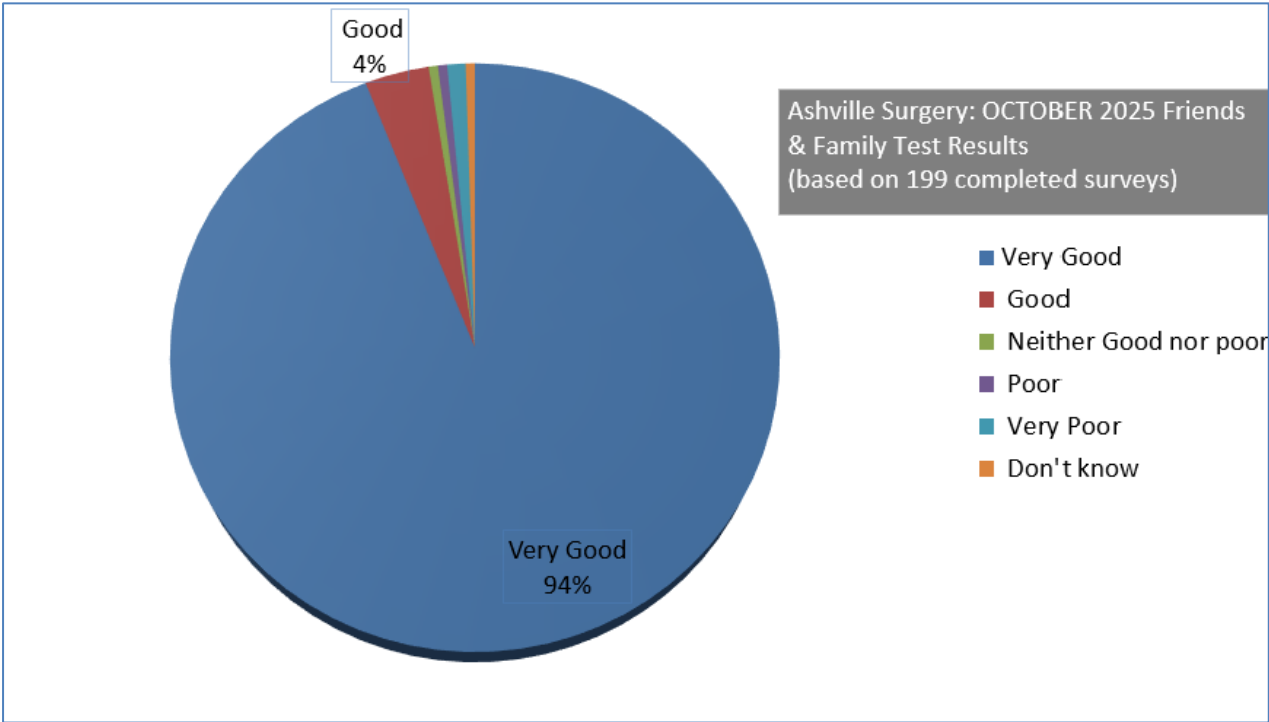
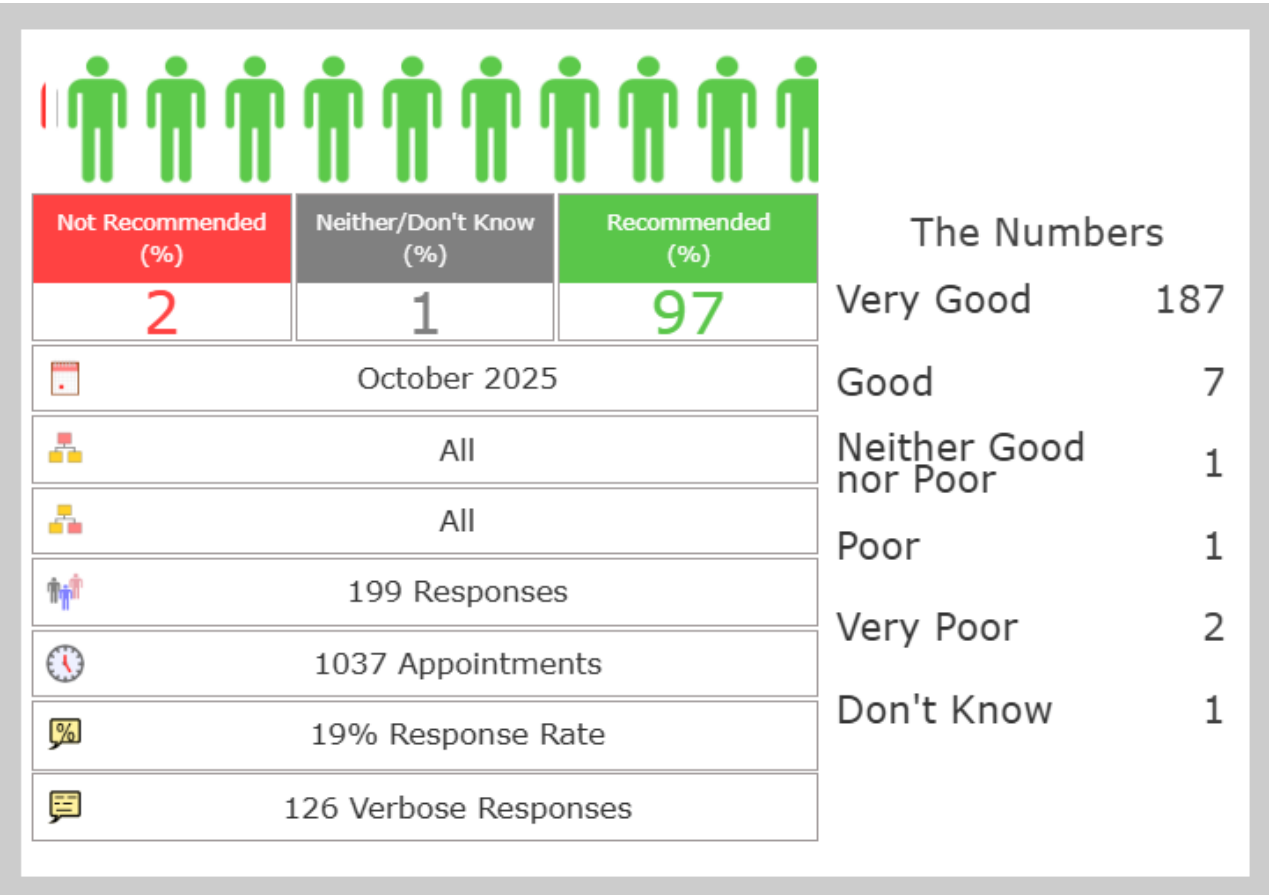


