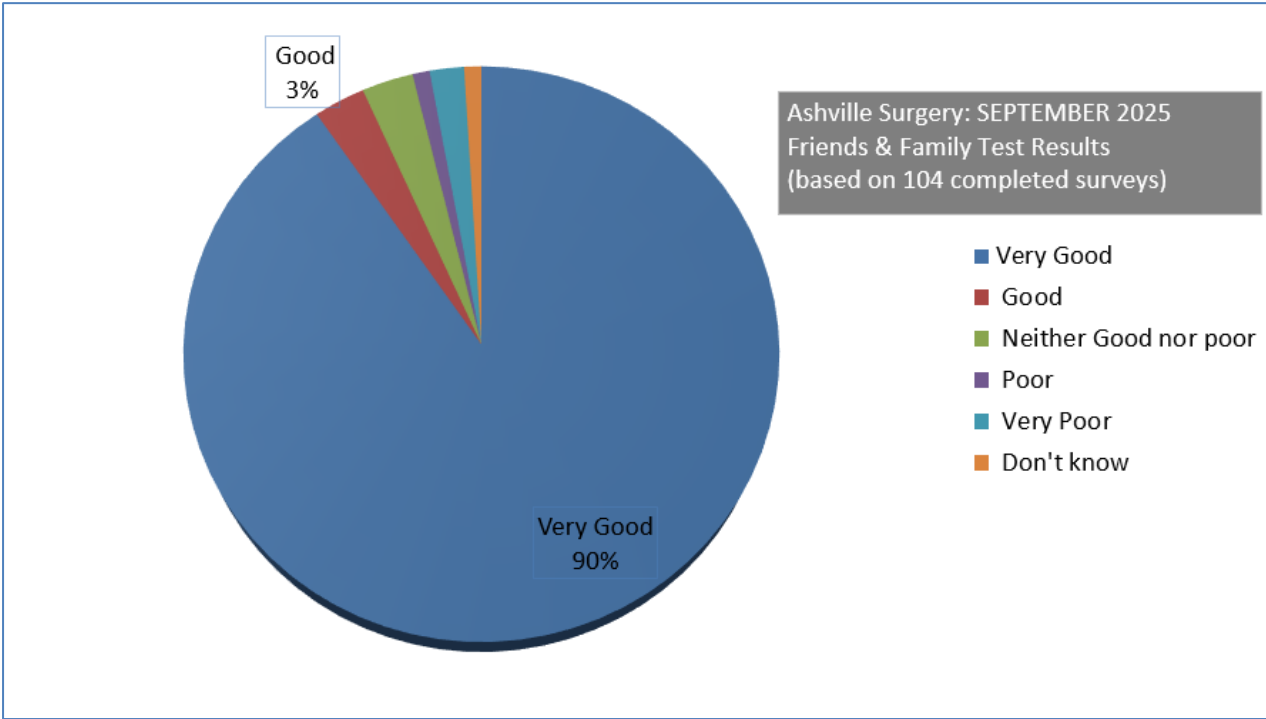
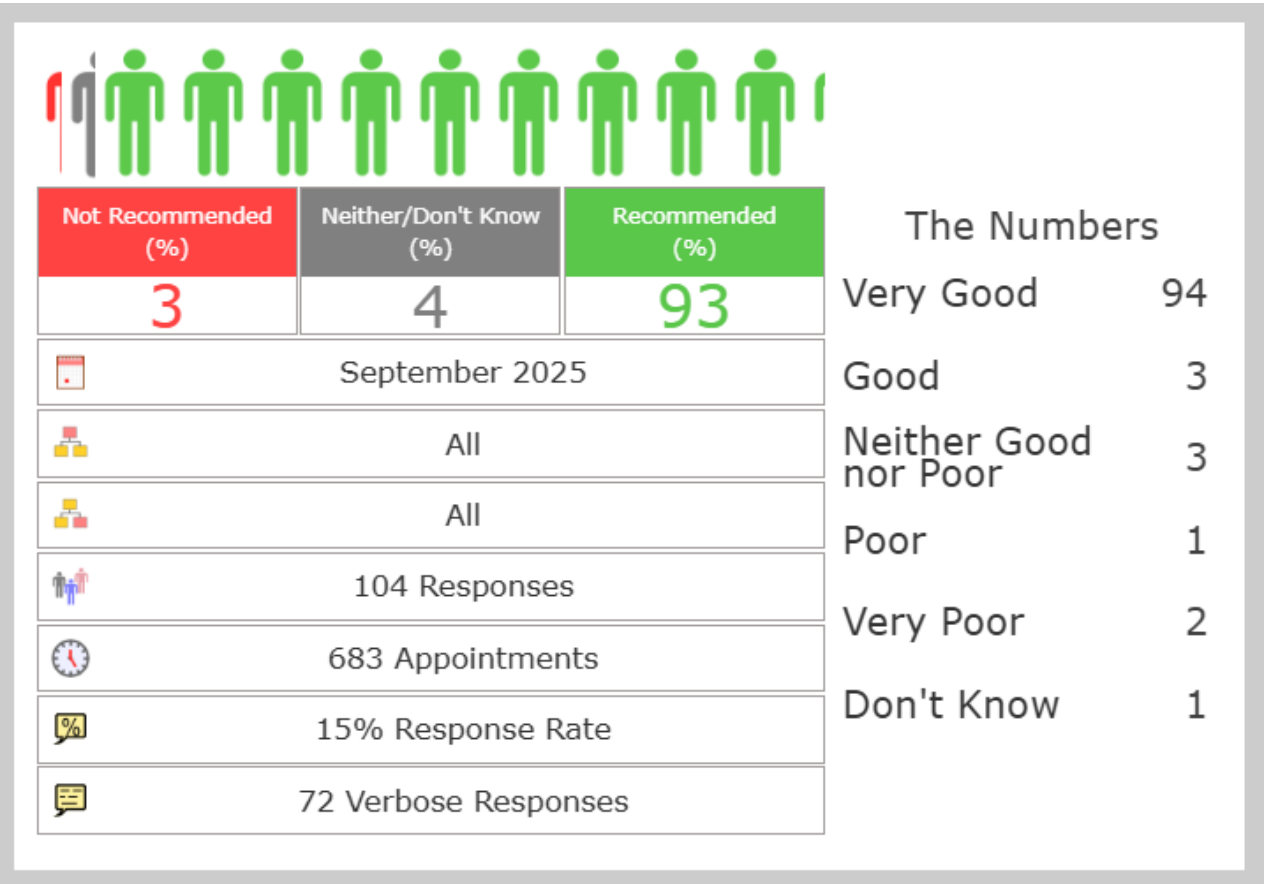


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from SEPTEMBER 2025



Department	Response
Nurse Clinic	I prefer face to face appointments
GP Clinic	Good service. How do prescriptions get delivered
HCA	Every thing was fine, no problem at all
GP Clinic	No changes needed. Dr Ryan gives more than 100 percent of care. Perfect in every way. Thank you so much Dr Ryan.
Session	Very helpful phone appointment
GP Clinic	Less time to get an appointment
GP Clinic	Don't know
Nurse Clinic	You're right and very good already
HCA	Nothing to suggest. Reaction from Surgery is generally prompt & helpful.
Nurse Clinic	Nothing to change
GP Clinic	I waited 30 mins due to a muddle but no problem
Nurse Clinic	Nothing it was excellent
HCA	Im good for the service Thanks
GP Clinic	My experience today was very good, dr Jenkins always makes time to listen.
GP Clinic	Nothing All very good
HCA	Can't thing of anything in this case
Session	Scott performs bloods tests regularly for me. He is v competent and professional. Thank you for your care, Scott.
Session	It was on time, so nothing
Nurse Clinic	All good
HCA	By walking into the surgery or ringing up to make appointment how we used to do before patches.
Nurse Clinic	The nurse was really nice and helpful.
HCA	Excellent customer service. Prompt and efficient
GP Clinic	Dr said not eligible for Mounj as need BMI over 40. Incorrect. NICE int. guid. says ICBs must pay Mounj costs for obesity in weight manger centres for BMI of 32.5 in non whites plus I comorbidity. I'm not white, BMI 33.7 hypertension.I REQUEST REFERRAL
HCA	The consultation was great but a cursory follow-up text saying get statins from a pharmacist is rubbish. No numbers, no information just a summary instruction. I had my blood tested where the numbers were slightly raised but no cause for concern
Session	The pharmacist that I saw was very polite and answer all my questions, the only thing I wasn't happy was about the wait, it was almost 45 minutes, but when finally he saw was ok
GP Clinic	Dr Beach saw me at short notice about a tricky/elusive diagnosis and dealt with it efficiently and professionally.

