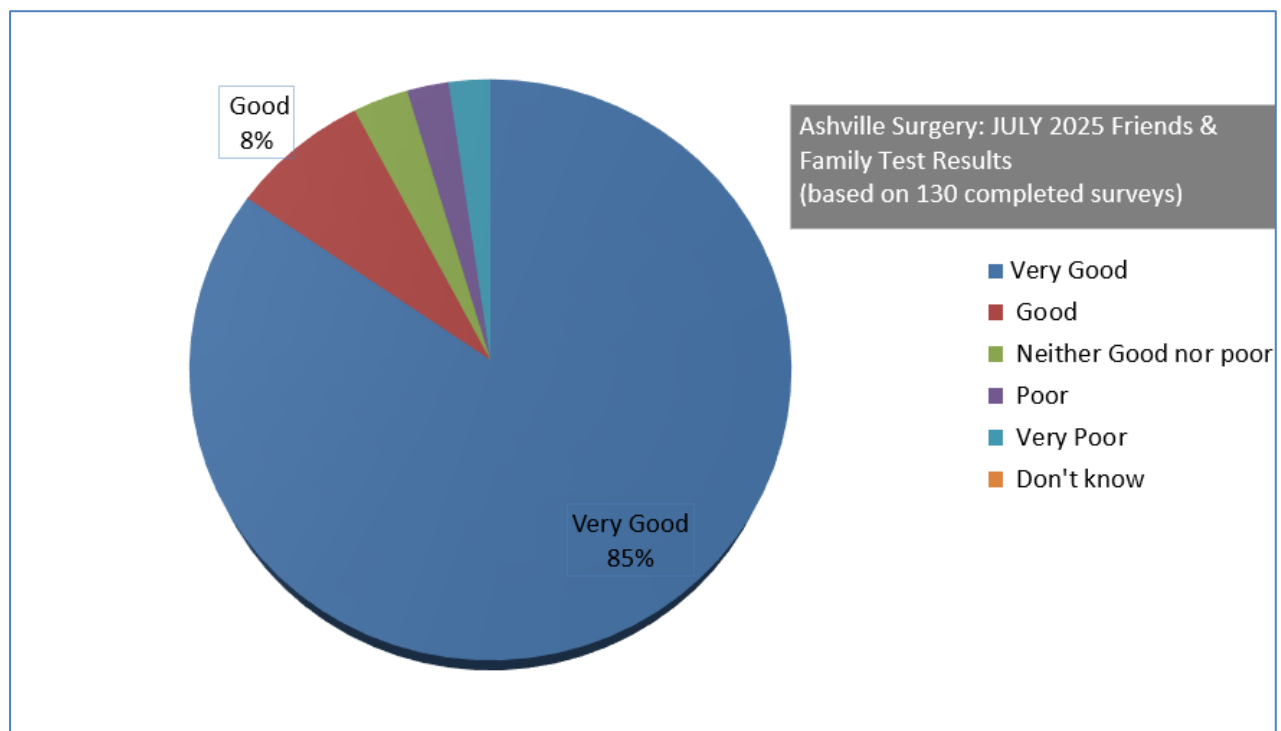
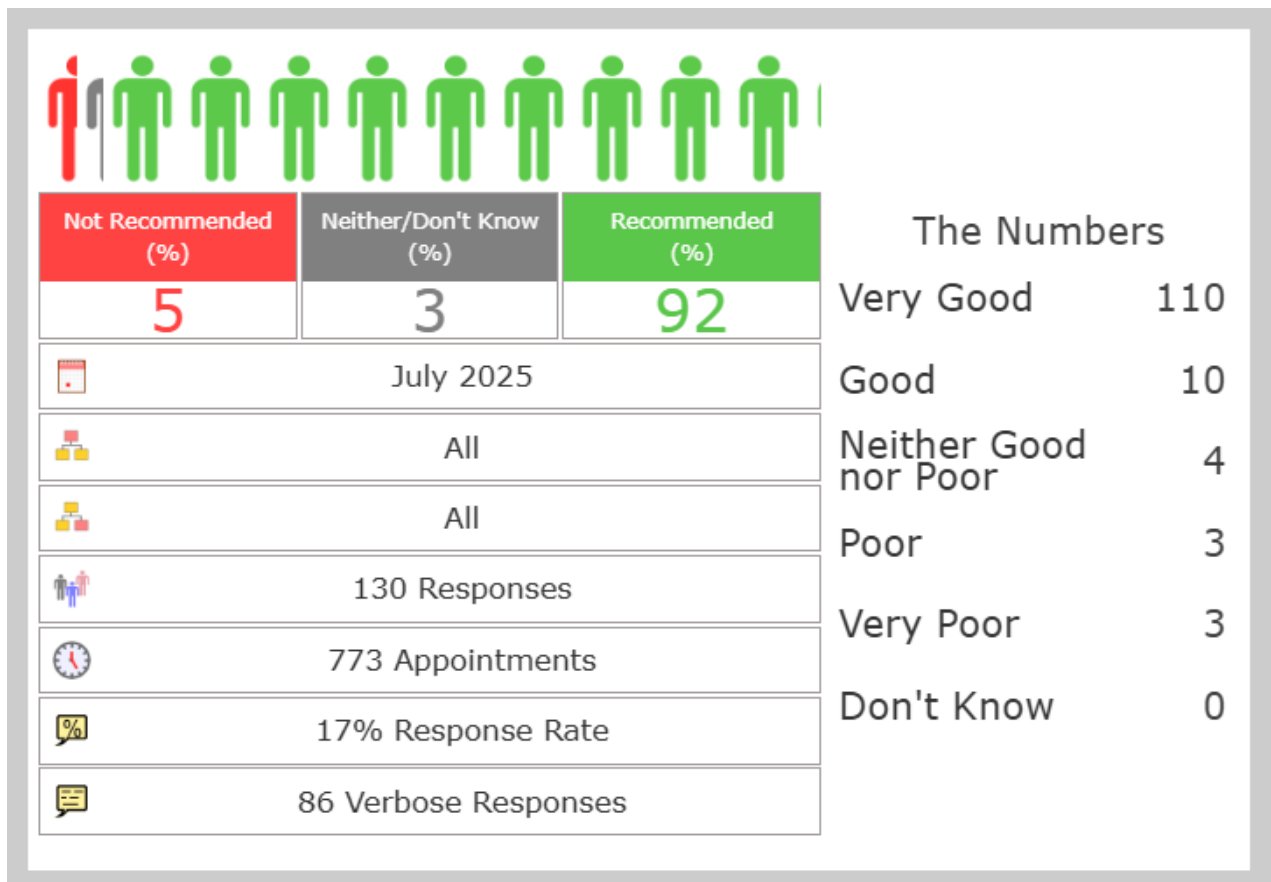


