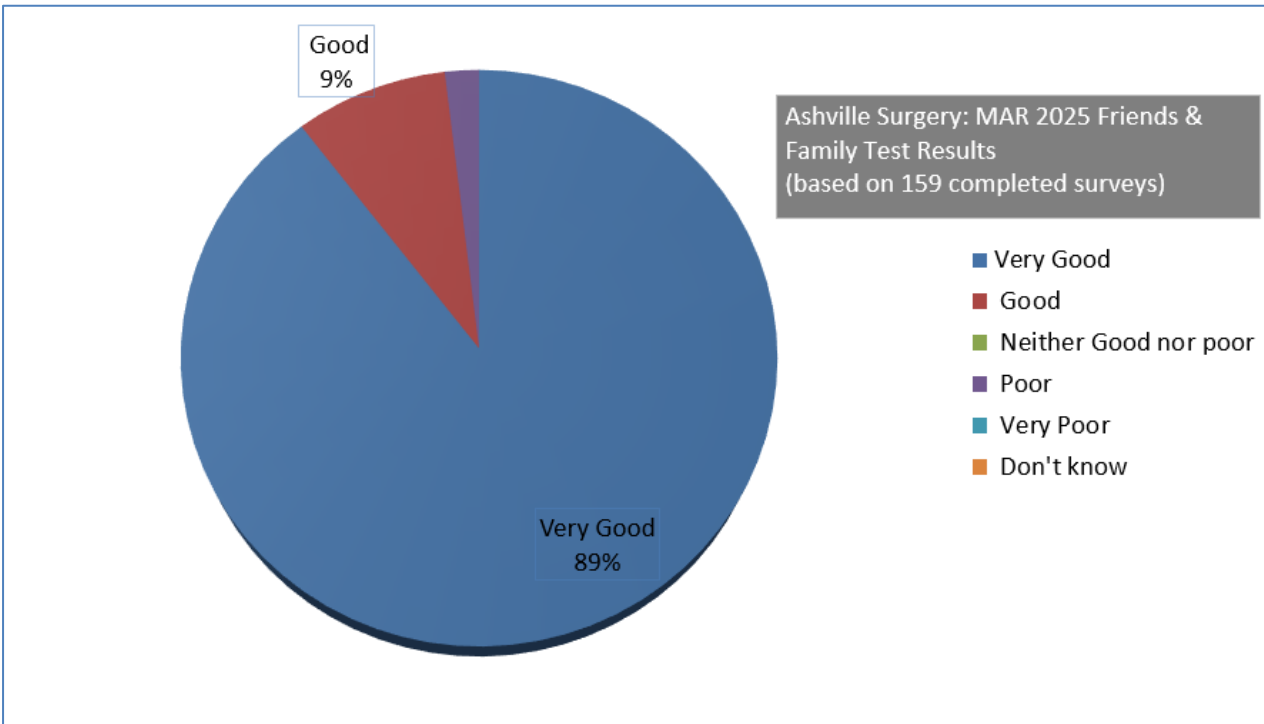
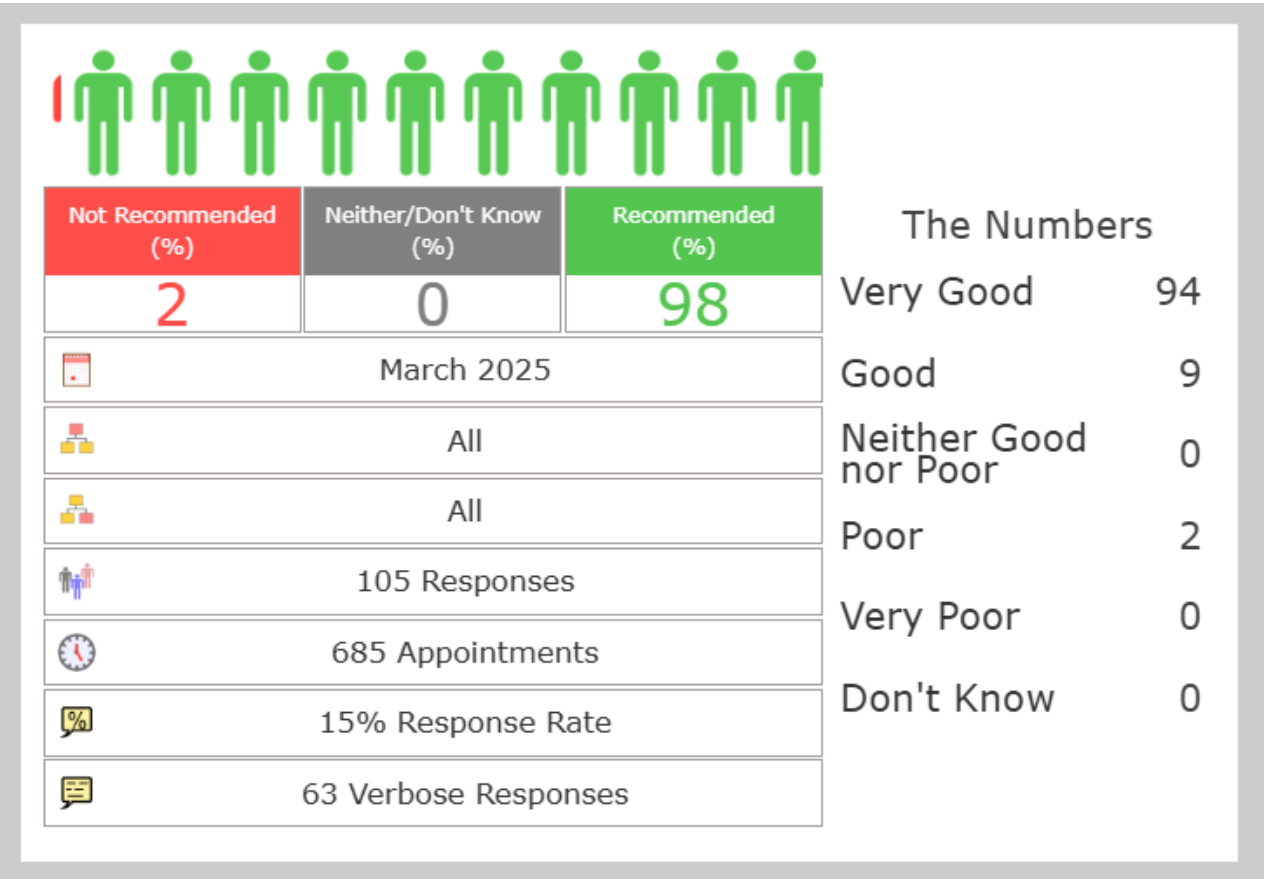


