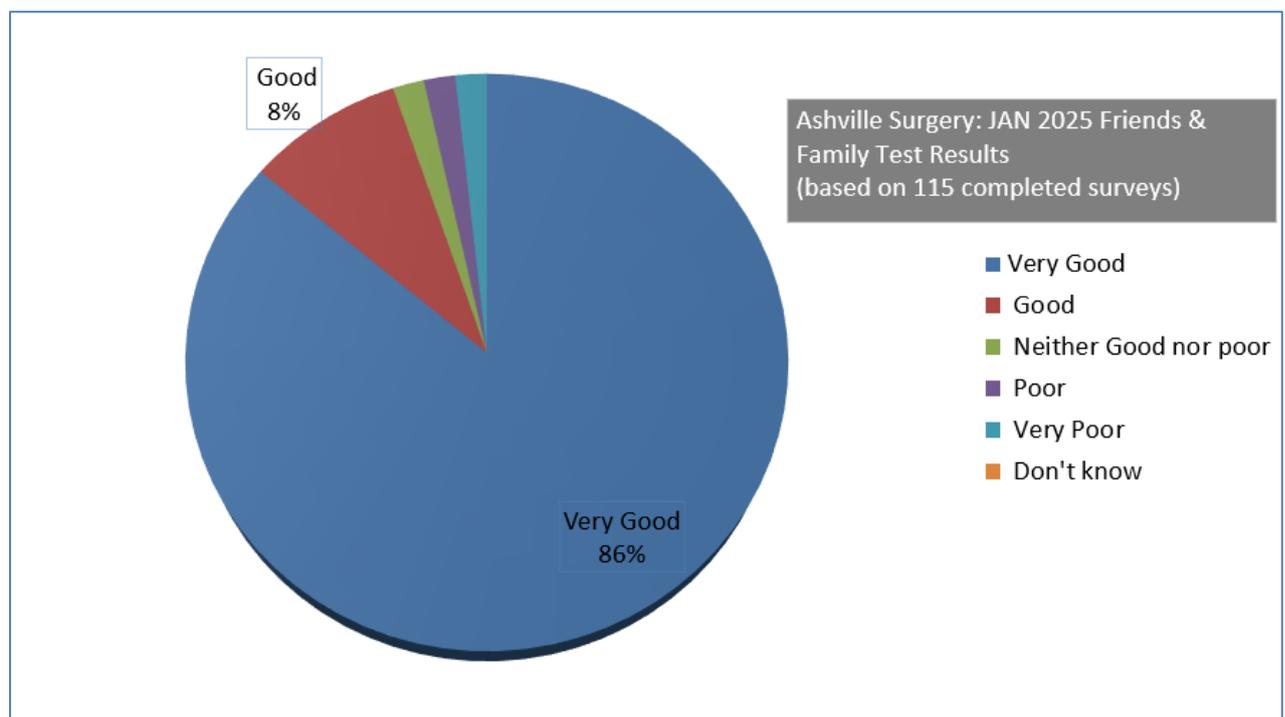
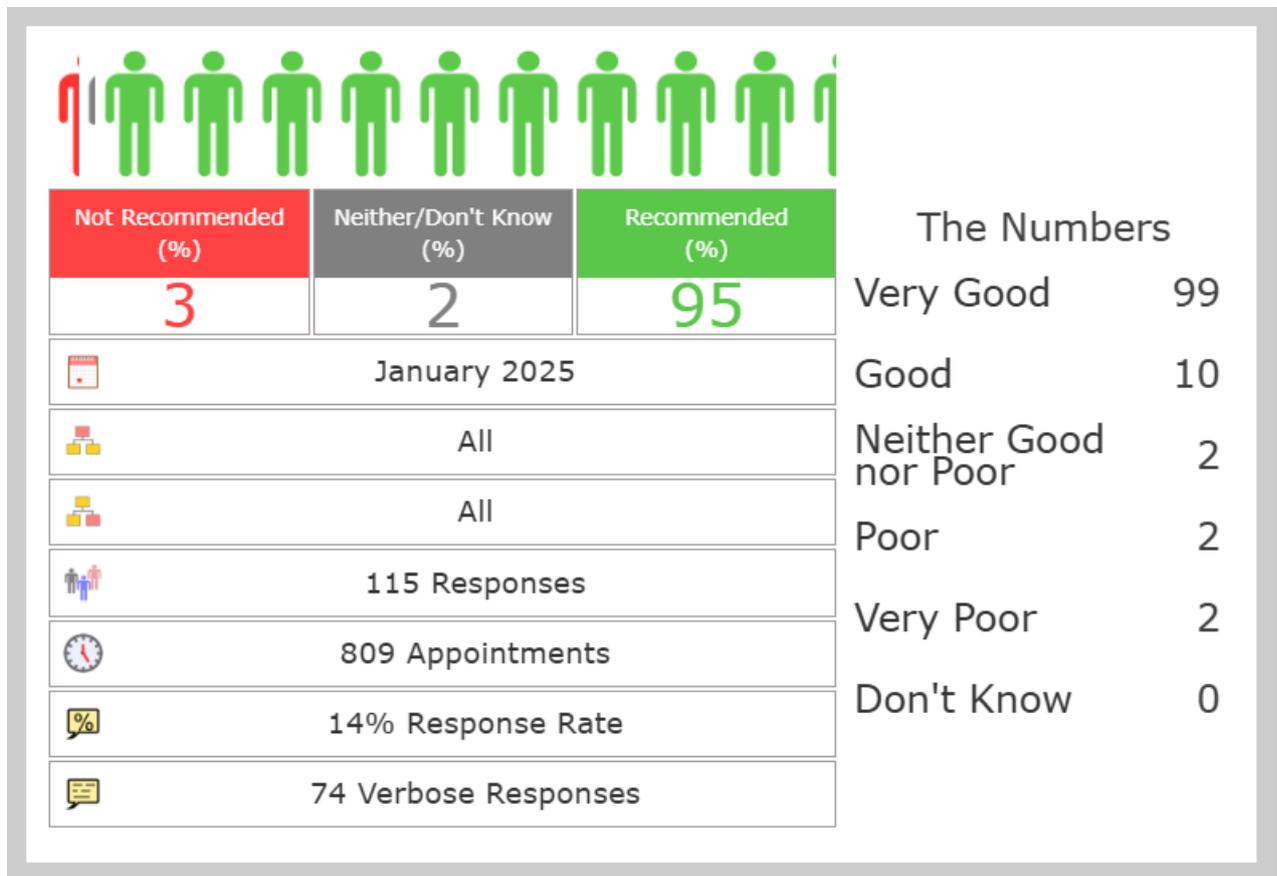


