

## How could we improve at Hawthorn Surgery?

“None I can think of at this time”.

“Have morning & afternoon appointments”.

“Easier to make appointments and not having to wait on the phone for 15-20 mins”.

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

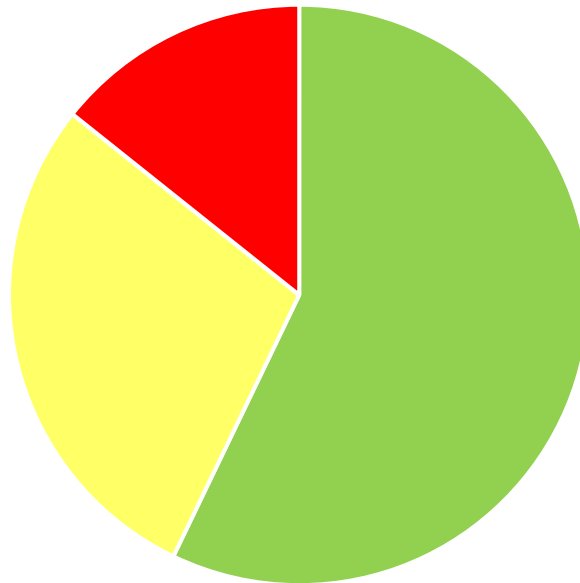
“Physio, David is brilliant, been more of a help than GP”.

“The staff and doctors are amazing, friendly and always smiling “

“Very good service”

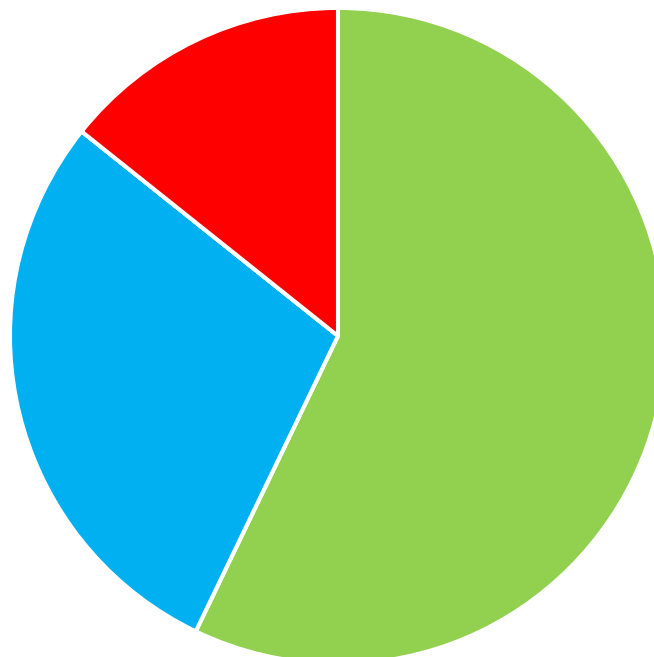
**How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?**

*June 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