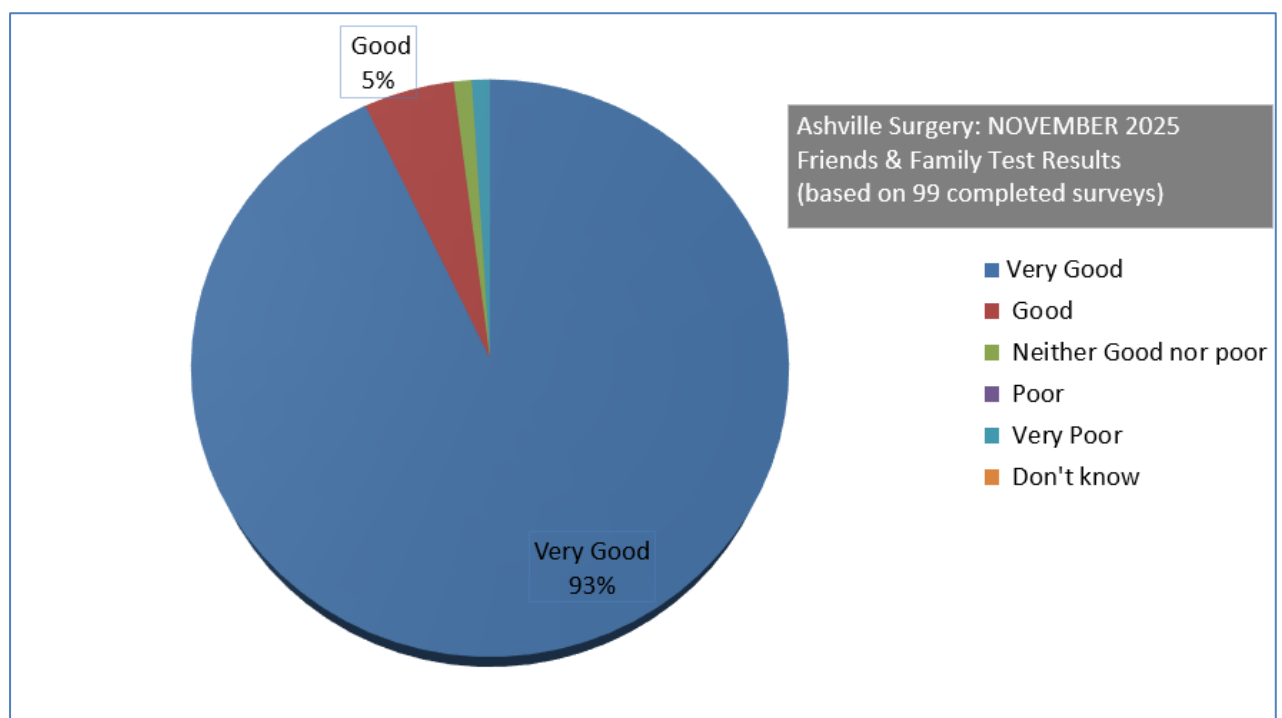
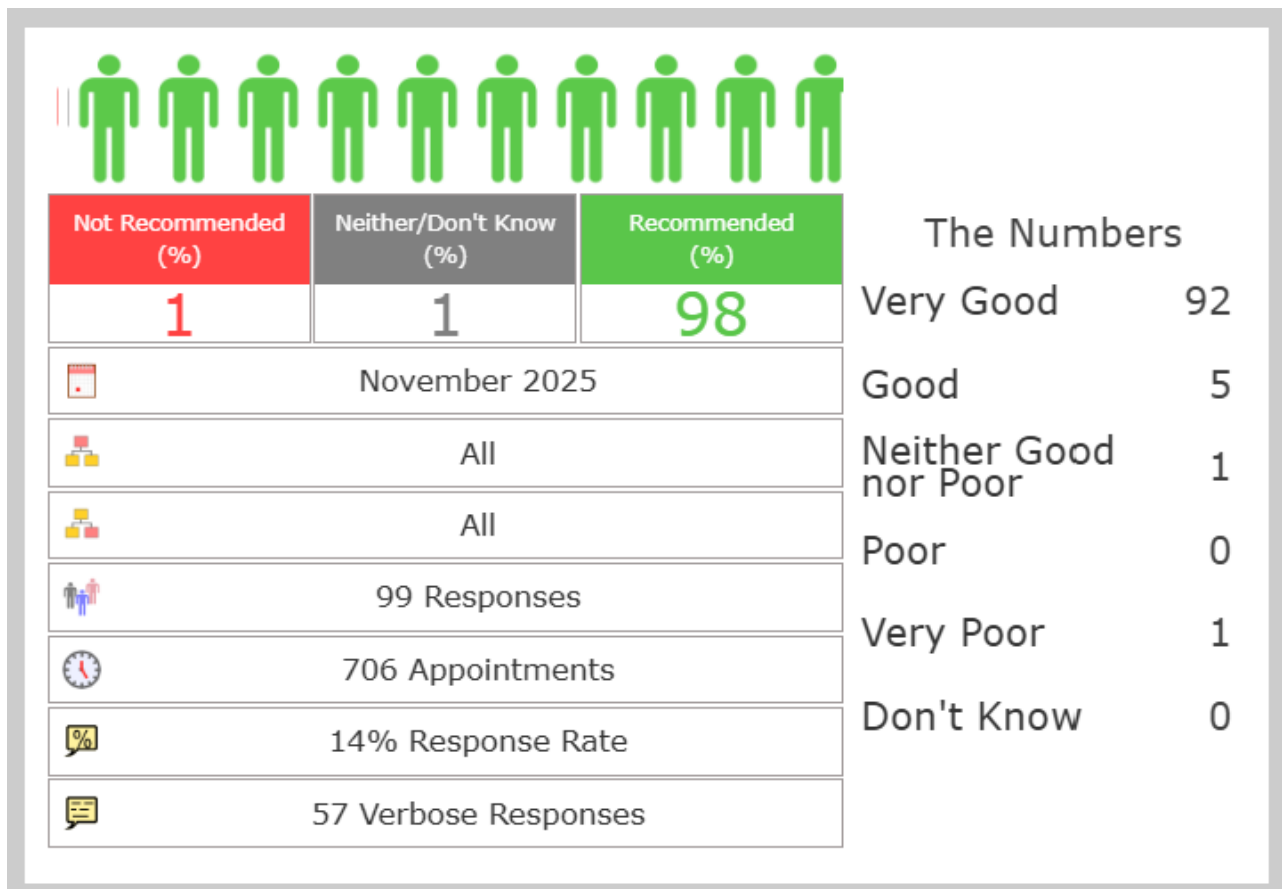