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JANUARY 2025



Department	Response
GP Clinic	Nothing! Being seen by Doctor Ryan is always brilliant as she's the BEST.
Nurse Clinic	It was easy no probs Nurse gave confidence
eHub Paramedic F2F (booked by Paramedic)	Exemplary. Welcoming. Clean. No waiting. Saw paramedic nurse who was first class and thorough w a clearly-communicated follow-up plan. I couldn't be more appreciative. Thank you.
HCA	None, the staff were very polite and accommodating.
HCA	Nothing
HCA	Nothing to mention
eHub Paramedic F2F (booked by Paramedic)	The medical care and staff are good and helpful, but I was not seen for over 30 minutes past my appointment time. It might be less stressful to have updates on waiting time, in addition to when you check in.
GP Clinic	Take online enquiries outside of surgery opening hours. You don't have to answer the enquiry at the point it is submitted, but it doesn't make any sense not to allow people to submit outside those hours.
HCA	Nothing - it was excellent
eHub Paramedic F2F (booked by Paramedic)	Morgan the premedical called yesterday , gave appointment for today, saw this afternoon, she was excellent with her examination and advice, truly appreciated her taking time.. Also the front desk staff all wonderful with good listening skills?
GP Clinic	More convenient to have had a downstairs surgery
HCA	Nothing re this experience.
GP Clinic	make it easier to get an appointmentn
Session	The blood test ought to cover more than just diabetes and colesterol. I was under the impression that it was a proper health check.
GP Clinic	Nothing - outstanding care
GP Clinic	In this particular time the GP was extremely helpful.
HCA	I've always had great experiences with the reception staff, especially a French gentleman who is always welcoming and helpful. However, during my recent visit, I was disappointed by the behavior of a lady at reception who was very abrupt and rude whe
GP Clinic	All perfect
HCA	High professional and friendly communication with nurse and receptionist. Very good organisation.
HCA	Very good and very prompt , thank you.
Nurse Clinic	Everything was Great ! Thank you

