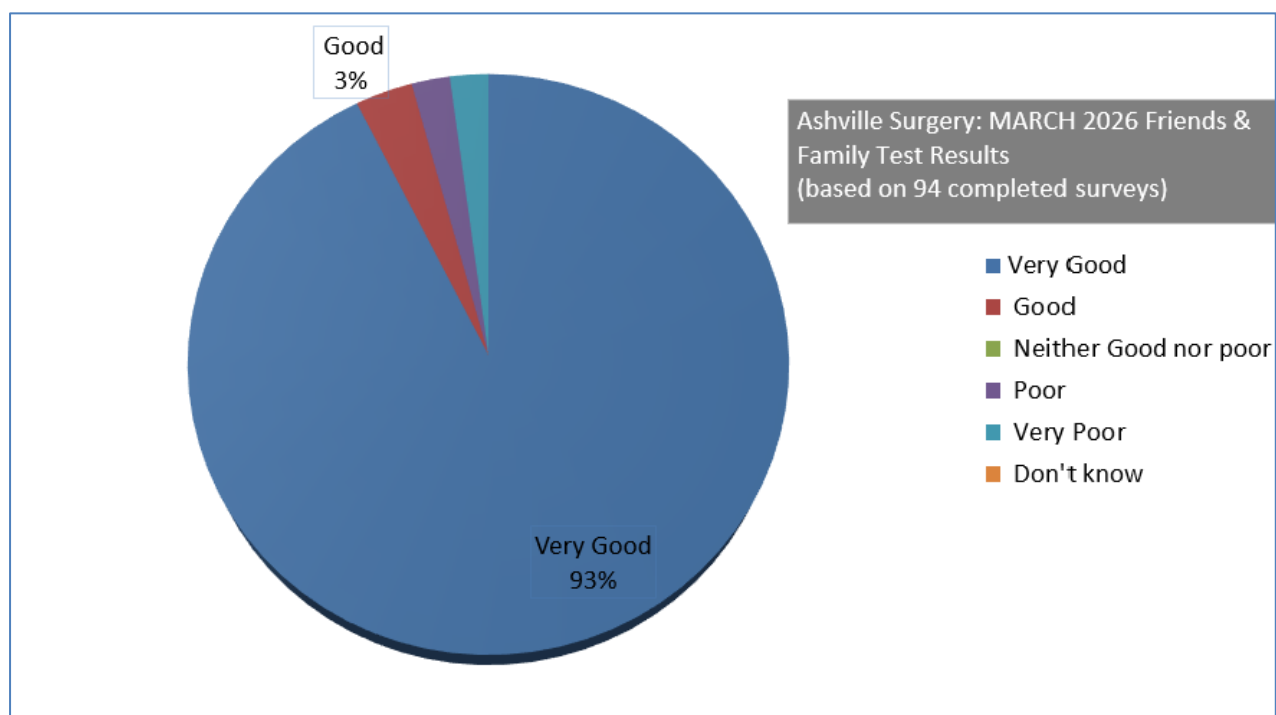
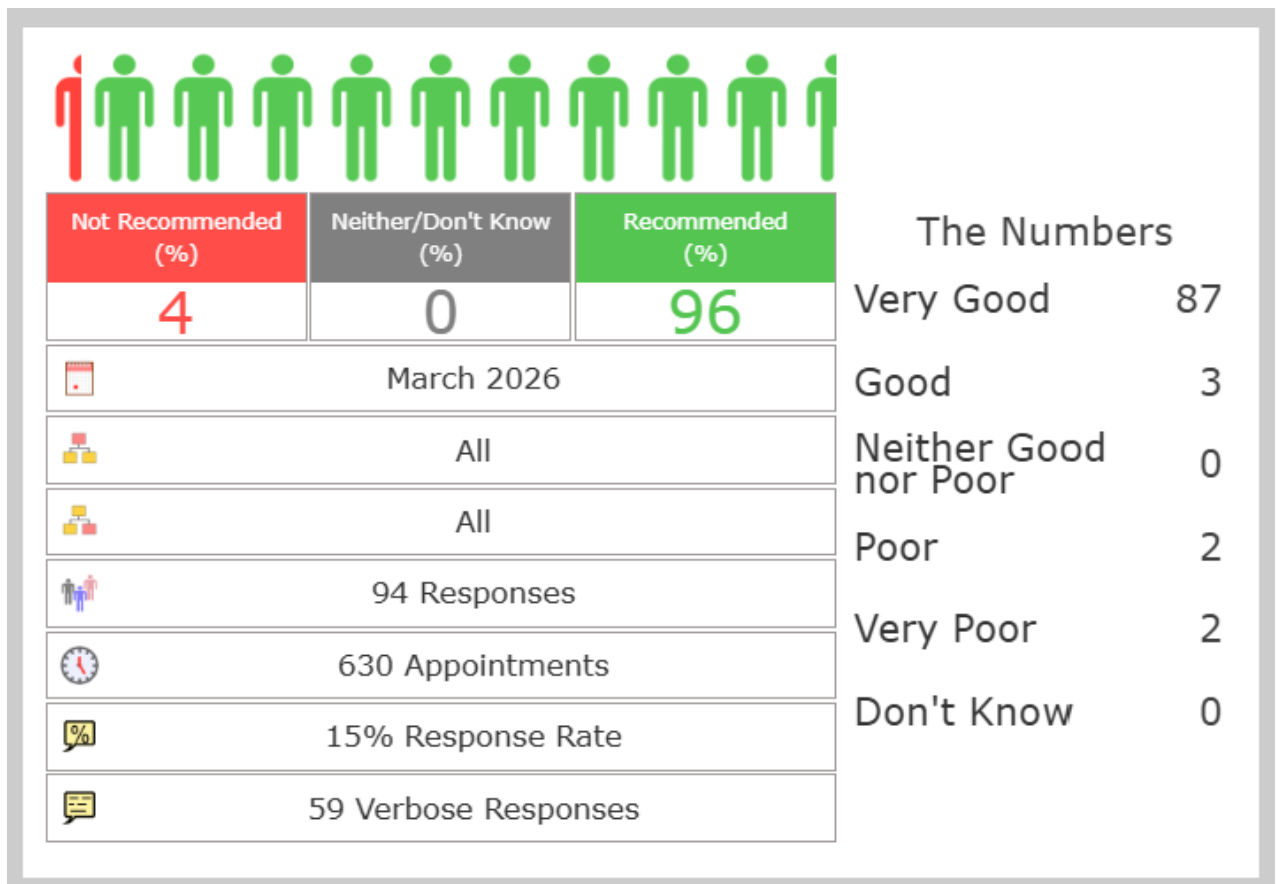


