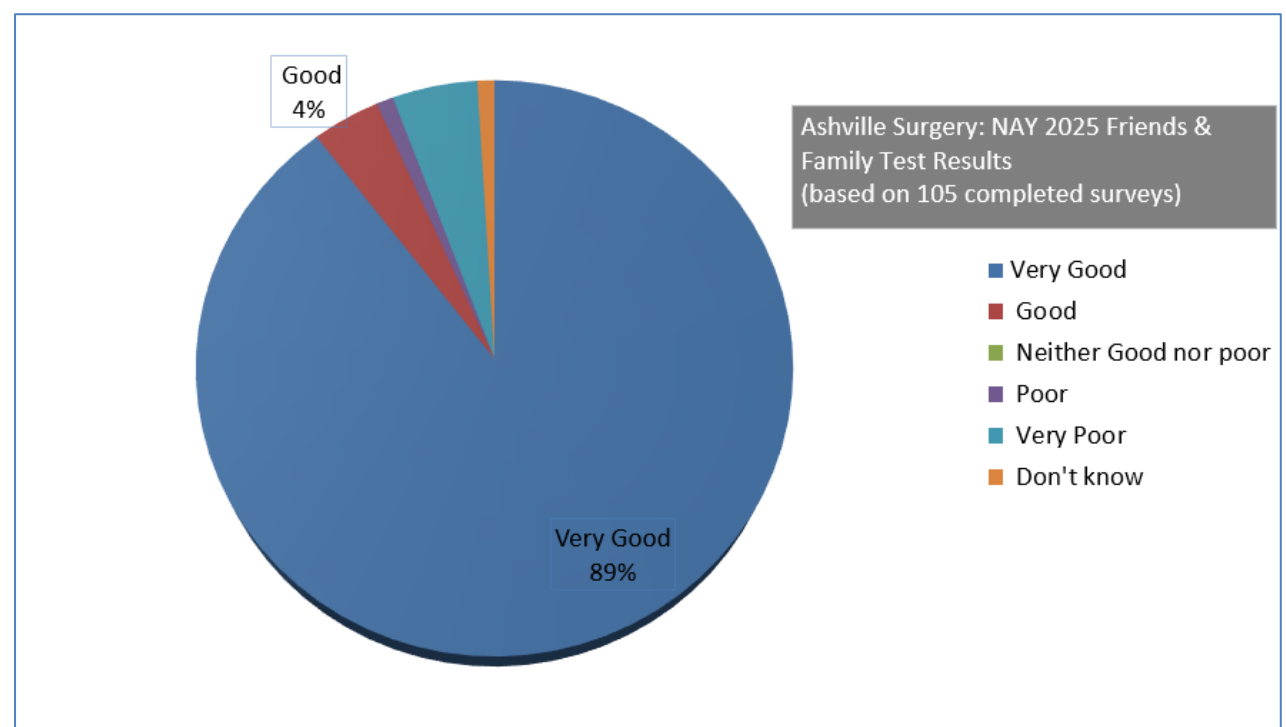
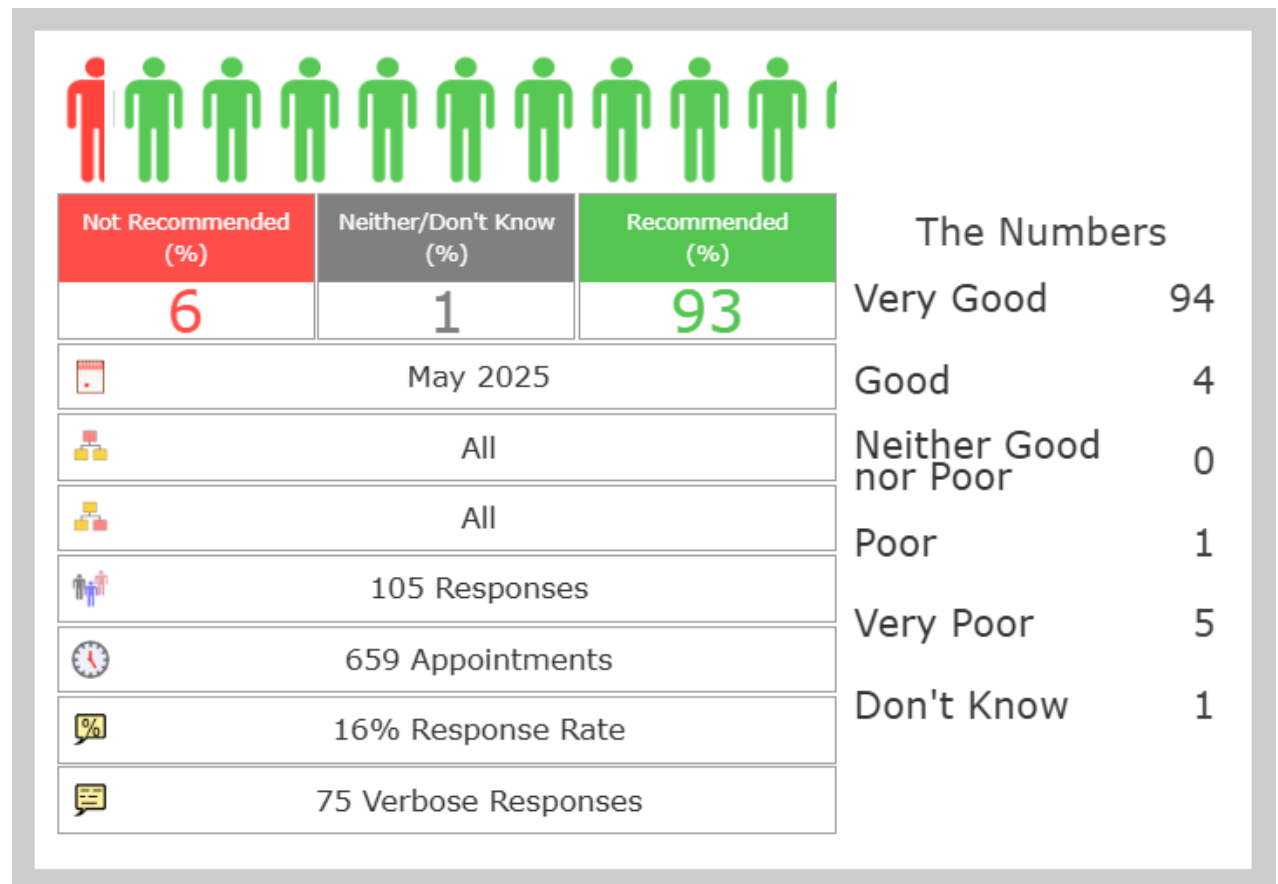