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from NOVEMBER 2025



Department	Response
HCA	Nil
Nurse Clinic	The experience once you manage to get to the appointment or treatment is generally very good. I was impressed by how quick everything was. The problem remains the long waiting times which are inefficient both for patients and the NHS.
GP Clinic	Nothing need changing. Thank you.
Nurse Clinic	Was happy with my experience in your surgery
HCA	I had a very pleasant experience.
Pharmacist	On this occasion there is nothing I would change
Nurse Clinic	Excellent service very professional caring and friendly
HCA	You don't need to change anything. The staff are great
HCA	Presently the service is good
GP Clinic	I don't think I can: Dr Beech was very supportive when I explained my upset at the recent decision by the CEO at Fulham Palace Trust that I should cease all my volunteering there with immediate effect. As a result my appt. over-ran
Nurse Clinic	I had asked that as part of my blood test to have my testosterone levels checked. I was informed that this was not included and that I would need to set a separate appt. Given that I was already getting blood withdrawn this is a bit redundant.
HCA	Can't really think of anything but it would be nice if some chairs in reception had arms.
HCA	I am happy thanks a lot
Nurse Clinic	No need to change anything
HCA	Online portal to book these type of appointments maybe.
HCA	Nothing
HCA	Nothing
Nurse Clinic	Nothing needs to be changed.
HCA	Nothing required. It was quick, efficient and completely painless.
GP Clinic	Relevant more appointments quicker
GP Clinic	Maybe getting an appointment a bit quicker.
Nurse Clinic	The lady who gave me my vaccines was so friendly and made me feel very comfortable.
Nurse Clinic	A more careful way to take the blood sample please. I cannot move my arm in which the blood sample was taken from and the part where I was injected is dark red
HCA	Nothing , Scott was brilliant as always!
HCA	Good time keeping and very professional I was attended by health assistant Owen
Session	I was impressed by Scott. He brightened up my morning and honestly I wasn't expecting that by going to the GP. Wow.
HWB	Right now nothing you guys doing great
Nurse Clinic	I not sure of any improvements i could suggest. I was treated fairly quickly . I had a vaccination which was straight forward. I slept in til after 8 o'clock the morning after but i wasn't aware of any side effects. Thank you for the service.
Nurse Clinic	Change nothing
HCA	Home visit would be preferred

HCA	Please don't change anything, as the service is exceptional.
Nurse Clinic	Great care from Nurse Sally, thank you!
HCA	There is nothing that you can change. My experience was 100% Everybody was really lovely and efficient. Thank you
GP Clinic	Great Doctor and Great Team
Nurse Clinic	All good
HCA	Today's appointment was very quick and easy.
HCA	Scott was lovely & professional as always. Thank you.
GP Clinic	No suggestions. Service excellent.
GP Clinic	Nothing
HCA	Change nothing
HCA	Perhaps take more time for discussion pertaining to the condition you have
Nurse Clinic	I couldn't fault my experience
Nurse Clinic	Nothing, every was good
Nurse Clinic	She explained very well my questions and responsible.
HCA	The waiting room seats are rather hard! Not a huge problem but worth a mention, I guess.
GP Clinic	Dr Beach provided a good and caring experience.
Pharmacist	It was great being in the surgery with such cooperative staffalways willing to help ...such a well maintained n managed surgery. Keep it up ...best of luck
HCA	Reception staff are always lovely and helpful, Scott is wonderful with carrying out blood tests, Kirsty was very helpful and understanding, thank you
HCA	My experience with the practice has been good. They always take the time to listen, explain things clearly, and make me feel genuinely cared for. I never feel rushed during appointments, and their calm, friendly manner makes a huge difference.
HCA	Nothing needs to change!
HCA	Nice, friendly and professional staff. Not too long waiting time. I thank the receptionists and Mr Scott at the Ashville surgery
GP Clinic	Very happy with my telephone appointment with Dr. Beach. On time and only waited 4 days for the appointment.
GP Clinic	Nothing to change Dr Ryan very helpful
Session	The treatment with Scott the nurse was fantastic. As a nervous patient he is quick and accurate and reassuring. Thank you
Session	There is nothing to change.
Nurse Clinic	Very nice lady took my blood. We had a nice chat!
GP Clinic	Believe your patients even when you don't know what they're going through.