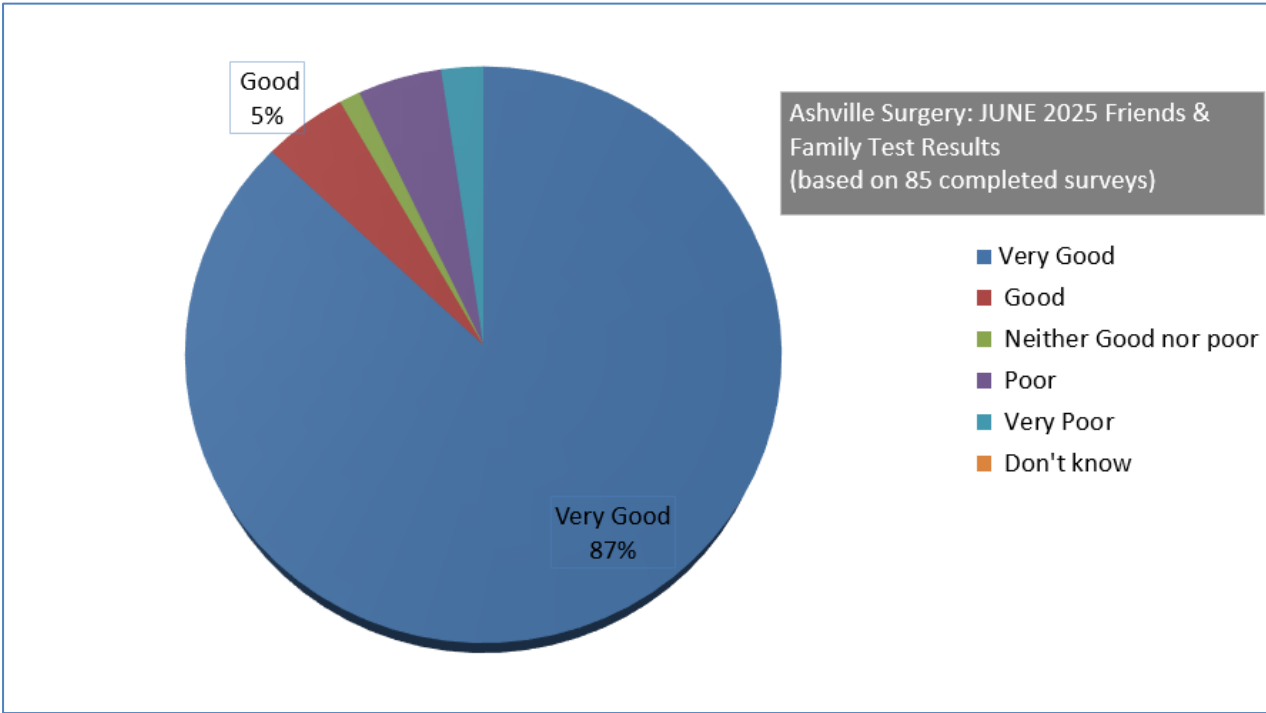
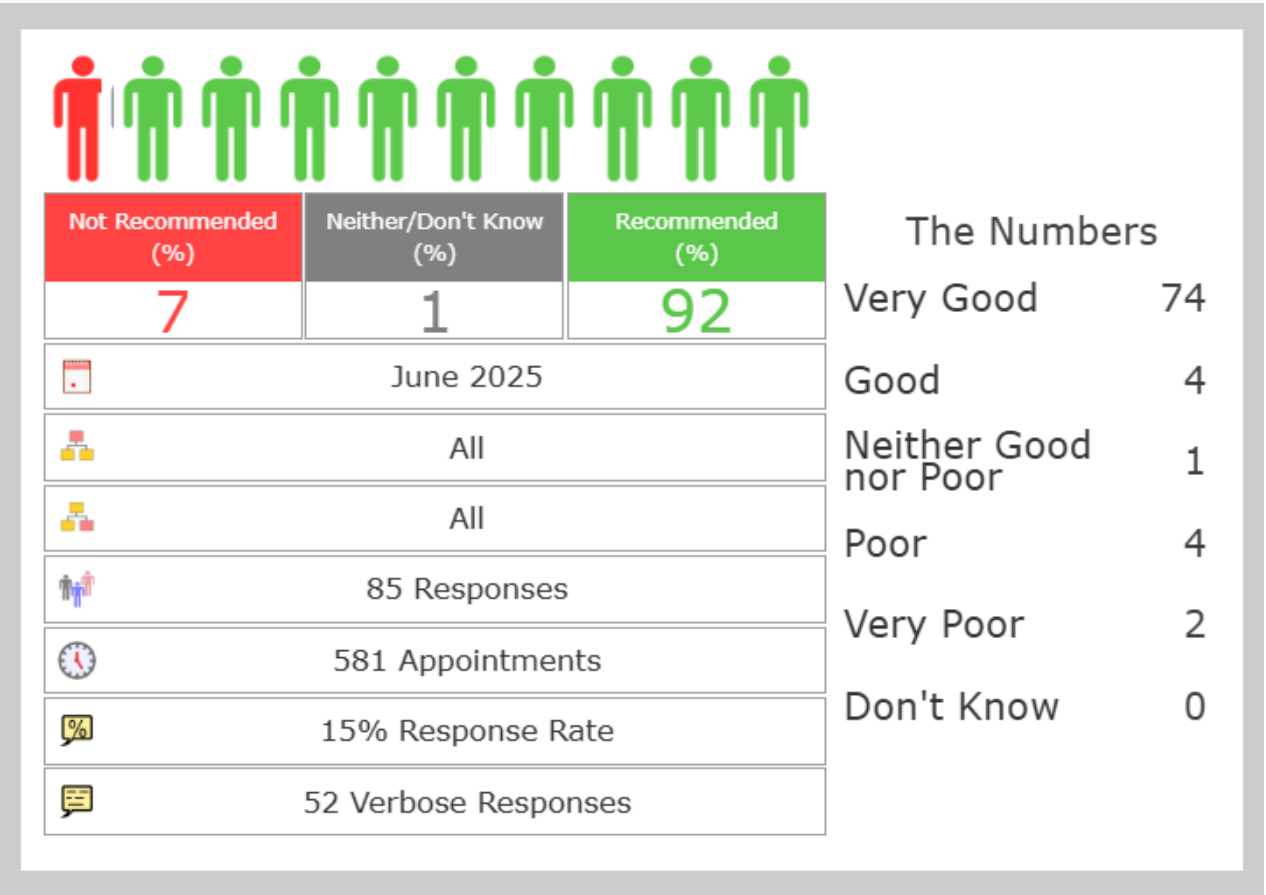


