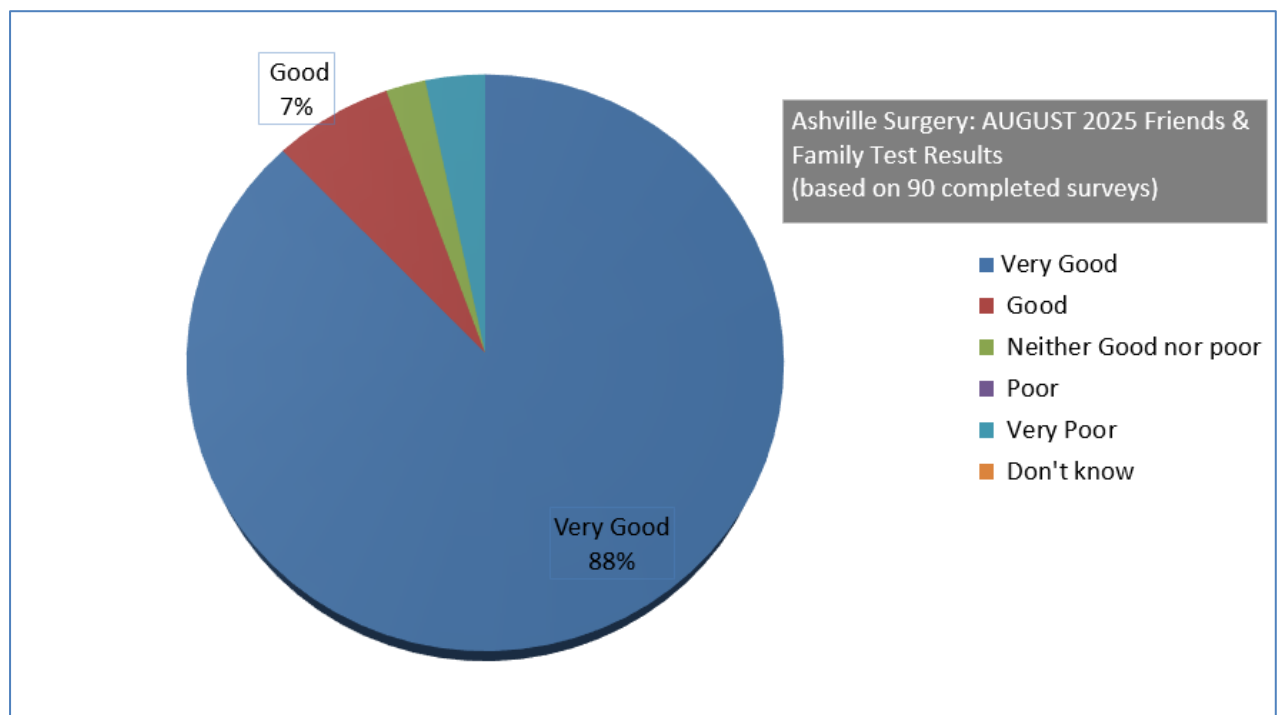
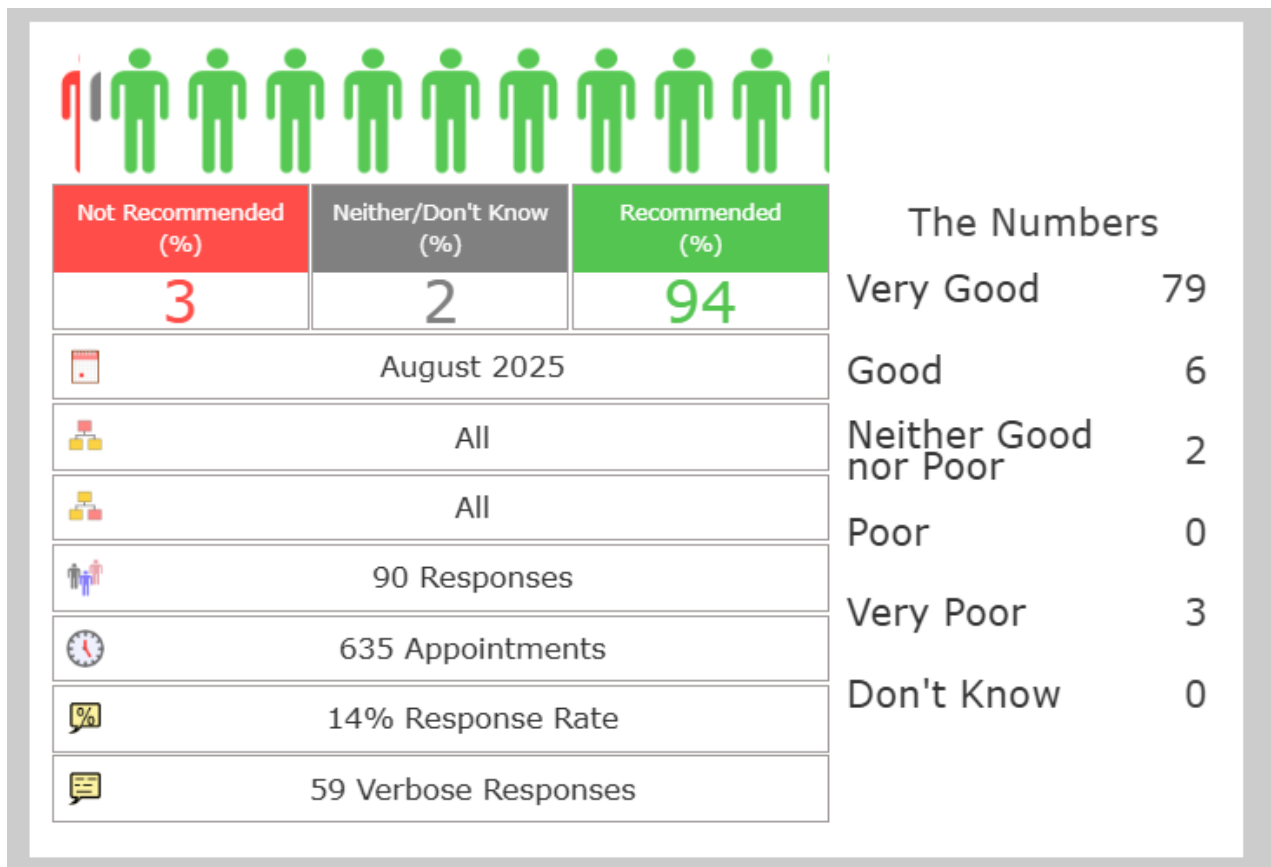


