

## How could we improve at Hawthorn Surgery?

“Being on time for patients who turn up on time for their appointments and also the radio should be set to either a lower volume or switched off to allow for those who cannot abide noise.”

“Get rid of rude receptionists”.

“Waiting time on hold sometimes seems excessive but fully appreciate the reasons why there may be a delay”.

“The availability of more appointments”

“Happy as it is.”

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

“Cleanliness”.

“Some lovely new doctors “

“The Dr's are great especially Dr Brooke-Ghandi, incredibly professional and caring”.

“Ease of making an appointment and the fantastic staff”.

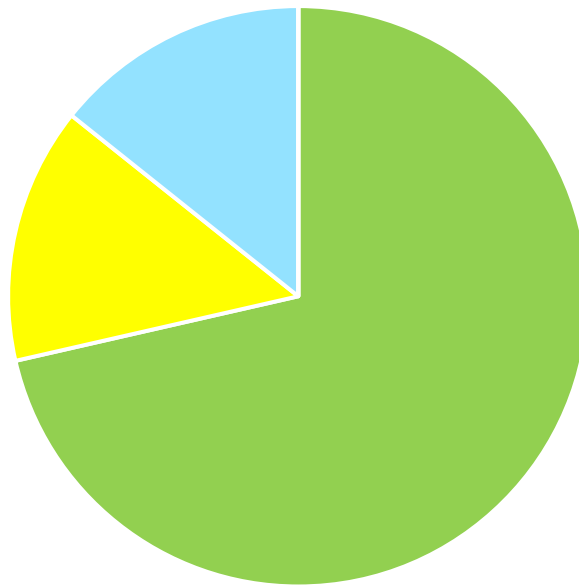
“It's just easy to get an appointment and all staff and friendly”.

“Lack of appointments”

“Can get an appointment fairly quickly.”

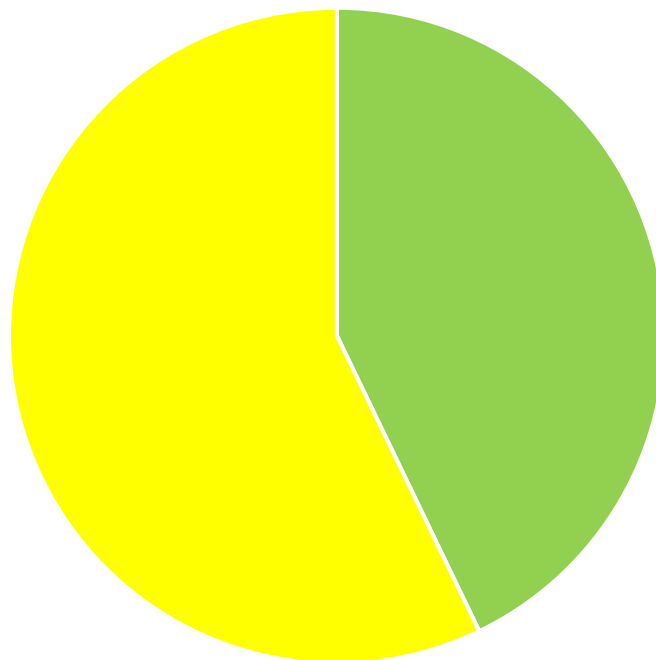
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

July 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