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from MAY 2025



Department	Response
GP Clinic	For me It's perfect as it is.
Nurse Clinic	Nothing - the appointment was on time and the nurse was very reassuring and professional
Nurse Clinic	My appointment was on time. The Nurse was extremely efficient and very nice.
HCA	Nothing to be changed as far as I'm concerned.
GP Clinic	Excellent experience, very professional and efficient.
HCA	All perfect
HCA	I rang for appointment as requested for blood test. Easy to book appointment. Very efficient
Session	Nothing to say. It was a fast, efficient and on-time appointment for my annual blood test and blood pressure reading. The nurse and reception staff are very kind and helpful. Thank you.
HCA	I have been coming in for test long time with same person and he is really amazing. Im very happy with him and his work
HCA	Could book an early morning appointment, everyone has been punctual and the whole process was smooth. Cannot ask for a better experience
HCA	No issues
GP Clinic	Listen to the patients concern
GP Clinic	The doctor called and was able to respond but one minute later I tried to call back and had no answer. I would have been good if the doctor called again 1 or 2 mins later or at least giving the chance for us to call back.
HCA	It was all ok
GP Clinic	The doctor was great, she explained everything clearly. I am very happy
Nurse Clinic	My appointment was changed and I was told to come on an alternate day which I duly did. I had to leave work early and when I arrived I was told that a mistake had been made and I could not have my treatment. The nurse was dismissive and rude.
GP Clinic	I didn't receive the call for my appointment and when I called the practice to ask why they said that one hadn't been scheduled. Even though I received two confirmation text messages
HCA	Everything was perfect today, admin team at the desk was polite and friendly. Nurse was very polite and professional. Blood work taken within 10 mins said a minute! And that's excellent as I have appallingly hidden veins. Thank you all.
GP Clinic	No change

