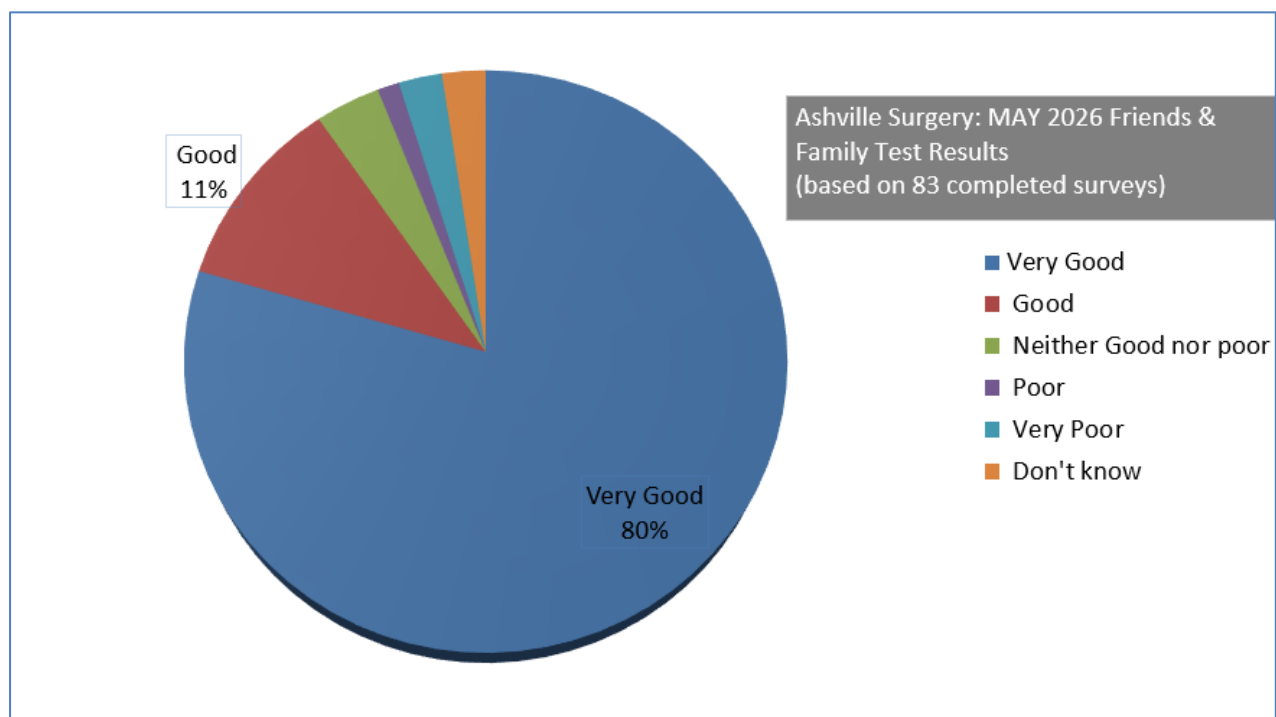
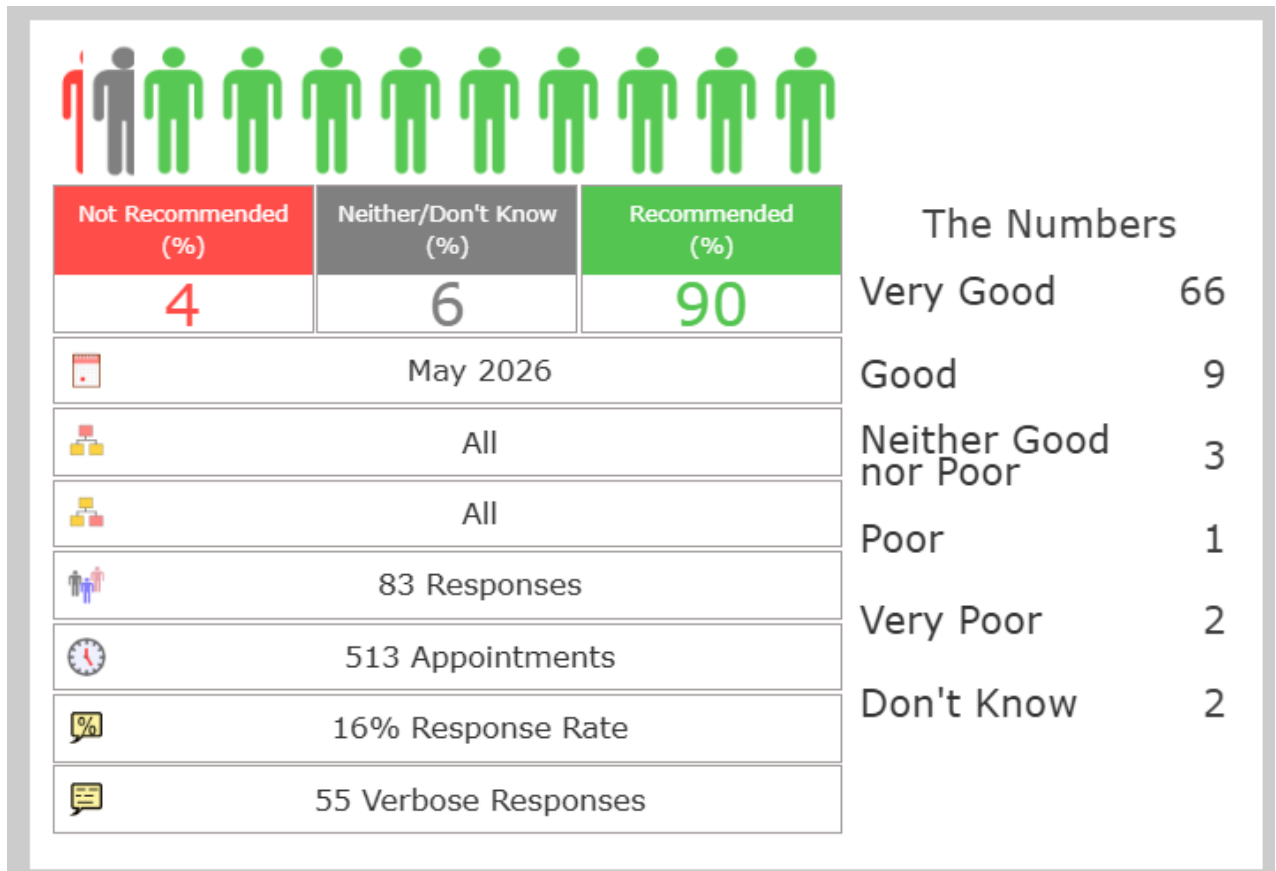