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from OCTOBER 2025



Department	Response
HCA	Nil
HCA	Ashville offers a superior service - nothing to add.
Nurse Clinic	I don't reckon anything needs to be changed at the moment . I am very happy with the care i receive from this surgery. Thank you.
HCA	Perfect on time Thank you very much
HCA	It was very good, could not improve on this visit
HCA	Not related to today's appointment, but I sometimes feel dismissed by some GPs which ends in condition getting worse or not fixed in time. If someone who doesn't contact GP for years come with an issue, they should be heard with more empathy.
HCA	Everything went well
GP Clinic	It would be great to be able to see a Doctor face to face more often & with ease! All this form filling is tedious. Which means one leaves problems ignored for too long and at the expense of a patients health.
GP Clinic	It was overall very positive
HCA	All good, professional and friendly staff.
HCA	All good
HCA	Nothing
HCA	Nothing
HCA	Amazing. The quickest flu vaccine I've ever had. Think I spend all of 5 seconds (literally) in the room! Thank you!
HCA	Nothing, I was seen within 30 seconds and out within a minute.
HCA	All good
HCA	I was only getting blood tests so there's nothing much to change
HCA	Amazing service always Perfect communication Very respectful
HCA	I just want to thank the staff of Ashville surgery specially Mr Scott
HCA	Making the actual results available through the NHS portal (or maybe they are but I wasn't told) - rather than just that I would be notified if there was anything wrong
HCA	There is nothing I would want to change Scott is so helpful thankyou.
HCA	Have more phlebotomists like Scot.
GP Clinic	I am pretty happy with my GP Always very professional
HCA	Can't think of anything. It all went 'swimmingly'.
HCA	No perfect

HCA	Fortunately, I have only once needed to consult a doctor urgently since joining the surgery (shingles) and it was frustrating for me that it was necessary to apply online for an appointment with consequent delay.
Nurse Clinic	Helpful nurse
HCA	No changes appointment was on time and very professional and nurse was great
GP Clinic	Very helpful doctor Thank you!
HCA	All excellent. Scott is skilful and good at his job.
HCA	Don't know really. Perhaps more face to face. Less on line. Though the experience in the surgery is excellent.
GP Clinic	Nothing- it was fantastic! Thank you ?
HCA	Timely, functional, pleasant greeting.
HCA	All ok
GP Clinic	There really is nothing to change, as Mr Jenkins was not just efficient with the problem that I had (checking moles / spots on my torso that had changed) but also he asked about some previous issues. I was seen within a week or two.
HCA	There is nothing I can think of.
Nurse Clinic	Doctors should be making it clear they would enjoy seeing patients face to face again and making it easier for those appointments to happen.
Nurse Clinic	Charming nurse and dealt with early and quickly.
HCA	We spend so much time on devices managing appointments these days. Would be great if the wonderful people on the reception team were able to assist more in that area again.
Session	Not needed
Nurse Clinic	Quite happy at the moment
HCA	More attention should be paid to the patient. Some people skills should be practiced at reception. As for the practice nurse, every consideration was taken into account. Excellent communication.
Nurse Clinic	As I have come to experience at our fine surgery, everything goes smoothly and I don't find there is even one thing that I could want you to do better.
Nurse Clinic	It was all fine. We were even seen early. Thank you.
HCA	Scott was very professional, effective and efficient
HCA	All was fine so nothing could make it better.
HCA	Was very good.
HCA	Owen always is excellent on time and very good
HCA	The person who does my blood test is amazing. He's been doing it for years. I never feel a thing and I hate needles. You should give him a medal!
HCA	Would like info about vaccine in advance and what to expect!

