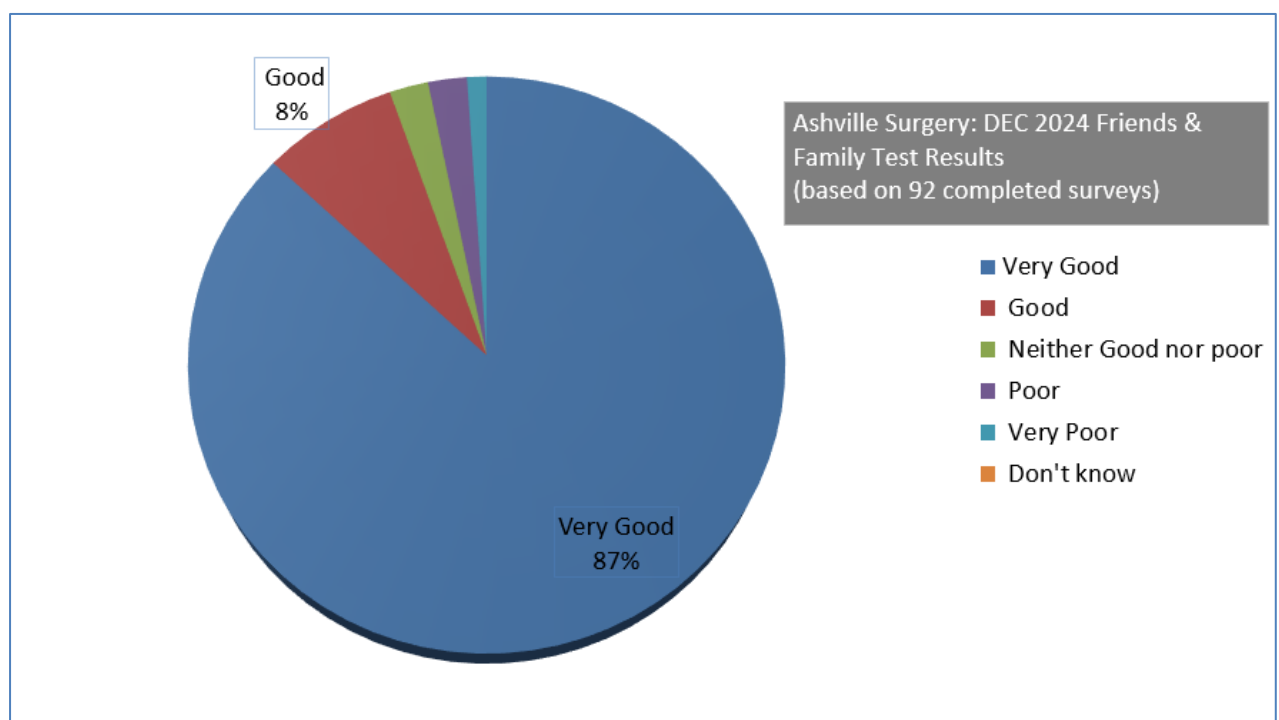
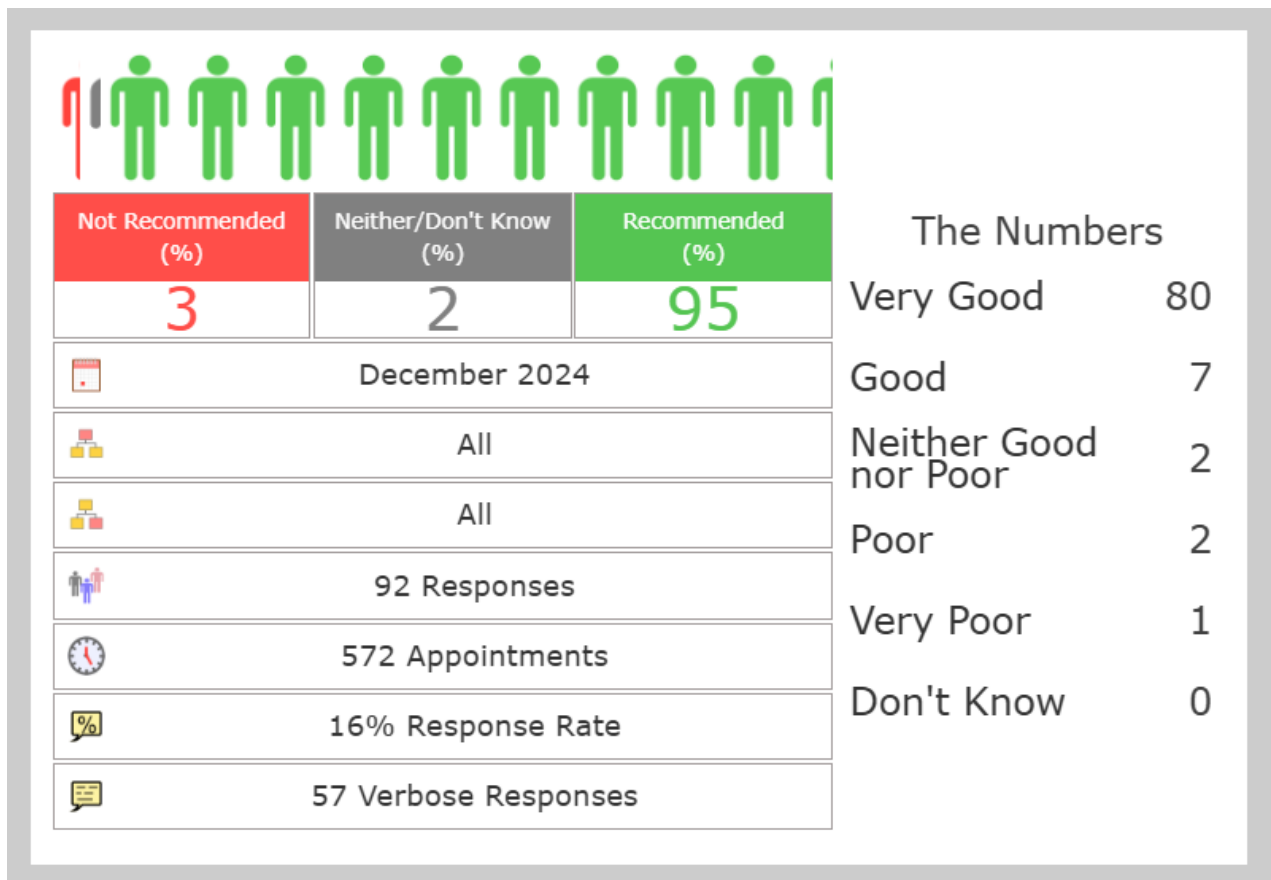


