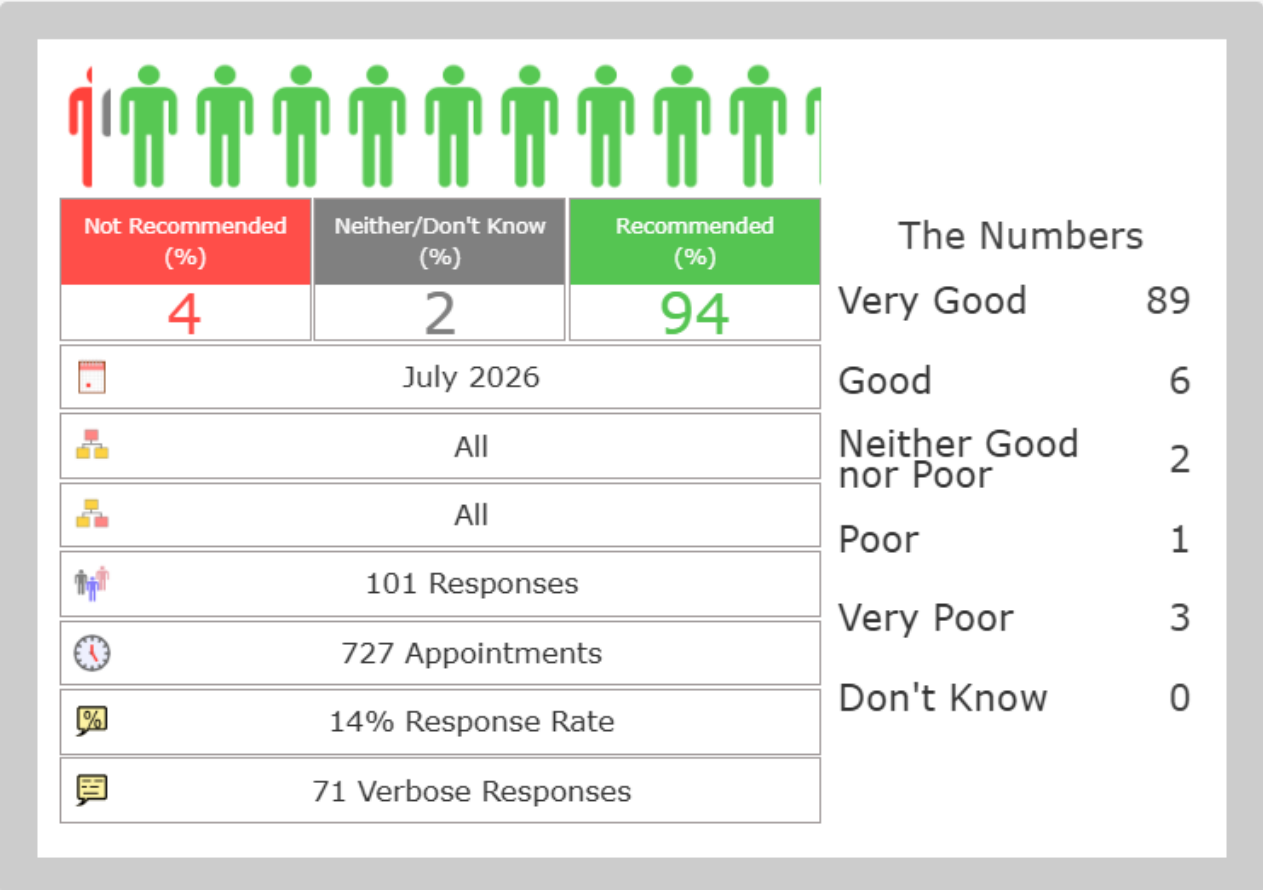
After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from JULY 2026