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JULY 2025



Department	Response
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.
HCA	Can't think of anything
Nurse Clinic	Nurse Sally was great with the smear test and Nurse Scott was great with the blood test. I'm a nervous patient so appreciated both.
GP Clinic	Fan on the top floor waiting room
HCA	To be able to ring or walk in a make appointment to see a doctor. How we used too. Instead of patches.
HCA	treatment was perfect
Nurse Clinic	Amazing amazing nurse. Fantastic service
Nurse Clinic	As far as I'm concerned, there's nothing to change. I've always have had very good service with Ashville.
Nurse Clinic	My appointment was very good on time my nurse was polite and helpful
HCA	Great team, always brilliant
GP Clinic	Excellent us of Patches, & SMS to efficiently tend to my needs. Dr Rashida's SMS messages are clear, & he check to see if what he wrote made a sense? which it did but left the door open to ask for further clarity if needed.
HCA	Scott was fantastic and made it very smooth. He was super helpful when I asked him how I could check my breast scan situation. Perhaps you could include it in your Health Check protocol also a check of all routine check-ups.
Nurse Clinic	Make it easier to see the staff you prefer
Nurse Clinic	None
Nurse Clinic	I always feel looked after by this practice. I had pressed cancel by mistake on the confirmation text link that came through and called up the following morning and was still fitted in. I was also given a lot of care by the nurse.
Nurse Clinic	Nothing. Extremely efficient and friendly service.
Session	The person running it was very amiable and professional but the ?check up? felt perfunctory at best and given that I had been quite ill earlier in the week I was very surprised not to be asked how I was
HCA	Making it easier to speak/interact directly with the doctor instead of going through reception (who were very helpful) or text messages.