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from MARCH 2026



Department	Response
Session	You were great
Session	Was Very good and on time.
HCA	Was smooth staff lovely and friendly and helpful no improvements needed
HCA	To make appointment he took too long
GP Clinic	There is nothing to change. Service was excellent
HCA	The surgery runs very efficiently and staff are excellent.
Nurse Clinic	The lady who gave me my shingles jab was very pleasant and efficient and checked to make sure there were no other jabs etc that I needed to sort out
HCA	That is ok
GP Clinic	Stop asking me to sign up to patches
Nurse Clinic	Provide deaf awareness I do not want to be shouted at (I still can't hear unless as loud as a fire engine) Face the person you are talking to. Do not look at your computer screen whilst talking to a patient. All very obvious. Thank you
Session	Phone at the time stated. I was unable to take the call when it came as I was in meeting.
GP Clinic	Nothing. It was excellent. Prompt, thorough, caring and professional.
Nurse Clinic	Nothing, this surgery is incredible and Sally the nurse has been excellent every time
HCA	Nothing to change. The service was excellent as usual. Thank you.
Nurse Clinic	Nothing to add - great care and guidance
GP Clinic	Nothing really.
HCA	Nothing on this occasion thank you
HCA	Nothing excellent service very professional
Nurse Clinic	Nothing - was all handled very well, and the guidance was really helpful
HCA	Nothing - so far I have always been impressed with Ashville Surgery.
GP Clinic	Nothing
Nurse Clinic	Nothing
GP Clinic	None, care was great thank you
Nurse Clinic	None
GP Clinic	No complaints everything was excellent
Session	No change is needed
Session	N/A - my regular Plebotomist was very efficient as usual, and was happy to have a little, friendly chat while taking my blood!
Nurse Clinic	N/A - care was as expected
Nurse Clinic	My feedback will speak for itself. Ashville must be one of the best run surgeries in London. There has ever never been an occasion where it wasn't 5 ? stars. This also applies to the wonderful overworked Doctors. Bless them all. Best XXX XXX.

Session	Make the urine test bags etc easier to open etc But this doesn't detract from excellent care from Scott and reception
HCA	Keep doing what you're doing.
HCA	It was perfect thank you
GP Clinic	It was excellent
Nurse Clinic	It was excellent. Sally was delightful, helpful, caring and thorough. And reception were lovely too. No suggestions for improvement whatsoever.
Nurse Clinic	It was excellent. No changes needed
Nurse Clinic	I wouldn't wish to change a thing - it was prompt, friendly, detailed, efficient, reassuring and encouraging.
GP Clinic	I would like to be seen by this doctor everytime I go to the GP, please. Thanks.
GP Clinic	I would like to be able to call or go online to book an appointment not having to do the patch's form
Nurse Clinic	I was not happy when, having spent some time typing a Patches online form, it was suddenly deleted as apparently I had taken too long, surely that is a bit crazy since there is a limit on the number of letters. My next attempt was not as good
Session	I think you do a terrific job
HCA	I should have been sent to C+W as Ashville could not do one of the tests. But both places were very good.
GP Clinic	I saw Dr Stephen Aras for a cough. During my consultation my weight came up. He called me a 'big girl' for my height and discussed weight loss injections. I didn't feel treated like a individual and felt his descriptions of words were inappropriate
GP Clinic	I had a very good experience with the doctor. She listened to me carefully and made me feel comfortable during the consultation. She was very professional and attentive, and she referred me to the hospital for further tests.
Session	I arrived on time even early no one was going to tell me the dr was running late just expecting me to be able to sit about waiting when I have other appointments as well communication is key ! Still waiting for a re booking
HCA	I am very happy with treatment I get thankyou very much
Session	Honestly it was great
Nurse Clinic	Hello To keep up at the same level
Nurse Clinic	Hard to answer as level of compassion and understanding was very high
HCA	Face to face appointment with the doctor
HCA	Everything was fine, no need for a change.
GP Clinic	Dr. Anna was nice and helpful. All good.
Session	Dr Beech was excellent. She listened well and was open to my input. The only thing that would have improved the appointment would have been a bit more time as it all felt rushed. I HATE receiving no-reply texts from Drs regarding health concerns

Nurse Clinic	Both Nurse Jenny and Nurse Scott A great team
GP Clinic	Better feedback on updates to conditions that have required intervention e.g. cholesterol levels post statins, blood pressure post 24-hour monitoring
HCA	Better Communication
GP Clinic	All is perfect
HCA	All good, very satisfied, quick and efficient. Thank you Scott.
HCA	A magic wand
GP Clinic	Impossible! Dr Jennie was beyond expectations.