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from JUNE 2025



Department	Response
Nurse Clinic	The waiting room was very hot, maybe a fan or aircon would have been nice
GP Clinic	I cannot think of one that needs to be improved.
GP Clinic	I think the care and speed of help is excellent!
GP Clinic	Nothing
Nurse Clinic	I would have expected the nurse to be equipped with an applicator for putting on a pressure stocking and to rely on me - I now have to get one from the pharmacy!
GP Clinic	I am extremely grateful to the staff at Dr. Rashidi's clinic.
Nurse Clinic	All teams are very helpful and supportive
GP Clinic	Filling out the patch form isn't an easy task for me. Wish it was a simple way to make an appointment. Thanks
HWB	Nothing
GP Clinic	I just hope I can get my usual medication as it appears to be out of stock in the non hospital pharmacies
HCA	Nothing great service from receptionist to nurse
GP Clinic	More human contact, don't understand how you can treat a patient without seeing them, in this instance the doctor was clearly able to see the condition of my complaint. Good service.
GP Clinic	Everything was done fine.
GP Clinic	Nothing
GP Clinic	Really good to have such good GP as always.
GP Clinic	Waited 10 days for reception to call me with an available apot?
GP Clinic	Nothing to improve
Nurse Clinic	No wait for appointment
Nurse Clinic	I have nothing to add. I phoned up, i had the opportunity to make an appointment early in the morning before work which is great. Everyone is kind and professional. Thank you.
Nurse Clinic	It was lovely. All the staff is super nice. Thank you very much!
GP Clinic	No improvement needed apart from not having enough time
DIABETES CLINIC	When diagnosed with a new condition, it would be extremely helpful and pertinent if you were told that you had a specialist within the surgery . If one was offered an appointment for me, it would've been invaluable.
HCA	Not possible
HCA	Some time with a doctor would have been useful
HCA	I have no complaints
HCA	There appears to be no joined up communication amongst your team. How can it be the patient's responsibility to chase next steps every single time?

HCA	I would like to see a Doctor when I need it. I normally don't visit the surgery or ask to see a Doctor but when I call and ask to see a Doctor there is a waiting list and that doesn't help me because I am anxious.
HCA	All good. I just require my GP Doctor Jenkins to fill up the form THE ITALIAN ATHLETIC FEDERATION requires me to hand in upon the results of the ECG i did this morning Thank you guys
HCA	No - was quick and efficient. Lovely nurse.
HCA	It was a blood test so dealt with quickly
GP Clinic	I was told to hurry up because there was little time. Complete lack of empathy. No enquiry as to my physical or mental wellbeing. In fact I think the GP needs some help as his leg was shaking up and down throughout the appointment. Not a good.
Nurse Clinic	Nothing
Nurse Clinic	Nothing to change. Got an appointment the next day for my blood test (as it was urgent) and then the test was done perfectly on time, no waiting. Thanks!
Nurse Clinic	Everything was excellent.  Receptionist was delightful and very helpful when booking , and Jennifer, the nurse, is always great. Thanks!
HCA	Why don't you run full bloods eg lipid and renal as well as liver function when I'm in that target area ?
HCA	Nothing on this occasion.
GP Clinic	Nothing. Dr Aras was brilliant
Session	Perfect service and advice and polite person I'm very happy
GP Clinic	Excellent helpful service!
GP Clinic	That I could make appts via the phone
HCA	No improvement is required. It was an excellent experience.
HCA	No improvement needed
Nurse Clinic	Every time we have been for Ed's jabs, Jennifer has been wonderful. She is so friendly, caring and calm she makes the experience so much easier for both baby and mum!!
HCA	Ensure you have Owen for blood tests forever. He is a genius. I am v nervous and he is so quick, I fussed and accurate (literally not a mark after)
Nurse Clinic	The most lovely and gentle nurse. My shots she gave me I didn't even feel and was so friendly!!
HCA	Don't know.
Nurse Clinic	Appointment was cancelled 15mins before scheduled time.
GP Clinic	No need to change anything

GP Clinic	I always have an excellent service and care by Ashville Surgery. I cannot think of anything. Keep up the good work and thank you.
HCA	Excellent service
Nurse Clinic	The appointment was on time, procedure swiftly done, nurse happy to answer some additional questions. All good
HCA	A bit more friendly with the patient. Felt no personal connection and it was like they were reading a script and gave me impression they were very unhappy.