HCA	I've had a double appointments to make sure the doc have enough time to listen to my concerns but I feel like the doc was more concerned about the time for next patient. I waited long enough of this appoint. But I came out not listen to or assured .
HCA	Train the reception staff to respect the patients dignity and not deal with them as if they were doing the patients a favour.
HCA	We could not get the blood pressure cuff to work. Tried three and none worked
GP Clinic	Nothing. Quick, clear arranged referral on the spot 10/10!
HCA	He is nice and approachable .
HCA	Telephone with results rather than having to do this as the patient. The phone lines are often very busy for a working person to be able to hold the line.
Session	I have nothing to suggest.
HCA	Reduce wait
Session	A v good experience. Maybe better to have been told (SMS?) that meds had been reordered (I learnt during the conversation)... that said, both calls were v informative, both individuals had read my files & I was much encouraged & well advised. Thank U
HCA	Can't think of anything really. You have some chairs with arms in the waiting areas which has been my only gripe. Well done
HCA	Helpful and efficient
HCA	None whatsoever.
HCA	Later appointments (ie after work hours).
Nurse Clinic	My experience was good
GP Clinic	At present cannot not fault the prompt care and treatment I have been receiving from the Administration to the Doctors at Ashville Surgery.
GP Clinic	Follow up
GP Clinic	Supporting patients more holistically: It would be helpful if the service could include more follow-up and support for problems that affect not just physical health, but also psychological and social wellbeing.
Nurse Clinic	Jenny was fabulous!
HCA	Stop using Patches. Have more flexibility. Be more human and less robotic with your customers/patients. I'm sorry if this sounds brutal, but I barely got any space to write anything and you did ask.

Nurse Clinic	Jenny was fantastic!
Nurse Clinic	Nothing springs to mind.
HCA	Very good experience and kind staff
GP Clinic	Excellent Rest my mind in my old age appreciate all who involved make it quickly to be seen and assured
GP Clinic	The telephone appointment never happened. I did not get a call at 715 am
HCA	Nothing it was an amazing service and the person who I saw was excellent
HCA	Absolutely nothing to change. Well done ?
GP Clinic	Nothing was a good appointment.
Nurse Clinic	Very happy as it is
Nurse Clinic	I'd prefer not to have to touch a screen to check in
Nurse Clinic	Everything was good and don't think I would change anything
Nurse Clinic	None - brilliant service!
HCA	As a T 1 diabetic since 51 yrs - an annual check up with a GP at Ashville is a good start. It?s a policy endorsed by St Thomas's endocrine unit.
Nurse Clinic	To go back to pre 2020 when you could book a face to face appointment by telephone, especially for the older patients i. e. 50 years plus. This would lower patients anxiety.
Nurse Clinic	Excellent! Nurse is amazing!
DIABETES CLINIC	Call did not happen
GP Clinic	My visit to Dr Aras was very helpful, gave me peace of mind. I consider myself lucky to have Dr. Arras as my GP.
HCA	No change necessary
HCA	Can't complain. No waiting for appointment, very professional and efficient and reception staff very friendly and wanting to help.
HCA	I had no complaint. I was on time - friendly staff and dealt with professionally
HCA	Nothing, it was respectful and professional.
Session	Waiting for response on scan results
Nurse Clinic	Honestly - nothing. Lovely and friendly nurse. I was seen on time and could not suggest anything regarding this appointment that could be improved
Pharmacist	Nothing, everything was great.
GP Clinic	Nothing
GP Clinic	The appointment today was very good, I just wish there were more face to face appointments. Jennie Beech was amazing, and hopefully what she prescribed will work
GP Clinic	No waiting for appointment

Nurse Clinic	Make online booking easier
HCA	Nothing, thanks you.
GP Clinic	Nothing. I saw a fantastic GP today - very helpful, warm and thorough
GP Clinic	Based on todays experience there wouldn't be anything that needs improving
Nurse Clinic	I haven't any problems with care /treatment at the surgery. The reception staff are always very helpful.(especially Eric.)
Session	I have been Treated nicely , Thank you so much
Session	You can't
GP Clinic	Excellent treatment and advice - nothing would have improved it!
Session	Always good
Session	Excellent
Nurse Clinic	Nothing - my doctor made me feel so at ease, was very knowledgeable & was very clear with advice.
Session	Very quick and with smile
Session	Good experience but it would be great if the nurse could show a bit more of a personal interest in patients.
Session	Everything looks so cold like people are doing a favour to you. I don't like the new style of service were you never get all the information that you need. It feels like the people working in the reception are not happy.
GP Clinic	Nothing, doctors are very responsive and helpful & same for reception team
GP Clinic	Doctor was patient and we had a longer appointment slot so wasn't rushed.
Nurse Clinic	Nothing! It was so quick easy and smooth I have no complaints whatsoever!
Nurse Clinic	Had a smear and now am cramping and spotting would have liked to be warned about this
GP Clinic	Nothing it was all good