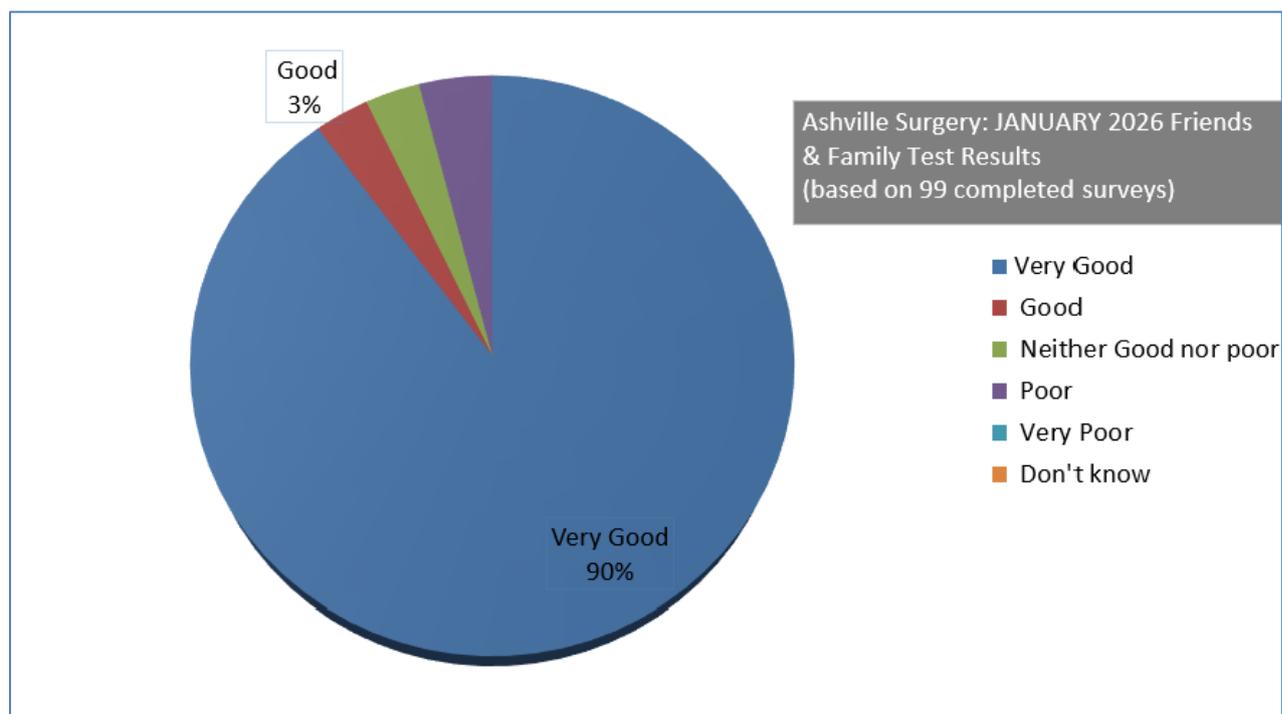
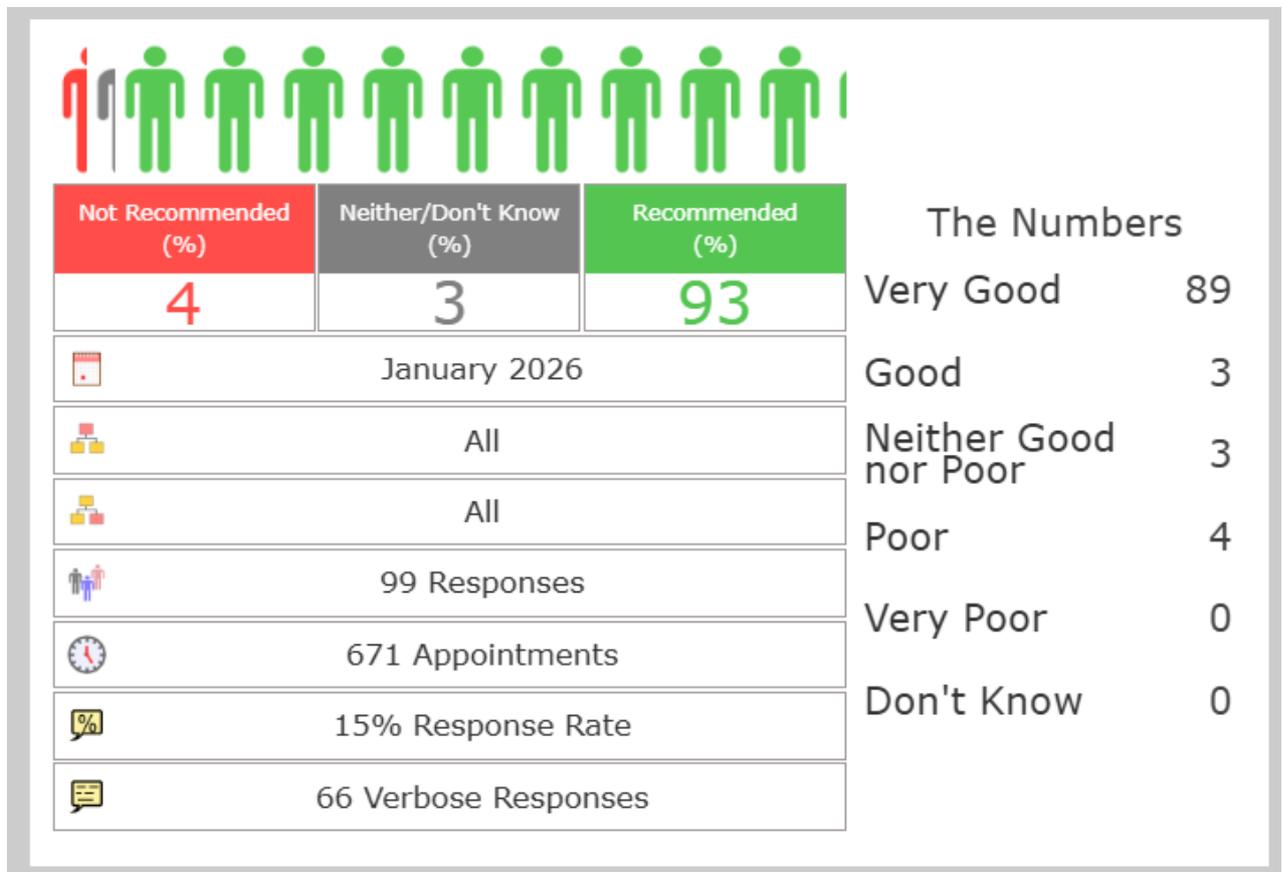


