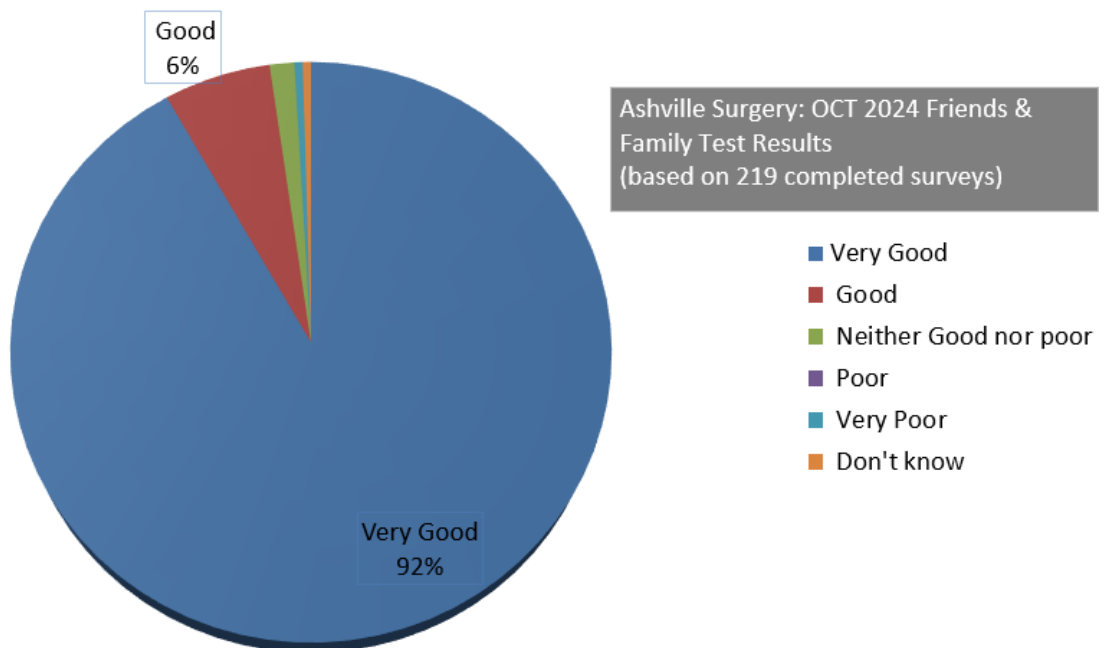
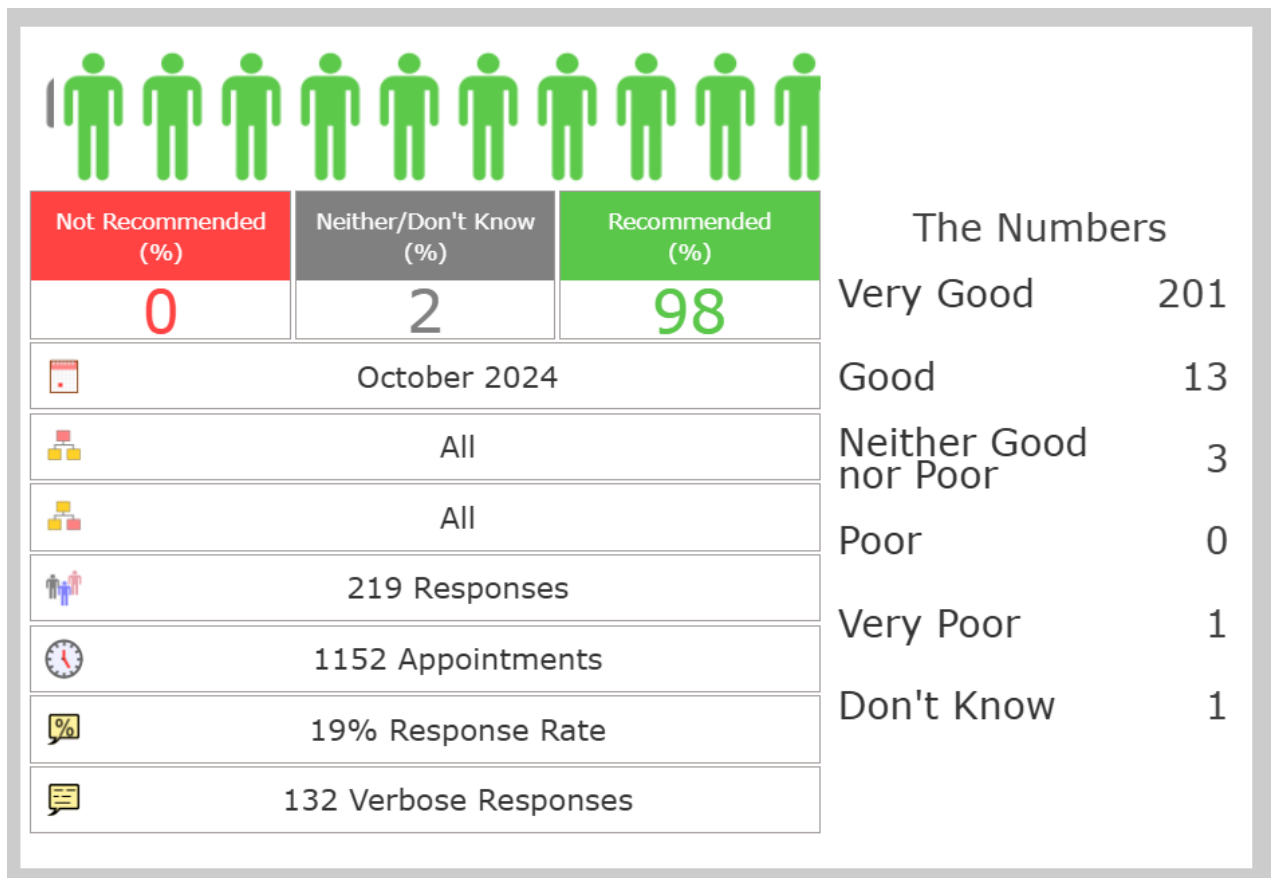