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
4	2	94

July 2026

All

All

101 Responses

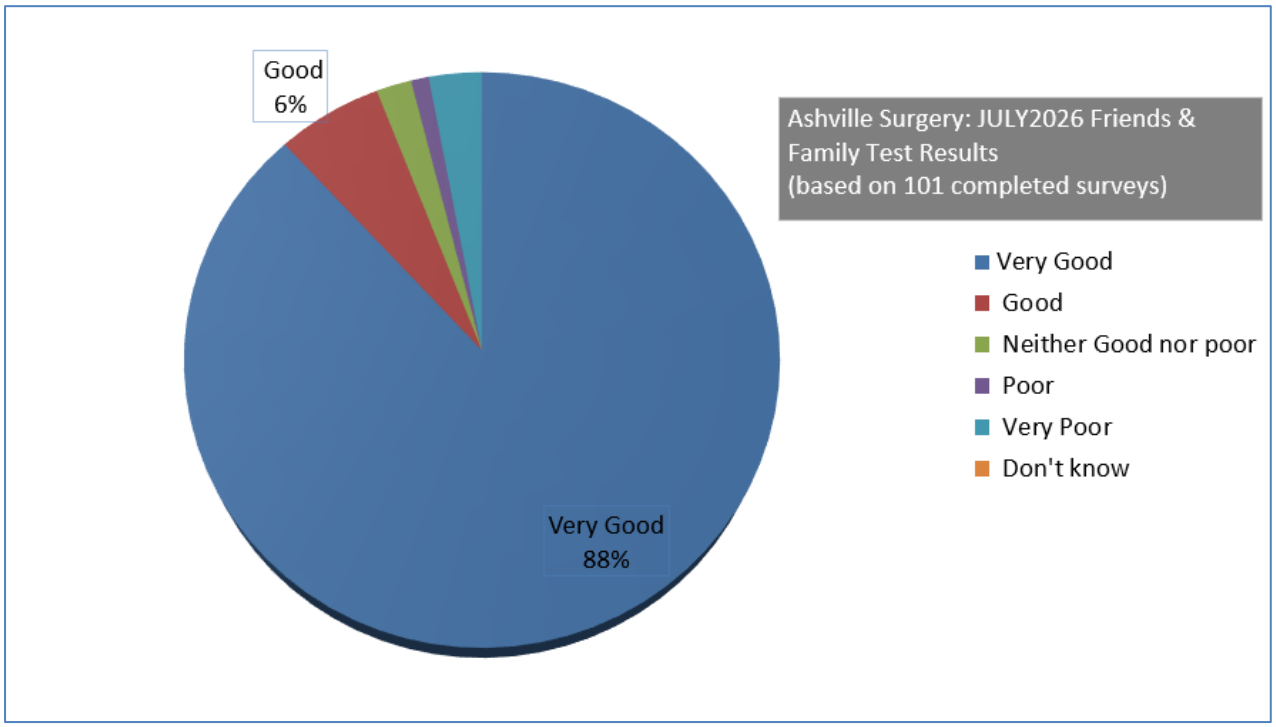
727 Appointments

14% Response Rate

71 Verbose Responses

The Numbers

Very Good	89
Good	6
Neither Good nor Poor	2
Poor	1
Very Poor	3
Don't Know	0



Department	Response
HCA	Nothing
GP Clinic	My phone call this morning was excellent from Dr Anna
HCA	It should be in a short time to a Doctor
GP Clinic	Apart from getting rid of patches and letting us see an actual doctor my experience today was as always with de Jenkins excellent as a doctor I cant fault him
GP Clinic	It wasn't bad, but booking an appointment at Chelsea and Westminster Hospital, or any other hospital in the UK, takes ages. He has a skin allergy condition, so it's better for him to be seen while he's experiencing the symptoms rather than after that
Session	Happy as it is
Nurse Clinic	Excellent service very good nurse excellent
HCA	You manage a perfect service at the surgery / professional , prompt, always someone ready to assist or answer queries. Thank you.
HCA	The attendant was impolite and did not even greet me. I do not expect friendliness, I expect professionalism. Staff should be respectful of patients
HCA	Nothing
GP Clinic	Nothing to be changed. You are super. Thank you.
Nurse Clinic	My experience today was absolutely excellent both at Reception and with the practice nurse.
Nurse Clinic	My doctor was lovely. She read my history before the appointment. She was very caring and I felt well looked after
Nurse Clinic	We had an excellent experience at Ashville today, from the moment we walked into the Reception to our time with the practice nurse. Excellent care
HCA	Every thing was satisfactory
GP Clinic	The staff were kind and helpful. I would appreciate shorter waiting times and clearer communication about appointments and test results. Thank you.
HCA	Add my urine sample label
Session	Excellent service - friendly, professional and engaged staff. Keep up the good work and thank you ?
HCA	Provide lower or rising beds for elderly patients to lie on when having ecg's etc
HCA	Nothing really, I am a big fan of Ashville Surgery, just a great team to work with ??
HCA	I really do think it was fine
HCA	I really think the experience cannot be bettered. Thanks
Nurse Clinic	Nothing - Ashville Surgery is always excellent
GP Clinic	There was nothing. Reception was lovely. The doctor was on time and very helpful and reassuring- Thank you to all for this morning.
GP Clinic	Face to face

