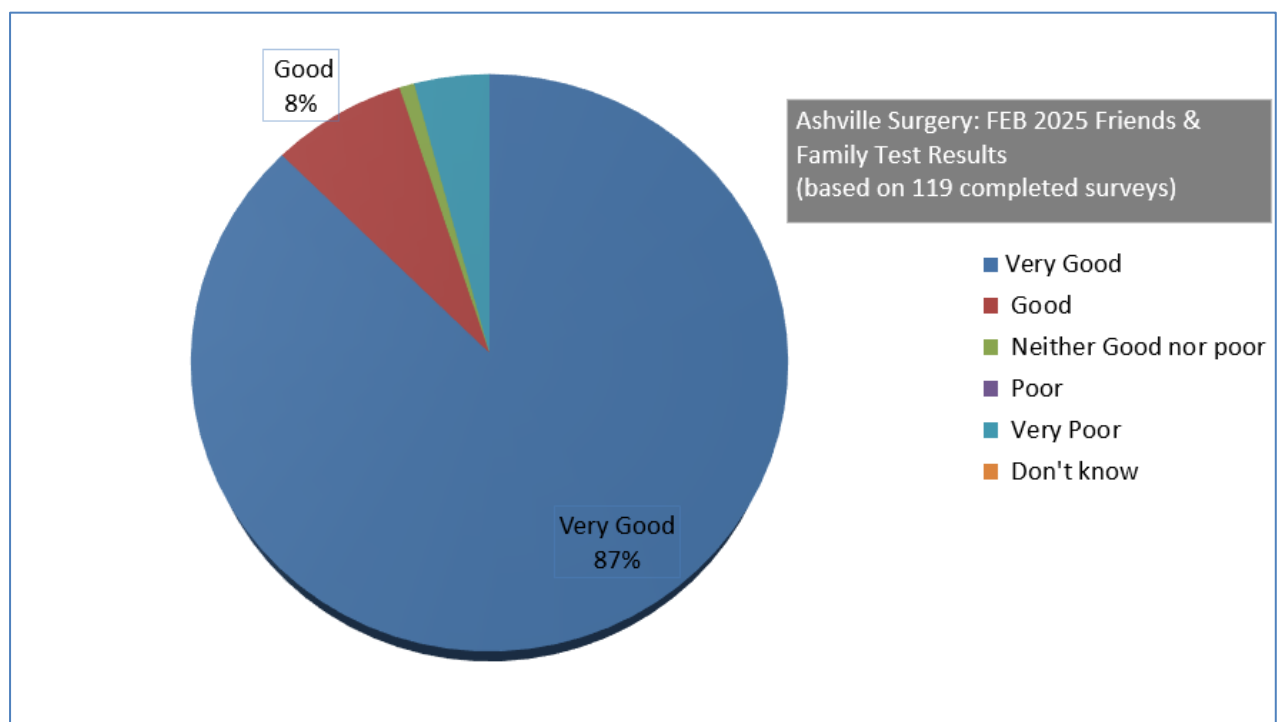
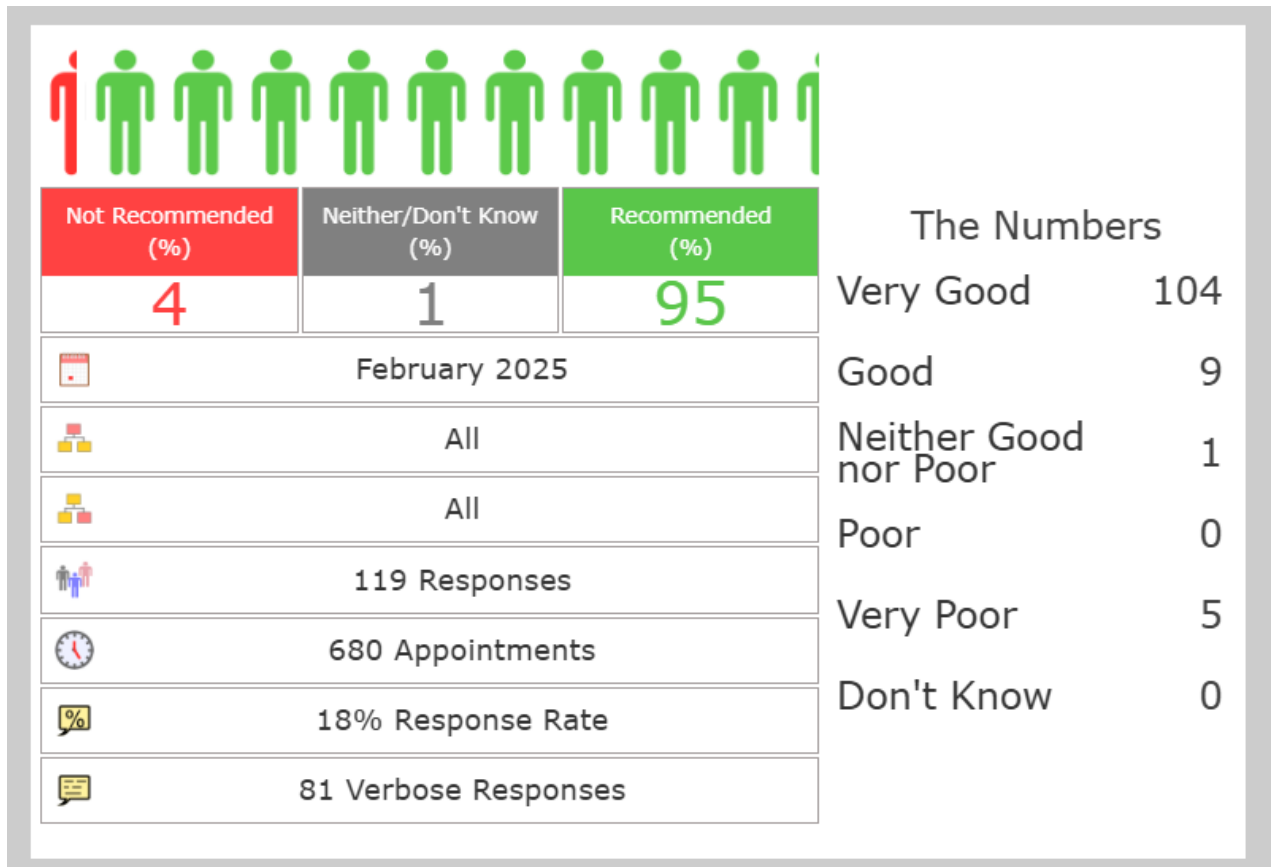