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from MARCH 2025



Department	Response
HCA	Nothing
HCA	Nothing, I was seen as soon as I arrived. Many thanks
Session	Nothing. All as planned.
HCA	Cannot think of anything!
HCA	Can't think of anything except maybe a cuppa on arrival ?
HCA	Can't think of any one thing. Ashville is a great surgery
Session	Nothing. It was perfect
eHub Paramedic F2F (booked by Paramedic)	More in person appointments
HCA	Enable online appointments.
Nurse Clinic	Excellent experience, just a long wait for appointments
HCA	I can't think of any changes I would make before I gathered more information.
HCA	Nothing
Pharmacist	I really appreciate the Pharmacist's advice, and the kind & efficient help by the receptionists. THANKS.
HCA	There's nothing that I would wish to change about my treatment, excellent service
GP Clinic	The practice was not able to offer a suitable appointment time so I have to take her to a private GP
Session	Overall the different platforms- nhs app, system online, patches - add up to a confusing customer experience and while I am able to navigate my way through it, it isn't good and for less digitally literate people I worry how it must be for them.
GP Clinic	Did have to push to get my matter resolved quickly, as requested an appointment with a female gp, there seemed to a lot of confusion over a few days to get the correct appointment
GP Clinic	I need the solution for my ongoing problem for longtime.
GP Clinic	First receptionist polite and good telephone manner. Made appointment for me with doctor. Second receptionist when trying to book follow up, not friendly telephone manner. Told me only option was online system. No consistency.
HCA	Nothing!
Session	Very efficient
GP Clinic	It was great. Doctor was thoughtful and thorough
HCA	Good visit had blood taken, spent just 10 minutes at the surgery. Noted the arm chair. A good move
GP Clinic	Nothing.
HCA	Good
GP Clinic	All good

HCA	The receptionist should be more helpful and kind, after the appointment I tried to enquire something but the receptionist didn't care and shout she is busy, so I left
HCA	No change
HCA	Nothing, every thing went well Thanks
HCA	My experience was excellent! I was as offered an appointment which I booked using the online system. I turned up at the surgery and was seen on time. My nurse was very friendly and efficient and I left very happy indeed!
HCA	Shorter waiting time for an appointment to see doctor or nursing assistant.
HCA	No suggestions; I dealt with nursing staff and reception and both groups were friendly and supportive.
Nurse Clinic	All good at the moment.
HCA	Good
Session	Perfect
HCA	This is the first time I am in this clinic very nice people and I am really very happy with them
HCA	All excellent thanks
GP Clinic	Everything was fine, nothing needs to be changed.
Nurse Clinic	N/a- my doctor was very lovely and made me feel very comfortable for my first cervical exam.
GP Clinic	make it easier to get a face to face appointment !
HCA	Excellent service all staff extremely polite and professional
HCA	Excellent organisation , high professional and friendly communication!
HCA	This is my 1st time to attend to this surgery and the receptionist explained to me the process which is very helpful. The staff who did my ECG was very good.
HCA	Very good
Nurse Clinic	Overall he is satisfied with service he received
GP Clinic	Make making an appointment easier!! Patches a tortuous way to make an appointment
HCA	Very happy! Would not change a thing.
HCA	I had no issues on this appointment
HCA	I think you do a great job
Nurse Clinic	Honestly nothing, it was the ideal experience
HCA	Obviously wait times. But I got a cancellation and the surgery called me. After care. I've been asked to go to the pharmacy, I suppose I'm now worried about my cholesterol. Would be useful to know why before I go?
HCA	All good
GP Clinic	Fewer babies in the waiting room. I am not very mobile
GP Clinic	Nothing springs to mind. Thanks

HCA	Nothing! I was seen at my appointment time - Scot explained what he was going to do (blood pressure, blood test and weigh) - in and out within 10 mins. All very efficient
Nurse Clinic	Lovely nurse. Very professional and friendly.
HCA	The service you provide is fantastic! X
GP Clinic	Support over and above.
Nurse Clinic	No improvement needed
Nurse Clinic	Nothing to improve - nurse was great
Pharmacist	Appointments after 11o:c Entrance level surgery
HCA	Brilliant service