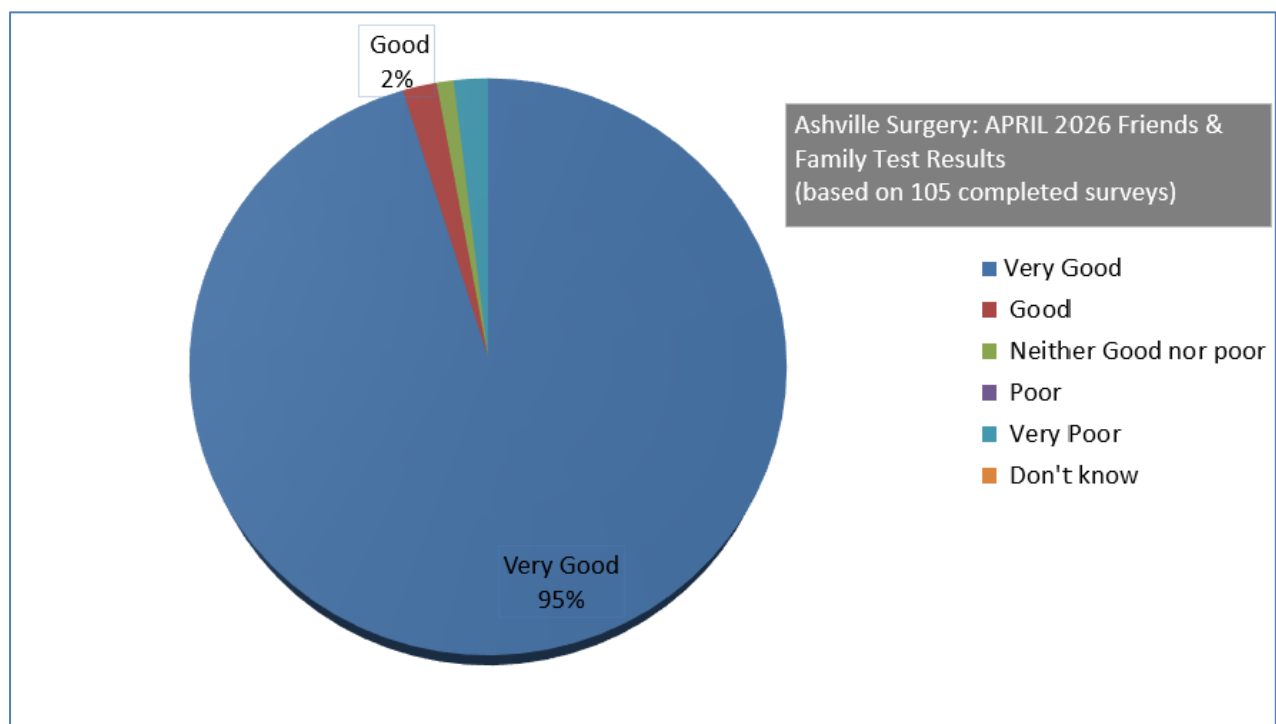
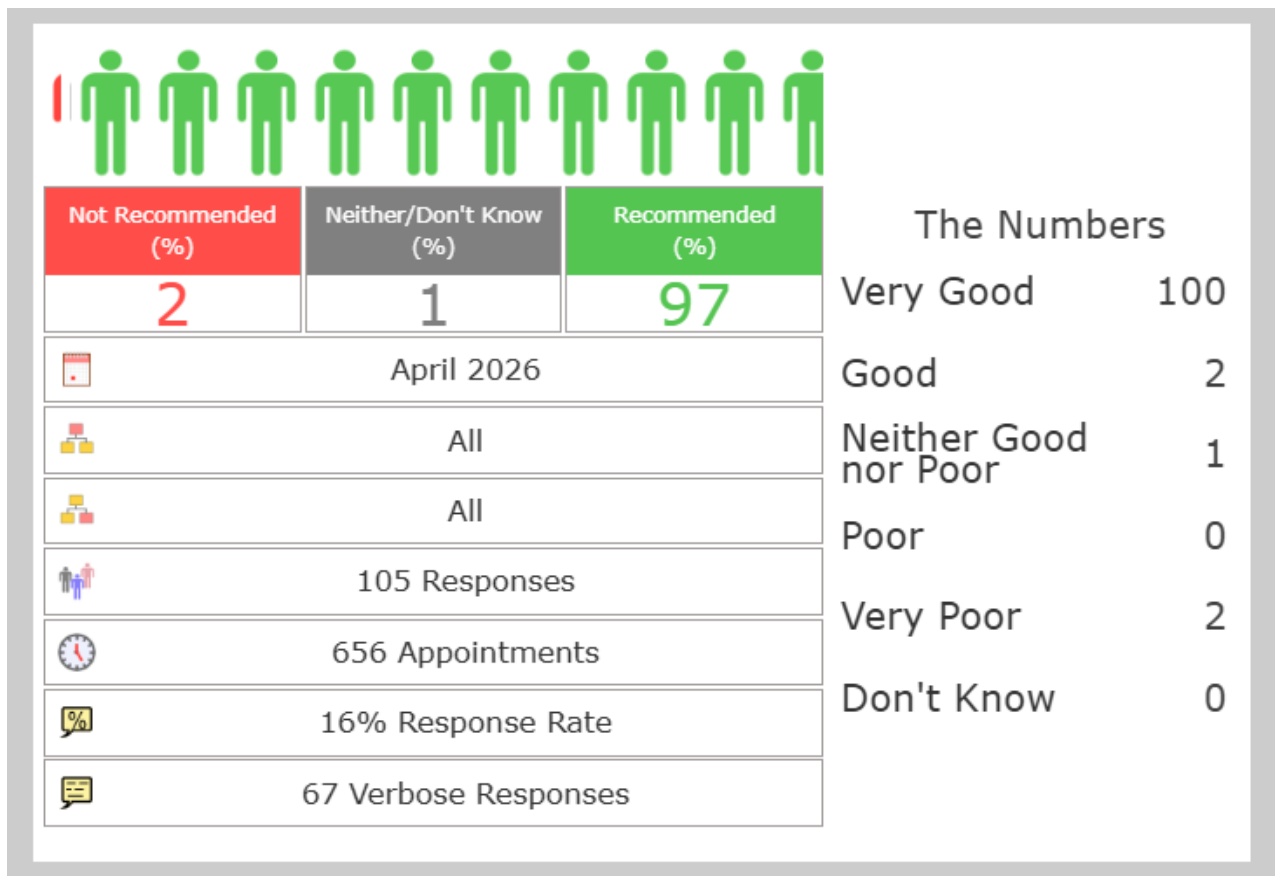