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from FEBRUARY 2025



Department	Response
Nurse Clinic	Nothing it was great and very professional!
GP Clinic	No change.
HCA	There's nothing I would wish to change at Asheville Surgery, They have been a life saver for my family and I over so many years.
GP Clinic	Nothing!
GP Clinic	Nothing
HCA	A more caring attitude to disability. A severe mobility issue resulted in my being 8 minutes late for a blood test. I was turned away with the advice that patients who arrived more than 5 minutes after their appointment would not be seen.
GP Clinic	Satisfied. Dr Arras was gentle to the young lady. In which he helped to remove and treat her Warts
Nurse Clinic	Timely, efficient and pleasant service- so no suggestions!
HCA	All good. And the staff are very nice and helpful
eHub Paramedic F2F (booked by Paramedic)	I was happy to see a doctor in person on the day I made the enquiry and grateful since I was travelling the next day. Thank you!
HCA	The blood test was just for diabetes and cholesterol. If you are taking blood then perhaps the test should be for a few more standard things such as liver function, kidneys, vitamin D etc.
eHub Paramedic F2F (booked by Paramedic)	Nothing - it was all good
HCA	Friendly and professional staff. I was called on time. Also for me polite and smiling staff is very important. Thank you
Nurse Clinic	Nothing
Session	It's great having a blood pressure machine in reception. Can we also have scales? I would like to pass on appreciation of the nurse who takes my blood samples. He is very professional and very good. Receptionists also always calm and helpful.
HCA	The constantly flashing lights on the reception video was hurting my eyes and threatening a headache. Suspect not good for people with migraines or epilepsy. Reported it.
HCA	Scott excellent.
GP Clinic	The consultant knew and explained the problem immediately.
GP Clinic	I had a great experience.
Session	Everything was Wonderful Doctor and Pharmacist couldn't be better !
HCA	None