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from MAY 2026



Department	Response
HCA	Everything was fine
HCA	Make a doctor's appointment by calling as well. Not just by filling out a patch.
Nurse Clinic	I really can't think of any good improvements you could make. Service is first class.
HCA	No need to change anything it is perfect as it is thank you.
HCA	I prefer to visit the surgery or phone the surgery to make appointments.
Nurse Clinic	Everything was excellent, first class treatment and help from nurse Sally. Thank you very much. Peter
HCA	Receptionists people were lovely nurse I had was not
Nurse Clinic	The BEST NURSE
Nurse Clinic	Nothing really - sorry! I find the staff at Ashville really helpful - clinical and admin and I think I'm getting great care at the surgery - THANK YOU
HCA	Provide accurate answers.
Nurse Clinic	Nothing, everything was excellent
GP Clinic	The text message about the appointment said Confirmation: phone OR face to face (PLEASE CHECK IF UNSURE) appointment on 07 May 2026 09:00 ASHVILLE. I assumed it meant face-to-face but the wording could be more explicit, to avoid uncertainty
HCA	The people is very nice thank you it's amazing
Session	Advice to n the preparation for the test. I did not know if I could eat or not before the blood test
GP Clinic	Reducing waiting time for appointments.
HCA	The nurse was great but the health check package is minimal. At least add FBC, U&E and LFT

Nurse Clinic	The patches procedure is ok - is there a more efficient programme we could use?
Session	I can't think of anything at the moment.
Session	Very helpful advice .
Session	All fine
Session	None
Session	Can't think of anything!
GP Clinic	N/A
GP Clinic	Have more appointments like this when needed
HCA	Nothing to improve
GP Clinic	You couldn't! Friendly receptionist, short wait time and professional & great with kids doctor. All for free! Amazing, thank you.
Session	Always a pleasure to attend. Never any problems and queries, if ever present, are always resolved .
Nurse Clinic	Nothing.
Nurse Clinic	Nothing else really
GP Clinic	Nothing
HCA	None
HCA	Nothing
HCA	Nothing. I was very happy. Ashville is an excellent surgery. The nurse A Harrington was superb.
Nurse Clinic	She's very kind and accommodating.
HCA	Helpful and efficient
GP Clinic	All excellent
HCA	My wound split open minutes after removing the stitches. Which should have been kept in place and now it's impossible to be seen by a practitioner of any kind. Embarrassing service
Session	The treatment and injection process went well. Thank you for your care and support. The staff were kind and helpful.
Nurse Clinic	Ashville is fine! Its PATCHS I hate!!!!

HCA	Nothing to change. Eric first class on the phone and in person and everything went very smoothly. Thank you for such good care at short notice.
HCA	I put in a request for a repeat prescription but didn't hear anything. I put in a 2nd request I checked with reception & both prescriptions have been sent to the chemist. I would not have put in a second request if a notification had been received.
HCA	Nothing, clinician was on time, did a great job and was pleasant and friendly
GP Clinic	Me personally No Change
GP Clinic	I don't know.
GP Clinic	There's nothing to change.
GP Clinic	I'm very happy with the service and I'm really feeling safe and looked after.
Pharmacist	I didn't receive the confirmation text so I missed the appointment although the text was offered
GP Clinic	Doctor to use the correct terminology for a condition. PCOS has now been renamed to PMOS but the doctor kept referring it as PCOS.
Nurse Clinic	Spend less money on posters, more on patients?
Nurse Clinic	Very unpleasant! B12 for P.Anemia. Nurse (not usual) insisted only after 12 weeks. I explained Dr.Ryan agreed needed sooner (after blood test) 10 wks. She was adamant - no. I kept insisting, finally gave me. Mistake forgivable - attitude NOT.
Nurse Clinic	Prior feedback on recent PSA results and the reason for repeating the test. I obtained that during the blood test appointment from the nurse who was very helpful and a delight to talk to.
Session	Professional and friendly staff, also calling me on time