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from APRIL 2026



Department	Response
HCA	It was completely fine
HCA	I can't think of anything that Ashville could improve.
HCA	Everything is very good
HCA	Very good as they are thank you.
GP Clinic	Nothing. This was the smoothest NHS experience I've had in years.
GP Clinic	Keep doing it.
Session	Happy with the help and attention I received from all the team today.
Session	Well, probably a face to face would have been better!
GP Clinic	The patch app should be more helpful
GP Clinic	No change required
GP Clinic	Not just one thing! Maybe listen, explain and don't make the patient feel like they are a) a nuisance and b) just another number they have to make up for their call rates.
GP Clinic	Perfect. No change necessary.
Nurse Clinic	Nothing. I have always had an excellent experience at Ashville.
GP Clinic	Once again so impressed by the triage system at Ashville Surgery. Thank you to the lovely doctors and wider staff
Nurse Clinic	No need as it was seamless
GP Clinic	I was very happy with the whole service
GP Clinic	No
HCA	No idea
HCA	The service provided was only for a blood test and exactly as expected
HCA	Nothing to add
GP Clinic	No more patches would be good, just phone to book.
HCA	No
HCA	I was ill so no appointment but I was very happy with the service I received to treat a large bite on my leg and the prompt and efficient response to my problem.
GP Clinic	I was very happy with the doctors advice and treatments
HCA	None
Nurse Clinic	As everything today and every time I'm there goes quite smoothly, I have nothing to improve
HCA	Just the appointment to happen on exact time
Nurse Clinic	The care was very good. I don't think there's anything more to add.
HCA	You could give more information about follow up without the patient having to ask "what's next?" Also more proactive communication about test results. The answer when I asked was "give us a call".
GP Clinic	Nothing Dr. Ryan was fantastic as usual

GP Clinic	Had a really great experience with a super friendly and knowledgeable Doctor. As always you were amazing. The only change I would make to using the practice is enabling repeats directly through pharmacy as PATCHES doesn't work for controlled meds.
Session	Easy registration. Quickly seen. Smooth appointment
Nurse Clinic	Manage to take some blood
Session	Nothing this was great
GP Clinic	Nothing - my care from Jennie beach is always outstanding
HCA	Keep up the good work, thank you
Nurse Clinic	All is s goof
Nurse Clinic	The receptionist could be more approachable.
GP Clinic	No suggestions for changes
Nurse Clinic	Everything was great no improvement needed.
HCA	Always good service
HCA	Owen runs his appointments on time and it's always painless . Faultless service always
Nurse Clinic	This was a very good experience. A charming nurse. I haven't always had such a good experience with the doctors. But this goes way back.
HCA	Very quick and efficient. Thank you.
Nurse Clinic	None
GP Clinic	I felt really heard and seen to. Overall their experience was informative and really helpful. I feel very positive going forward with the treatments in plan.
HCA	To have appointments face to face , not through patches, is to complicated, when you are not good with technology !!!
Nurse Clinic	Nothing to add
Nurse Clinic	Excellent service
GP Clinic	Doctor was excellent
Session	Nothing needs changing.
GP Clinic	Thorough check but may need further investigation.
GP Clinic	By looking at how little the GP's/Surgery is doing to facilitate a Consultant's app, after more than 18 months of doing physio exercises at home, with no improvement to the damage I sustained after a v.bad fall, to my whole body.
HCA	No room for improvement as everything and everyone work as a clockwork! Huge thank you for taking superb care of my health and it's problems A*****
HCA	Scott is always professional and efficient. He is one of the few nurses who can draw blood from me without having to poke me several times.
HCA	Nothing, this is the best GP I've ever had in my entire life. I tell my friends to move to the area just so they can have this GP too!
Nurse Clinic	Sally is wonderful! When I arrived I wanted to ask the colleague at the desk a question but she said she was working on something. I didn't know if that was it or I should wait. Had she said give me one minute it would have felt more welcoming

GP Clinic	Be able to book an appointment directly before endless questionnaires.
GP Clinic	Dr Ryan is amazing. She is resourceful, caring and frank. She gave me faith in GPs/the NHS again. Thank you
GP Clinic	No change
Nurse Clinic	I was very happy with my today's appointments (smear test and blood test). Both nurses were very professional as well as kind and friendly. The front desk staff was also very helpful.,
Nurse Clinic	Surgery personnel are very important providing excellent services.
Nurse Clinic	All very good and team v nice and kind
GP Clinic	It's the 1st time I have a visit there in 10 years. The doctor was great and friend
Nurse Clinic	I am very pleased with the way Ashville is run
HCA	Nothing
HCA	Nothing