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from OCTOBER 2024



Department	Response
Session	More face to face appointments
HCA	Everything was smooth and on time
HCA	It is good service as it is now.
HCA	My first experience with Ashville surgery went well and the people I met were nice and kind of professional it was really a pleasure to be part of the patients of this great surgery.
HCA	One of the most painless and efficient taking of bloods I have ever experienced. Thank you!
GP Clinic	It was all good, nothing to change
HCA	Easy access to a GP
Nurse Clinic	A lovely staff very welcoming and professional that make you forget any discomfort from the actual procedure.
Nurse Clinic	Nothing to change
Nurse Clinic	Nurse is great with kids! Don't change a thing.
HCA	Treatment was excellent. No change is needed
HCA	None Stephen (sp?) was fantastic
GP Clinic	It was good to have had the opportunity to actually see the Doctor and to go through concerns face to face.
HCA	Do not change anything you've got lovely staff and I like it the way it is. That's all I can say. Please don't change. Xxxxx Big
GP Clinic	Arrive on time and thorough check things
Nurse Clinic	My visit yesterday was great but it would be nice sometimes if it was easier to get face to face appointments
Nurse Clinic	Nothing - it was great
Session	All good .. quick and efficient
HCA	All was good
Session	I am very happy with the service no need to change anything thank you x
HCA	Always positive pleasant experience
HCA	The nurse had no patience with my daughter who was very upset, he was in a real rush as she was crying and he clearly doesn't know how to deal with young kids as he said "only brave kids can have a sticker". He should not be doing that job!
HCA	You cannot!
Session	Fast and efficient. Thank you!
Nurse Clinic	No need, excellent service. Thank you.
HCA	Not much as it all went very smoothly.

DIABETES CLINIC	The surgery tries very hard! I am Grateful to get two appointments the same day quickly with the help of staff!  Thank you Asheville surgery!
Nurse Clinic	Wouldn't change a thing .
Nurse Clinic	Happy as it is!
HCA	The experience of the surgery is disconcerting. Staff are busy of course but human contact with patients has been carefully expunged. Check in is by screen only. Camaraderie between staff is positive but patients are like intruders. Not a good vibe.
HCA	I am very happy with Ashville Surgery staff so no changes for me.
HCA	No change needed
GP Clinic	Face to face appointment to examine the patient
Nurse Clinic	Nothing - super quick and early!
HCA	Nothing it was perfect
DIABETES CLINIC	Nothing yo change. I was well informed, made to feel comfortable and listened to.
GP Clinic	It was all fine
GP Clinic	Nothing comes to mind as I was treated with respect and in a timely manner.
HCA	On time and Scott is pleasant and efficient.
GP Clinic	Honestly can't think of one- the set up and the GP were great
Session	Co-ordinate better with with the local Pharmacies who are providing the winter Covid jab for your 'oldie' patients such as me (on 4 Oct 24) so that confirmation of the jab appears on the on-line Patient Record.
HCA	Few more chairs perhaps spaced apart rather than a bench?
HCA	Everything was excellent
HCA	Maybe a bit more ?human input?
HCA	I missed seeing my name announced on the board in reception, so I kept the nurse waiting. It is very easily done as the name flashes up only for a short period. Otherwise, all was fine.
GP Clinic	N/A I got a prompt reply, quickly followed by an appointment with a doctor who competently dealt with my issue.
Nurse Clinic	Nothing, the nurse was really kind and gentle and communicative. 5 star treatment, thanks.
Nurse Clinic	Nothing - it was just a flu vaccination.