Nurse Clinic	Very warm and experienced nurse, put me at ease, was not hurried and offered good advice. Thank you.
GP Clinic	Can't think of anything. I'm very happy with the care and treatment I get at Ashville.
Nurse Clinic	It would help if face to face appointment were carried out rather than a text msg
eHub Paramedic F2F (booked by Paramedic)	Make it more personal
HCA	No problematic issues currently
GP Clinic	Nothing that you can do about it.
GP Clinic	Dr Jenkins is truly a caring and understanding doctor he always takes his time when seeing , and gives good advice.
HCA	That the NHS has joined communication. None happening between Chelsea and Westminster and the practice.
HCA	Treatment at my GP surgery has been very good. It's friendly and helpful.
Nurse Clinic	The service was excellent. I was seen within 5 minutes of the appointed time.
GP Clinic	It would be great to be able to book slots online and not just via phone
eHub Paramedic F2F (booked by Paramedic)	I can't think of one thing as I was treated very well I was very happy with the results and my mind was put at ease also the advice I was given will help me over all I want to thank the paramedic for all he did for me thank you and happy new year
Session	I am so pleased and grateful for the support, service provided by all the team members at Asheville surgery today, before and the future following appointments. Thank you everyone
eHub Paramedic F2F (booked by Paramedic)	Everything went smoothly today
Nurse Clinic	No change allways get very good service staff very pleasant
GP Clinic	Would prefrr to have a face to face contact,
HCA	I had a good experience and I wouldn't change anything.
GP Clinic	Very efficient I never have to wait - always on time. The receptionists are friendly very helpful and ready to answer any queries.
GP Clinic	Was good
HCA	You cannot it was in time quick and easy
GP Clinic	My daughter attended the surgery today and had her first independent doctors appointment. She said the Dr was lovely and made her feel at ease. She is 17. She said she feels very grown up! Thank you for being so professional and amazing!
Nurse Clinic	Nothing - the appt was on time and dr was very helpful
HCA	More regular follow up
HCA	The waiting time should be less.
HCA	Every aspect was fine.

Nurse Clinic	Nothing to change.
GP Clinic	Nothing! Everything went very well today..
Nurse Clinic	To continue looking after us responsibly. Guide me as what us important for me and my health
Nurse Clinic	Friendly and professional stuff
GP Clinic	I prefer to ring up to make appointment than doing online
Nurse Clinic	One thing that could be changed is the appointment actually happening. Two appointments cancelled because nurse was sick and no alternative for 3 weeks, seems unusual two appointments in a row and now costing £300 to do vaccinations privately
GP Clinic	Dr Beach was very careful to put the issue in context & reduce fear & worry whilst explaining that things still needed to be checked. She provided excellent care & support
GP Clinic	The Patches messaging system needs to improve, could not respond in some cases. Should be a proper workflow solution and cuts off the patient too early in the process, necessitating the creation of more than one request for the same issue.
eHub Paramedic F2F (booked by Paramedic)	I was incredibly happy to have such a quick and good consultation. Keep it up!
HCA	The doctor who took my blood test is very professional and kind, and the reception staff are very compassionate and warm-hearted.
HCA	Nothing to add
HCA	Appointment postponed until next week because of severe illness and coughing this morning
Nurse Clinic	No need for changes so far !!
HCA	You are doing your best
HCA	As for me It's very good and quick..
GP Clinic	When a doctor phones in response to a patches request, it would be helpful to receive a text message giving prior notice in order to be in a good place to receive the call
HCA	It was perfect
Nurse Clinic	To be able to have Ozempic
Session	Hello/Good morning Briefly, I can say, my first appointment after my new registration, was for the most part quite a good experience discussing a few points regarding my anxiety and depression and sadly also past deterioration with psychosis episode
Nurse Clinic	Staff always pleasant and helpful - one can't ask for more !
Session	Have better trained staff
HCA	I can't really think of anything at the moment how to improve the surgery I think more invites like the one I was invited to today health checks and all these checks are very good I think as I've always said we should have more connection with a GP
GP Clinic	I really appreciate the support you provided.
GP Clinic	It was all good

DIABETES CLINIC	Nothing really. I feel phone consultations allow one to speak more openly.
HCA	All good
HCA	None