Nurse Clinic	Kind welcome and excellent care!
HCA	Nothing more to add
HCA	I had a blood test in Surgery the first nurse tried to take the blood out. She tried two times she couldn't two mistakes and then the other nurse came his name is Scott. He tried as well couple of times he couldn't do it so they make four arms
HCA	Everything was good for me and I don't have any issues
HCA	Fine but don't understand why when you phone to speak to reception they can't assist you further without being told that everything can only be done via the patches system. Very unsympathetic and unhelpful particularly for someone who is ill/elderly
GP Clinic	Just wanted to say thank you for all help and kindness from the Dr, and Receptionists.
Session	Was seen promptly and all very helpful
Session	Nothing was excellent!
Session	No change
Nurse Clinic	No change required as I was entirely satisfied with Sally's excellent care, kindness and lovely manner.
GP Clinic	Nothing provided I can see Dr Beach
GP Clinic	Nothing.
Nurse Clinic	Nothing
Nurse Clinic	Asheville surgery is the best GP from service to their systems and communication that I have ever used.
Nurse Clinic	No need to change anything all perfect.
Nurse Clinic	You cannot improve!!! You're the best surgery I've ever been too - both private and nhs. In London and nyc!!
Nurse Clinic	Remain as you are Try to help guide your patients
GP Clinic	I have been receiving treatment for a number of months relating to a gynae issue. At my appointment with Dr RASHIDY today we discussed my treatment plan prior to my follow up gynae appt on 15/10/25. I have felt supported and reassured by the GPs.
GP Clinic	Nothing to improve
Nurse Clinic	All perfect with Reception Scott and Sally. Yesterday thank u
GP Clinic	Coffee to be available in reception @ 7.30am when I arrived for my appointment - otherwise everything was perfect today.
Pharmacist	See patient more often. It was a shock when I was told I had a face to face.
Session	Need results to queries before I can comment
Nurse Clinic	Nothing. Lovely nurse. Great with my kids
Nurse Clinic	Lovely nurse. Great with my kids
Nurse Clinic	Absolutely nothing. Sally was the most wonderful person, so professional and just utterly warm and caring
GP Clinic	Nothing to improve on.

GP Clinic	Get better people I've been trying get a prescription for 3 years it's awful
GP Clinic	Everything about the care was perfect. I do wonder whether the Surgery could do better in the run up to the appointment. I submitted a patches form on 10/9 and I am being seen a GP on 24/9, but perhaps this is normal.
Nurse Clinic	Quite happy with the service as it is
Nurse Clinic	Everything went very well. Sally did an excellent job and managed to make something we were nervous about an absolute breeze.
GP Clinic	Nothing. Had a really lovely chat about HRT. Doctor was so lovely and not felt like I was rushed. Gold stars
GP Clinic	Always good to see anyone at this great surgery
Nurse Clinic	On this occasion (a blood test) nothing to change.
Session	Scott is always lovely and very accurate in his work. The surgery called to advise me this check up was due, which was also very kind and helpful;
Session	I can't think of a single thing as I have never had a bad experience everyone has always been lovely to me and made me feel relaxed thank you
HCA	Nothing to change - all good!
GP Clinic	NA
Nurse Clinic	Felt very comfortable, safe, taken care of. The nurse was very patient, answered all my questions, was accommodating and made me feel very comfortable.
HCA	All perfect, no room for improvement needed, thank you
Nurse Clinic	none. All very good.
GP Clinic	Dr Jenkins is excellent and provides an exemplary level of care. Thank you so much. I feel so much happier and optimistic about my condition having had the chance to talk to him.
HCA	Do not change a thing you are all lovely and very helpful
GP Clinic	I didn't think the doctor respected my problem. He sort of laughed at me.
HCA	I always have excellent care from Ashville Surgery. Everyone is always helpful, polite and caring.
HCA	There was nothing to improve. Fast, efficient, on time.