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from DECEMBER 2024



| Department                               | Response  |
|--|---|
| Nurse Clinic                             | It was cancelled with an hours notice. Despite being booked a month ago, I can't get another appointment for another month.   |
| Nurse Clinic                             | It was quick and easy and on time!  |
| Nurse Clinic                             | Excellent doctor. All great   |
| eHub Paramedic F2F (booked by Paramedic) | Nothing at all!   |
| HCA                                      | All first class   |
| HCA                                      | Can't think of anything, though only had blood taken today. Regards 18.12.2024  |
| Session                                  | Have one appointment for a couple of issues, like Menopause and check an itchy mole/freckle rather than two separate appointments. Thanks   |
| HCA                                      | Nothing - it was perfectly timed and all went smoothly  |
| GP Clinic                                | People may find Dr Aras blunt, but I like his approach. Straight to the point and genuine. No fake kindness.  |
| HCA                                      | Maybe if the practitioner had been a nurse and could have answered simple medical questions so need to consult the doctor later. However the blood sample taken was done very well and painlessly one of the more important considerations. |
| HCA                                      | The test was fine and efficient. I need to now have the results and any follow up discussion with the GP run as smoothly  |
| GP Clinic                                | Everything was good   |
| Session                                  | It was just a blood pressure test, so not much to improve   |
| Nurse Clinic                             | Nothing regarding today, appointment was dead on time, the nurse lovely and informative, excellent service  |
| DIABETES CLINIC                          | I think everything was sorted out over the phone  |
| HCA                                      | The staff are always very attentive to my needs. Particularly as I am not very computer literate. Still struggling with patches   |
| HCA                                      | Nothing   |
| Session                                  | It's great experience as always. THANKS.  |
| Session                                  | Nothing so far. Prompt appointments, nice staff.  |
| Nurse Clinic                             | Can't think of anything.  |
| HCA                                      | Nothing   |
| HCA                                      | The service was excellent   |
| GP Clinic                                | None  |
| Nurse Clinic                             | I don't know .  |
| Nurse Clinic                             | None it's working well.   |
| HCA                                      | The register screen log in didn't work. Tried to put in DOB but jumped after first number then failed. Scott always great at his job.   |
| Nurse Clinic                             | I really can't think of anything, your so good.   |
| Nurse Clinic                             | Jenny the nurse is excellent at her job. Highly professional, truly excellent.  |
| GP Clinic                                | Very satisfying assistance. Thank you very much.  |
| GP Clinic                                | The front staff are nice and caring at Ashville surgery! Today, It was very good to be seen by a real Dr/ GP, for a change, felt reassured and thankful for her diagnosis and care. Thank you Dr Beach                                      |
| GP Clinic                                | Super satisfied with the care I'm receiving   |
| eHub Paramedic F2F (booked by Paramedic) | Name badge on person you see  |
| GP Clinic                                | It is improving.  |

|                 |  |
|-----------------|--|
| HCA             | Excellent organisation, high professional and friendly!<br>Thank you!  |
| Nurse Clinic    | Today the experience was very good   |
| Nurse Clinic    | Nothing. All good.   |
| Nurse Clinic    | There is nothing to suggest that today's appointment could have been improved upon.                              |
| GP Clinic       | Nothing to improve.<br>Excellent GP. Very grateful & lucky to see Dr Beech<br>Welcoming reception staff          |
| Nurse Clinic    | Nothing - all good   |
| GP Clinic       | No issues at all. And too early to have a view.  |
| GP Clinic       | Lovely helpful doctor & receptionist - very happy!   |
| HCA             | More face to face appointments; less online.   |
| GP Clinic       | Faster responds rate   |
| HCA             | No changes needed  |
| Session         | Regular blood test in every few months basis.  |
| HCA             | My appointment was cancelled at the last minute.   |
| HCA             | Good assistance, empathy, efficiency.  |
| Nurse Clinic    | The nurse Sally has been amazing with my children. The vaccination experience has been very pleasant. Thank you! |
| Session         | Wouldn't know where to start   |
| DIABETES CLINIC | Tembi is always lovely and so caring. Reassuring regarding my blood sugars.                                      |
| GP Clinic       | Longer appointment   |
| HCA             | Nothing  |
| GP Clinic       | She was very informative and helpful   |
| HCA             | I can think of any changes. I was seen on Time. Lovely and polite people throughout..                            |
| HCA             | Nothing. It was easy, great team, on time.   |