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from AUGUST 2025



Department	Response
HCA	Nothing to change at all, from start to finish I was listened to and given helpful advice and treatment. Each stage from contact to treatment was professional and helpful.
HCA	Nothing
HCA	Very efficient and a lovely smile nurse.
Nurse Clinic	Totally satisfied with care and information received today.
GP Clinic	NA
HCA	Very. Good
Nurse Clinic	Nothing
GP Clinic	You are perfect
HCA	Nothing could be improved because the service & care from reception through to seeing Scott was excellent. Well done
HCA	I was treated professionally, Face to face interview was satisfactory
HCA	Nothing - excellent, professional, friendly service as ever! Thank you
HCA	Whenever i visit , i find reception helpful and curtious, Doc's and nurses, same.All at Asheville welcoming.You have a great place. 10/10
HCA	Mostly good but I get frustrated by having to have repeat prescriptions reauthorised on a regular basis.
Session	My care was great...(see next line)
Session	...The receptionists however need to understand that they are in an open space & can be overheard. I heard one receptionist say to another, about a patient that the other was on the telephone to, that she was 'chatting xxx'. Not good
GP Clinic	So very kind and helpful Could not be treated better
HCA	I have complained formally to the practice manager on email Terribly unprofessional nurse totally lacking in empathy considering a very sensitive situation for me. Despite my warning of not being good with needles tried even harder not to reassure me
Pharmacist	Can't think of anything so far
Session	No change needed
HCA	I have nothing to suggest that could have made it better than it was.
Nurse Clinic	No criticisms at all

GP Clinic	Dr Ryan was very helpful and understanding of my situation. She advised me how to improve my situation by seeking other support. She sign posted me to other professionals. You do not need to change anything.
Nurse Clinic	None
GP Clinic	The doctor I saw was dr Katherine McWhirter. She was fantastic.
GP Clinic	All very good in person but I think that the form process (rather than being able to directly book an appointment) needs to be reconsidered.
GP Clinic	Excellent care.
DIABETES CLINIC	Thank you that you give me the opportunity for feedback. Supposed I had appointment today at 12.40pm. Early morning received message that no need to come they will call me. 12.20 I received phone call from private number. Of course never answer
GP Clinic	Nothing
DIABETES CLINIC	Make sure, when you're texting that you know the difference between morning and afternoon!
HCA	Nothing, it all worked very well and efficiently today
Nurse Clinic	Nothing to improve. Appointment was prompt, nurse Sally was expert and caring. Couldn't have asked for better.
HCA	All was good, thank you. Very friendly as always.
Session	Today's appointment to discuss blood tests cancelled only 1 hour before the 10.30 meeting time. This is the 2nd time I've been cancelled and, having returned early from a short holiday to make the appointment, I'm very disappointed.
Nurse Clinic	It would be helpful to be able to book appointments online.
HCA	The service was very good
HCA	Friendlier Doctor
Nurse Clinic	Nothing I can think of visit was efficient.
GP Clinic	My first appointment with the surgery, so much better than my previous doctors
Nurse Clinic	It was excellent - many thanks
GP Clinic	Amazing service
GP Clinic	Nothing really, whole experience was excellent.
Nurse Clinic	Perfect service
Session	I believe it is good if patients could make an appointment with just calling the surgery. Patch is ok, but sometimes there are some questions that I'm not sure what to answer or information that I just want to share with my doctor, no one else. Thank
Session	Nothing All good
Pharmacist	All good

Session	Phlebotomist did not clean the site before taking the blood sample from my veins. Not sure if the practise has been changed but I am sure the site needs to be cleaned before taking blood samples.
Nurse Clinic	All good
GP Clinic	I really don't know, it was a very high standard.
HCA	I was seen quite prompt by my usual Nurse. He?s very pleasant and informative and put me at ease as usual.
GP Clinic	Apparently an appointment was scheduled without any agreement from me (I am out of the country) so the first I heard of it was a message telling me off for missing it! It was in relation to a patches request so I was waiting for a callback.
GP Clinic	Very helpful and friendly: took time to talk me through options and didn?t seem rushed. Thank you.
HCA	Your reception staff are excellent and Scott is very helpful I can't think of anything that needs to improve
GP Clinic	Dr Rashidy is an excellent doctor. Thankfully whenever I have any issues or concerns he mostly deals with me. He is compassionate and caring and is extremely knowledgable. Ashville Surgery is lucky to have him. Thank you so much
HCA	Nothing
HCA	Not a thing. I was seen on time and my appointment was quick and the receptionist I asked a question to was incredibly friendly and helpful.
HCA	It was all good and fine. Scott is always very efficient at taking my blood for a test.
GP Clinic	Nothing that I can think off. My experience was very good. Efficient, responsive and professional by all, staff at reception as well as the Doctor. Many thanks
HCA	Be able to book an appointment with a doctor at the surgery or by phone without going through PATCHES.
Session	My experience was First Class, Speedy and efficient thank you