HCA	Just a pity everything important is done online. God help people who are not proficient with computer/mobile phone/ internet etc. It works but no face to face isent good for ones health!
eHub Paramedic F2F (booked by Paramedic)	None
HCA	Personally I don't know how can you make improvements as I'm super well looked after with every single member of the team doing their utmost best and can't thank them enough
eHub Paramedic F2F (booked by Paramedic)	Very happy with advice received today. However I do not like the system whereby you cant phone up and make an appointment.
Nurse Clinic	The nurse Sally was absolutely lovely. Made sure I was comfortable. Quick and professional. Thank you!
GP Clinic	No change
DIABETES CLINIC	Everything excellent especially Tembi.
eHub Paramedic F2F (booked by Paramedic)	The doctor I saw this afternoon was so thorough and extremely knowledgeable. I was super impressed with him. I thought he was extremely professional and really listened and I felt like he generally cared about what was going on with me.
Nurse Clinic	It was perfect- many thanks
Nurse Clinic	Link hospital records of me as a patient to my GPs systems so we don't waste their time on things already done by the other.
eHub Paramedic F2F (booked by Paramedic)	It's 2 hours after the telephone appointment time and no-one has called!
GP Clinic	I was treated with very kind attention and came away being reassured that I would be much better and already feeling better
HCA	Very helpful to check up my blood test today .. hopefully I'm ok .. thank you so much Mr. Owen..
HCA	I can't think of anything . I have trouble the automatic door opener. New nurse to me. She was very pleasant. Hope results are just as pleasant.
HCA	All is good
Session	Nothing to change
HCA	I find my surgery so good.
Nurse Clinic	I saw the nurse, not the GP, why? My problem was not solved at all. It was a case of 'come back in 2 weeks if you are not better'.
GP Clinic	Have Sky Sports on a TV in the waiting area.
HCA	All very clinical and detached
GP Clinic	I have always had a good experience with my doctors.
HCA	All very good. Nurses were friendly and very efficient
Nurse Clinic	Everything was perfect. I'm really happy about the service.
Session	All excellent Mark Owen particularly talented
Session	Nothing for this specific appointment.

Session	The appointment should be shorter.
DIABETES CLINIC	More face to face. If this had been telephone the outcome would have been good, I'm sure, but not as excellent as it was. It was lucky that I rang to check the appointment and that the nurse was there.
Session	Nothing!
HCA	All good. It was great
eHub Paramedic F2F (booked by Paramedic)	Nothing it was perfect
GP Clinic	In all honesty I am struggling to find how they could do better but if I had to say one thing it would be that it is hard to get a physical appointment with a GP but I completely understand the reasons why.
Nurse Clinic	As for today's appointment, nothing.
Session	Nothing to comment on.
Nurse Clinic	I had a question about Vitamin D / having test that couldn't be done.
HCA	Nothing - it was a great experience.
HCA	When you book an appointment, make sure to let the patient know if you change it from phone appointment to telephone and please tell the address if it is face to face!!!!
GP Clinic	Not have to go Patches
HCA	Good service
Session	All the members of staff on the front desk are so helpful and friendly Nurse was amazing very caring and supportive great surgery Nothing needs to change just keep up the great work
HCA	Access to booking appointments. Is not simple
GP Clinic	Very good
GP Clinic	Add to the website The Kurdisk Sorani language
HCA	Everyone and everything was excellent. The only thing that was not perfect was the screen. It informed me to go to room 4 and not room 7 where the nurse was waiting for me. This was a very minor mistake, and I wouldn't have mentioned it unless asked
Session	Nothing I saw Scott he was very professional and kind
HCA	The only improvement would be to be able to book the annual assessment online. I had to call to book. Which takes quite a few tries to get through.
DIABETES CLINIC	She is amazing
GP Clinic	I was very happy with the service I was given . Thank you
HCA	It was excellent treatment for me I am so happy

Nurse Clinic	I don't have anything to add, I had a great experience and the nurse was very friendly and experienced in the procedure for smear tests. I felt comfortable and listened to and understood when I expressed my concerns.
HCA	Happy with your service
Nurse Clinic	It was excellent, and thank you so much
HCA	Everything was amazing. Good service as always
GP Clinic	My son was seen by dr Ryan this morning. She was exceptionally knowledgeable and kind. Listened to him and explained each step. Dr Ryan is practical and capable, she's a fantastic GP and I always recommend her.
Nurse Clinic	Great service
Session	All perfect .I'm very happy
Nurse Clinic	Nothing at all.
GP Clinic	Good professionals help my health
HCA	No Asheville run a very efficient practice
GP Clinic	Dr Rashidy is a fantastic. He is very knowledgeable, patient, empathetic, has great attention to detail, takes the time to listen to patients and clearly explains the underlying cause of a condition, offering both medical and practical advice. Great.
GP Clinic	Make it easier to book in person appointments. Dr Beach is an amazing GP and makes me feel like she understands me and cares