
Nurse Clinic	More appointments with Sally available
Nurse Clinic	New patient to the surgery. Onboarding was very smooth. My3 year old son had a great experience with the nurse for his flu jab. Very happy so far with the service
Nurse Clinic	Nice local NHS service
Nurse Clinic	No change anything. I was very pleased with how the appointment went.
Nurse Clinic	No idea what can be done better everything was excellent Thank you
HCA	No real suggestions
HCA	Nothing
Nurse Clinic	Nothing
Nurse Clinic	Nothing
Nurse Clinic	Nothing much as I am looked after very nice and carefully Please keep it up
Nurse Clinic	Nothing needs changing
HCA	Nothing required at all
HCA	Nothing to change about this appointment.

HCA	Nothing to change. Scott was great at taking blood as always.,
HCA	Nothing very pleased, lovely man. Very professional
Nurse Clinic	Nothing, everything was perfect.
Nurse Clinic	Nothing, having the late appointments is great for a working single parent
HCA	On time No fuss
HCA	Saw nurse for pa injection. Always professional and pleasant.
GP Clinic	Some of the training questions were not appropriate / irrelevant and too many to simply book an appointment
Session	Stop putting pressure on our great doctors. They always deliver excellent service
eHub Paramedic F2F (booked by Paramedic)	Thank you for your help
Nurse Clinic	The experience did not need improving only the booking of the appointment was rather muddled with various cancellations & rebooking at your end Excellent nurse & reception greeting
GP Clinic	The surgery is excellent but hate online NHS too many irrelevant questions
Session	There is nothing I can think of that needs to be improved.
Nurse Clinic	There is nothing to change so far the experience was excellent
Session	They don't need to change anything.
Session	They really Care .
DIABETES CLINIC	To be able to see the GP when we need .
GP Clinic	Unable to get to the practice your reception arranged for a home visit I am a new patient and am impressed with all your staff for their care and pleasant manner
HCA	Very good
eHub Paramedic F2F (booked by Paramedic)	Was dealt with in a good time as the pain I was experiencing was terrible and felt I was listen too and care for.
Session	We need more connections with our doctors. The doctor should know the patient and the patient knows the doctor.
Nurse Clinic	When cervical screening tests are changed to a different time on the same day to please acknowledge that appointment as I changed the time of my initial appointment on 13th October but the nurse had left the practice by that time.