

## How could we improve at Hawthorn Surgery?

“It's an excellent surgery”

“Stop insisting that the only way to make an appointment is by ringing at 7.30am. Not everyone is able to do that. Also actually have appointments to book online instead of having the option when it's not something you offer.

“Length off time to get through to surgery”.

“Getting an appointment can be hard. For this particular visit I started ringing at 7:30am, I was played a recorded message saying I'd be put through and then heard a busy tone. I had to hang up and ring 14 times in total before I got the hold music and finally through to the receptionist. I have also found it hard to get bloods taken and an appointment for that has taken weeks in the past.”

“Making more appointments if possible”

“Being able to implants as I have to go to the Leeds city centre sexual health clinic to have it done and feel very uncomfortable doing so”

“It's not always easy to book ahead, but I appreciate that is not really easily changed and it is facilitated, which is good. Booking with the nurse is a bit of a faff and direct booking via reception would be nice.”

## Is there anything you are happy with at Hawthorn Surgery?

“One or two of the Dr's, same for receptionists.”.

“Quick appointment times for my daughters and very friendly and helpful doctors “

“The protectiveness of the staff

“They are nice and listen to what you say and try and help you.”.

“Staff are wonderful and so are the doctors”

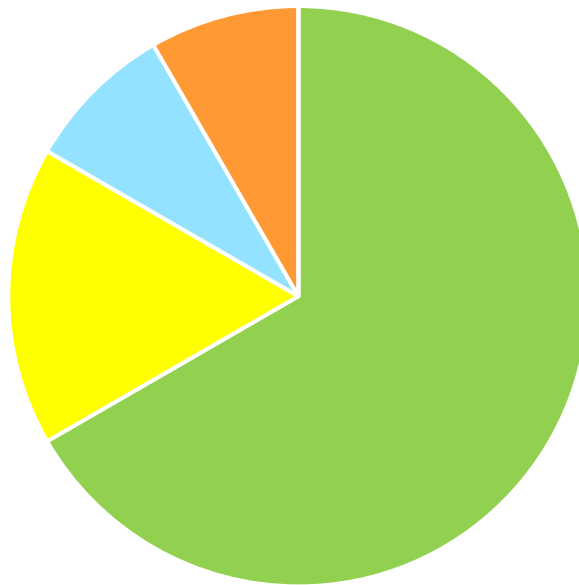
“Reception staff always very friendly and very helpful”

“It is a friendly and caring surgery. And I think it's fine as it is.”

“Good listening skills of doctor”

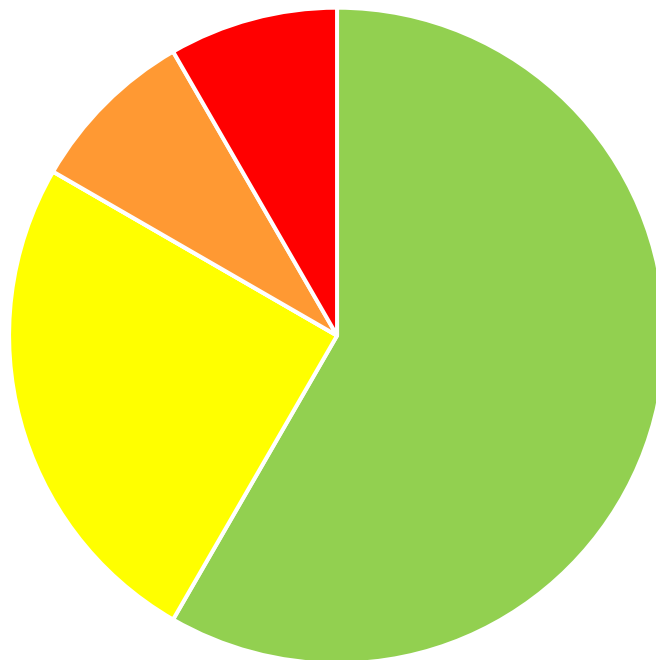
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

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- 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