HCA	A more sensitive receptionist?.. whilst I was waiting a young man came in to access his CAT scan records and recent tests as he was seeing a consultant on Friday about a lesion on his brain. He asked to make an appt with the GP ? was sent to Patches
HCA	No change needed
Session	I called to change my appointment, was told my appointment didn't exist and rebooked for next week, then had a text to say I'd missed my appointment?
GP Clinic	Please advise if you should wait upstairs or downstairs when you sign in. I waited unnecessarily downstairs and the doctor wasn't aware I'd arrived.
Nurse Clinic	Genuinely it was hard to improve. Appointment on time. The GP was courteous and respectful and it took 5 mins.
Session	Sepsis tracker band?
Nurse Clinic	Mery (nurse)was absolutely wonderful today. She was so kind, caring and reassuring that I felt completely at ease during my appointment. Her calm and friendly manner made a huge difference to my experience. You are truly an asset to the NHS team
Nurse Clinic	N/A everything perfect
GP Clinic	I am Tims carer, so I am writing on his behalf. We are happy with the service. Dr. Jenkins, Dr. Jennifer Beach and those who saw us before like Dr. Noori who left some years back have always been outstanding. We appreciate them!
Nurse Clinic	I had a good appointment today and all my questions were answered.
Session	Make Paches less complex when dealing with simple, routine requests
Session	I had no idea I had an appt. I wasn't sent a text confirming one. I'm just about to start work after being off for several months. I really don't need the stress. Last month there were issues around repeat prescription. There has to be a better way
Session	Pharmacist was very helpful but do wonder what accessibility to a doctor sometimes
HCA	N/a
GP Clinic	All good
Nurse Clinic	N/a, Ashville surgery is great and all staff are friendly and welcoming
Session	No need to change Very very helpful.
Session	My care and treatment are excellent.
Nurse Clinic	Very efficient and friendly service
Nurse Clinic	No changes needed
Session	The phone consultation with your clinical pharmacist was very helpful. It wasn't rushed and I felt that any questions I might have had would have been answered . Thankyou.
GP Clinic	I never received the phone call from the surgery as per schedule. I waited for an hour
Nurse Clinic	I was given optimal care and attention in the most timely way for my emergency - from the front of house reception, to the incredible and thoughtful care from Dr Henkns, to the thorough care of the administering nurse.

HCA	PSA not taken
HCA	The wait for someone to pick up the phone when calling in can be very long and there are times when it can be distressing
GP Clinic	No need to change anything
Session	Nothing
Nurse Clinic	Lovely nurse
Session	Super quick and easy to organise! Great work!
GP Clinic	Very warm and competent Session many thanks Dr Gupta!
Session	Nothing
Nurse Clinic	I have no problem with the service I get.
HCA	Greater access and/or choice to see a gp. I am often referred to a pharmacist and while the quality of care they provide is excellent, there are times When I would prefer to discuss the medical issues underlying the need for meds with a gp.
HCA	Seen on time. Quick and easy blood test. Nothing needs to be changed.
Pharmacist	So although my appointment went ahead I was really confused the text said telephone appointment as time was going over I decided to call the surgery they were surprised by my call telling me it was a face to face appointment for me it should be clear
HCA	I was led to believe it was a blood pressure check too Also wanted yearly Psa And yearly pancreas profile as not being monitored but apparently need to speak to go for that
Nurse Clinic	Perfect visit, Sally was lovely
Nurse Clinic	It is always all perfect. Nothing needs changing
HCA	Excellent care. No changes required.
HCA	Make sure that test results are relayed to patients.
Session	You are doing well. Thank you
HCA	Nothing - I had excellent care + consideration + treatment throughout
HCA	It was super smooth
HCA	Good
Session	Can t think at present?1