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from JANUARY 2026



Department	Response
GP Clinic	Wonderful experience. The doctor was extremely helpful and asked lots of questions. Listened to me and organised urgent hospital appointment. Treated me immediately. Best NHS surgery. Thank you
Session	Waited 30 minutes for a blood test. Checked in on the screen on arrival. When I asked at the counter, I was advised my test had been marked as completed while I was still waiting! Frustrating.
GP Clinic	Very good experience, no improvements necessary
Nurse Clinic	To try & get an appointment earlier than a 2 week wait
HCA	There is not anything
HCA	The test was for anaemia and the iron was missed off the test. Frustrating.
Nurse Clinic	The surgery is well organised. I thank very much the nurse for the treatment I had received. Equally the reception personnel for their help and advice.
HCA	The Nurse was great - the Nurse was excellent
Session	Such an attentive GP practice (overall)! Wonderful staff!
HCA	Service was outstanding, kind on time and professional
Nurse Clinic	Sally is a wonderful nurse! Made me feel at ease for an uncomfortable test and was quick and pain-free. V happy !
HCA	Remove the Patchs system !
GP Clinic	Really thoughtful approach which was so much appreciated!
Nurse Clinic	Nurses could be more empathetic with patients!!
Nurse Clinic	Nothing. The nurse was excellent for what should hopefully be my final smear test..... and we managed to have a laugh as well! I wish they had all been as good as this one, over the many years I've been having them.
HCA	Nothing. It was perfect!
Nurse Clinic	Nothing. Jenny was lovely and made me feel very at ease.
Nurse Clinic	Nothing, thank you.
GP Clinic	Nothing! Dr Jenkins is amazing and really took the time to help me understand my condition
Session	Nothing!
Nurse Clinic	Nothing to improve Welcoming reception staff (Erik) a pleasure to see Nurse Jenny
HCA	Nothing to change great polite staff . All care and treatment was 100%
Nurse Clinic	Nothing needs changing. Well done.
Nurse Clinic	Nothing needed to change . I very much appreciated a face to face meeting with all of my current anxieties answered in a friendly honest way. Thank you
HCA	Nothing comes to mind
GP Clinic	Nothing
HCA	Nothing
GP Clinic	Nothing

HCA	None
HCA	No need to change anything it is just perfect thank you.
Nurse Clinic	No improvements needed
HCA	No changes needed
Nurse Clinic	No change
GP Clinic	N/A
HCA	My visit was perfect- thank you
HCA	My appointment with the nurse was good so I could not change a thing
Session	Just that I have thin veins so it's sometimes difficult to take blood. All was okay! Very happy with practice
HCA	It was very effective personal and informative Ashville Surgery is a unique and outstanding example of a NHS doctors surgery. Thank you
HCA	it was it was such a brilliant experience. Everything was brilliant and simple.
Nurse Clinic	It was completely fine, even early!
HCA	It was all excellent
GP Clinic	I was very happy with my care and don't have any suggestions for improvement. The nurse was lovely and I felt safe and confident to tell her how I'm feeling
Nurse Clinic	I only made an appointment but it was very clear and quick to use
HCA	I like Scot and he is always very helpful and professional, however for some reason his injections always hurt more than when others do the same injections. Maybe just bad luck and it's not really a major issue, but obviously I'd prefer otherwise :)
GP Clinic	I like in person meetings and doctors are often tight for time, wouldn't it be nice if their load was less but who knows how to enable this and ease their pressure
Nurse Clinic	I had cervical cancer screening and I wish I was provided more cover. While I was in on the table I felt very exposed. The curtain was drawn but on the table I was naked on bottom half which made me feel very exposed. Doctor was very considerate.
Nurse Clinic	I had a great experience!
HCA	I got Best treatment , received on time ,any a I raised was promptly cleared and answered
GP Clinic	I could not have expected better.
HCA	I cant fault the surgery on anything.
GP Clinic	I cannot think of anything. Ashville is a wonderful surgery.
GP Clinic	I am happy with the treatment
HCA	However I had to wait 20 minutes for my appointment.
Session	Had to wait 2 weeks for a phone appointment would like sooner
HCA	Great service and people.
GP Clinic	Everything was great as always - only thing would be not having to clock watch and rush due to time restrictions.
GP Clinic	Doctors appointment like it was before
HCA	Change nothing

GP Clinic	Automatic follow-ups when monitoring long term conditions and other periodic checks . Overall Asheville serves me very well and the people and atmosphere are very positive!
GP Clinic	As I don't do internet I have to come to surgery
Nurse Clinic	All was good, can't think of anything that needs changing
Nurse Clinic	all very satisfactory
GP Clinic	All good
Nurse Clinic	All good
HCA the reception staff were very loud and it was hard to hold a conversation with my friend she said the same
GP Clinic	only had a short time with the GP and no outcome, i.e. no medication or referral