

How could we improve at Hawthorn Surgery?

“More appointments”

“Ability to book appointments in advanced. It's not always an emergency!

“Get some decent receptionists”.

Is there anything you are happy with at Hawthorn Surgery?

“Staff are great”.

“Nice receptionist and Dr “

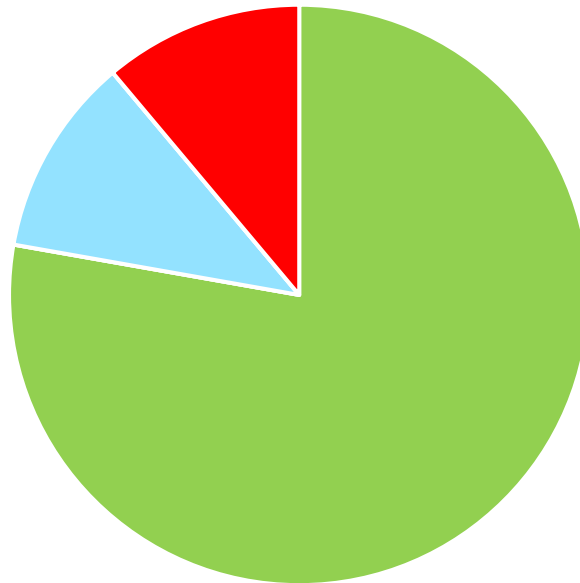
“Dr. Brooke-Gandhi is amazing. She genuinely cares & spends time to explain things & provides options. She's the best GP I've ever seen.”.

“Opening hours are good: 7.30 am - 6 pm. Staff are very helpful, professional, informative & friendly.”.

“Dr Brown is one if the best GPs and takes time to listen to the patient.”

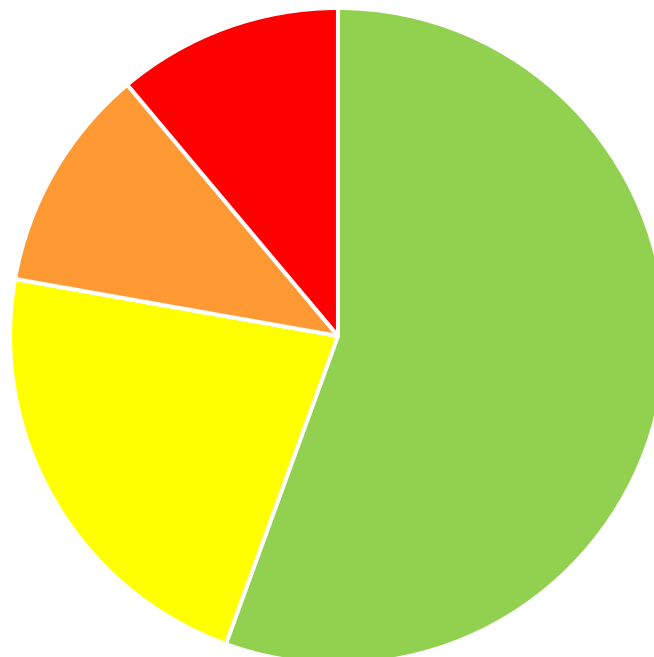
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

April 2024



- Extremely Likely (Very Good)
- Likely (Good)
- Neither Likely or Unlikely (Neither Good nor Poor)
- Unlikely (Poor)
- Extremely Unlikely (Very Poor)

Overall how would you describe your experience of making an appointment?



- Very Good
- Good
- Neither good nor poor
- Poor
- Very Poor