HCA	Nothing
DIABETES CLINIC	I have no complaints I'm in the third month of following expert instructions. The results are measurable and impressive. I'm very grateful. Many thanks.
Session	To be Abel to see the Doctor
HCA	Nil
HCA	Very good very respectful and in these fearful days for trans I felt safe as I'm trans
GP Clinic	No change needed great service
Nurse Clinic	No changes reqd, it was perfect!
HCA	Not one thing I would like to change I am very happy with doctors and nurses ?
Session	Perfect! Quick, no waiting!
Nurse Clinic	Was very good
GP Clinic	Dr Beech was helpful, sympathetic and generally I could not ask for more kindness. I am grateful for her time and expertise.
GP Clinic	It took 2 weeks to get an Appt and Then I went away and Haven't heard back since
Nurse Clinic	Nice, friendly and professional staff. Thank you
HCA	Maybe a cushion or two for the waiting room seating!
Nurse Clinic	On this occasion, I can't think of anything. My nurse was kind, approachable and answered all my questions. I saw her on time and was able to book an appointment at a time that suited me. Really excellent service - thank you!
Nurse Clinic	Nothing, the nurse practitioner was fantastic!
HCA	The nurse who takes blood is very professional and quick. I haven't been able to have a consult with a doctor for over 6 years, only telephone calls and would like to discuss medical problems and also find out more about my prescriptions.
GP Clinic	Highest standard of care I don't see any room for improvement, well done Ashville A*****
GP Clinic	Nothing
HCA	At an older age say 70 do a face to face review that isn't rushed to see how things are in reality. Whether it be medication, making sure that what may seem trivial isn't left to become a problem because other more serious issues are concentrated on.
HCA	I only had blood taken. But very well executed :)
HCA	To ensure staff at reception could assist more with your request.

GP Clinic	I have been somewhat resistant to the online system but making an effort to come round. As I haven't had cause to use it often I am not so familiar with it and found the layout of questions to answer confusing to start with perhaps some guidance
Nurse Clinic	The nurse was really lovely and the appointment was efficient and on time. Thank you
Session	Scott removed a dressing from a finger that had recently had the nail removed. He was very gentle and I hardly felt anything. I have experienced a lot of pain with this wound and was grateful for his concern.
Session	Friendly and professional staff
GP Clinic	Please do not change anything. Dr McWhirter was fantastic and my care was perfect. Thank you to everyone at the surgery.
HCA	My experience was very positive
Nurse Clinic	Change nothing, it was perfect.
HCA	The assistance is very good as it is. I am very satisfied for the punctuality and professionalism of the people (Doctors and staff) working at this surgery. Thank you very much.
HCA	Nothing at all
HCA	Nothing to suggest. All the staff were very friendly, attentive and helpful. ?
GP Clinic	Make it easier to get appointments.
Session	So far good. I am concerned that clinical letters from consultants they could not find on my records.
HCA	Everything was fine - Scott as patient and kind as he always is.
GP Clinic	It was wonderful. The doctor was receptive and took my concerns seriously and I felt really reassured that I would be able to get the next check up.
HCA	Very good service and friendly thank you
HCA	Booking appointment was fine. Took the nurse 4 times to find a vein in my arm. Now covered in bruises on both arms from a routine blood test. No apology, seemed to be guessing each time.
GP Clinic	On today's experience - nothing.
GP Clinic	As far as I am concerned I find Ashville to be courteous and helpful at all times and patient and thoughtful with your telephone manner. All this is of HUGE importance to me. Thank you.
Session	Patches is very clunky and makes you repeat so much information
Session	Nothing
Session	Everything was perfect. Thank you.
Nurse Clinic	Could be able to use a blood pressure tool at the front desk to get clearance rather than have to have an appointment

Nurse Clinic	IT system wasn't working so my appointment that I got up early for was cancelled. Couldn't do manual paperwork so had to cancel. Also the receptionist said I couldn't book a doctors appointment through her despite being physically in the surgery.
Session	10 out 10
HCA	Excellent, professional service - seen before time and test done in a professional caring manner
HCA	I feel the Reception staff particularly the French gentleman are all wonderful & very helpful as was the nurse Jenny Chetwin. It still seems to be difficult to book a doctors appointment.
Nurse Clinic	I was seen immediately by a lovely friendly nurse who answered all my questions and didn't hurt me when she gave me my vaccine.
GP Clinic	You made no appointment for 6 May but lectured me for not keeping it.
GP Clinic	Overwhelmed by care and support received for our daughter.
GP Clinic	Nothing