HCA	No need to as it was very good.
HCA	Nothing to change it was fast and efficient, thank you
HCA	It was perfect
HCA	Easy to arrange and prompt and friendly treatment. Thanks
HCA	Nothing to change
HCA	Nothing to change
HCA	There is nothing to add - reception attentive and Scott - always - extremely cheery and welcoming- so light to the touch with injections! Many thanks. M
HCA	Scott was as kind and pleasant as usual.
HCA	Nothing
HCA	I am perfectly satisfied.
HCA	Very efficient service
Nurse Clinic	None required.
Nurse Clinic	No improvement needed.
HCA	It was a flu shot so pretty straightforward!
GP Clinic	I always get the best treatment
HCA	Nothing to improve. The Service is perfect
HCA	Happy with everything as it is excellent service
HCA	Nothing
Session	Always a pleasure visiting Asheville Surgery- thank you to all
Nurse Clinic	It's was pretty perfect actually Thank you very much
Session	Can't think of anything
Session	Make it easier to make a face-face with Doctor !
GP Clinic	It was very quick and very helpful. Thank you! Nadya
Session	I'm sorry the Reception team was not able to give the information that I had come in to cancel to the flu jab nurse. I understand the waste of appointment. I had been persuaded by the nurse at Harrod Chemist to have the flu jab with my Covid.
GP Clinic	She was one of the best doctors, I've met. She was very attentive and knowledgeable .I want to thank her for being so kind . Kind regards
Session	Nothing has to be changed. The staff is very nice and welcoming, the practice is very clean and very well organised.
Session	None
Session	None
HCA	Overall, I've had a very positive experience with the care and treatment I've received. I appreciate the professionalism, kindness, and attentiveness of the team

DIABETES CLINIC	I was very impressed by my visit to Ashville
DIABETES CLINIC	Wouldn't change a thing excellent surgery, seen on time, very good treatment everything i could ask for Superb!!
HCA	All good and efficient.
HCA	Very little personal interaction. A friendly smile and hello from reception staff might be nice
HCA	None
Nurse Clinic	At ASHVILLE surgery personel is very supportive , helpful and friendly
HCA	Not sure, as I have not seen a doctor in years. It would be nice to be able to see a doctor quickly if needed.
GP Clinic	Impossible as Doctor Ryan is always outstanding.
Nurse Clinic	The nice French guy who I always thought was cute on reception was lovely again
HCA	Nothing
HCA	Nothing
HCA	This as just a visit for a flu jab and this service could not be any better. They are quick and efficient.
HCA	Appointment was quick and nurse very helpful
HCA	Not referring to this occasion I would prefer to have face to face consultation with a doctor and would like to have proper check ups at least once a year .I would Like you to offer it to but not to do it remotely Thank you
HCA	Nothing
GP Clinic	Thank you
HCA	Nothing to improve Friendly reception Nurse appt on time Professional
HCA	It works very well as it is Scott and Eric are so polite and helpful x
HCA	Under the circumstances, all was satisfactory, and nothing would need to be changed.
Nurse Clinic	Always really friendly staff on reception but also the clinicians you employ. It's nice to go and it feel a really human environment with people who genuinely care.
Session	At the same flu jab appointment, you could have offered to test my blood pressure and also take blood for testing for diabetes, cholesterol, iron, etc, as appropriate, to get more preventive action from a single appointment
Session	Cannot think of one!
Session	None. Everything was very punctual and quick and the injection was very well administered.
Session	All ok
Session	It was fine

HCA	Can't think of anything. Ashville is a brilliant surgery.
HCA	It was perfect !
HCA	Nothing. it was perfect!
Nurse Clinic	To be able to see my GP face to face when I needed.
HCA	Came for a flu shot - Scott was friendly and efficient as usual.
GP Clinic	I would like to see a doctor in the consultation room at some stage as sometimes a hands on feel is required
Session	Get Patches to better address the potential requirements if users
HCA	Quick and efficient
Nurse Clinic	I was very well looked after
Nurse Clinic	Nothing
HCA	It was excellent.
HCA	No need to change anything
Nurse Clinic	N/A
HCA	Na
Nurse Clinic	Definitely all was perfect today My appointments were on time Jenny was kind of So was Scott with his pheasant mood The girl at the reception too was very helpful and nice
HCA	Every thing is ok