HCA	All is good.
GP Clinic	Frankly, as far as 'm concerned, the surgery has always done such a wonderful job caring for my health. 2 suggestions (beyond the surgery?s control, I think) 1. Centralising patient's data across healthcare providers; 2. Relax time pressure on GPs
GP Clinic	More face to face appointments like this, was so refreshing to actually see the GP
HCA	Today's appointment with Scott was very pleasant, Scott is very good with taken bloods samples, and always professional. The reception/ admission staff are always lovely, helpful and again professional
eHub Paramedic F2F (booked by Paramedic)	No change, doctor provided excellence service. Very happy. Thanks
Nurse Clinic	The nurse was great! She was very efficient and helped me with several additional questions I had. Wouldn?t change anything.
Nurse Clinic	It was absolutely fine
HCA	Can't think of any!
GP Clinic	It was great
HCA	Nothing. Staff friendly, proficient and on time. Thanks both
HCA	All good
HCA	All good no improvement needed
Session	Nothing to improve
Nurse Clinic	The treatment I get at Ashville Surgery is first class
Session	No change The muse that I've had for the last 3 years has been brilliant ?? Thank you
HCA	I can't think of anything, the notice given was fine, the reminders were helpful and the procedure on the day was faultless with no waiting time.
Nurse Clinic	Nothing. I was very well looked after.
HCA	Nothing! Everything was excellent, Many thanks, Scot
Session	Than you
Nurse Clinic	All good! And thanks

Nurse Clinic	It is such a well organised team operation at Ashville surgery. Always, 24/7. I consider myself to be so fortunate to be on the surgery's book of customers. Long May you be able to keep up the high standards of service.
Session	I was happy with the whole experience.
HCA	I think you are one of the best surgery as I hear other people complain from their
HCA	It was for the flu vaccine. It was well planned and my experience was excellent.
HCA	My experience today was first class
HCA	Everything fine & heloful
Nurse Clinic	The nurse I saw was absolutely lovely and totally professional. Couldn?t be bettered.
HCA	None
HCA	Totally soulless. Receptionists on headphones. No talking to patients. Depressing
Session	Nothing great service.from everyone
HCA	The receptionist was charming and helpful and the nurse friendly, calm and efficient as always. I cannot think of anything that needs improvement. Your care & kindness appreciated.
eHub Paramedic F2F (booked by Paramedic)	If everyone could be as quick and very helpful like the paramedic we saw
HCA	It was perfect non problems
HCA	Nothing comes to mind
Nurse Clinic	Nothing
HCA	Thank you!
GP Clinic	I felt it that at least my heart / pulse could be checked as i said on the patch it huts my chest when I AM coughing I felt is ruitalky done than really looking at the personal case
HCA	Nice if receptionists and nurses looked you in the eyes, smiled and said hello when you arrive.
Nurse Clinic	I just went in for a vaccine, the nurse was very polite and prompt
HCA	I can't think of anything I was treated very well everyone is always so kind to me and that makes me happy
Nurse Clinic	Always fast efficient and professional service. Thanks Jennifer ?
Session	All perfect thank you.
DIABETES CLINIC	It was very good because the service was immaculate & amazing &kind ?
GP Clinic	amazing Experince

GP Clinic	Excellent availability from gp, but longer waiting time for phlebs
HCA	Nothing - efficient and caring as usual
GP Clinic	Professional and good explanations. Thank you to my GP
Session	Nothing.
HCA	No changes necessary
HCA	I have to do this for Tim because of his learning disabilities. We are dealt with very well at the surgery and he receives very good support and care when needed. I appreciate this very much.
Pharmacist	It's working as it is so no need to change it.
Session	No need to change anything!
HCA	It was very good so can't think of anything. Sorry!
HCA	I went for a flu jab. Perhaps they might have suggested a Covid.jab as well
Session	More frequent general health checks as I get older I suppose.
GP Clinic	Very very Kind and helpful doctor
HCA	Care and treatment on the day perfect. Perhaps would help if confirmed in the text message if it is an in person appointment or over the phone.
HCA	It was perfect - no need to change !
GP Clinic	None all very efficient
Nurse Clinic	All very good. A SMS message when a prescription is issued would be helpful.
HCA	Everything very efficient
Session	Everything was perfect?nothing to improve. Very kind staff, no waiting
HCA	Really no complain. Scott was very efficient, as usual. Peter
GP Clinic	Very good
HCA	very punctual and efficient
Nurse Clinic	I don't think any changes are necessary. I still prefer the option of at peaking to people rather than use the Patches form.
Nurse Clinic	I don't think there's anything you should do. It was all perfectly fine
Session	Nothing to add
Nurse Clinic	Have a large novelty clock (TVdisplayed?)
GP Clinic	Nothing, you guys have been amazing
HCA	Great service
GP Clinic	Perfect
GP Clinic	Nothing. It was perfect
Nurse Clinic	Flu jab was quick,.very good..

HCA	No thing
HCA	Excellent reception staff nurse Scott excellent very happy
GP Clinic	Nothing Dr fitted me in very quickly and was excellent
Nurse Clinic	Nothing to change
Session	Nothing, all very good
Nurse Clinic	Quicker GP appointments
HCA	A nice back rub would help.
Nurse Clinic	It was very good very helpful lady thank you
Session	Unrelated to this flu jab, it would be helpful if it were possible to make appointments through the reception desk with a doctor or a nurse on the telephone. On line is more challenging for many of my age group!