

How could we improve at Hawthorn Surgery?

“Parking?”

“2 people answering phones at busy times.”

“More appointments available to book online”.

“Nothing comes to mind highly satisfied with Hawthorn Surgery”.

“Quicker telephone response time”

“More spaces for parking”

Is there anything you are happy with at Hawthorn Surgery?

“Staff are very accommodating where they can be”.

“Nurse I seen this morning (Sarah?) excellent. “

“Very professional and caring all round”.

“Lovely staff”.

“The service is very good, and the GPs are great!”

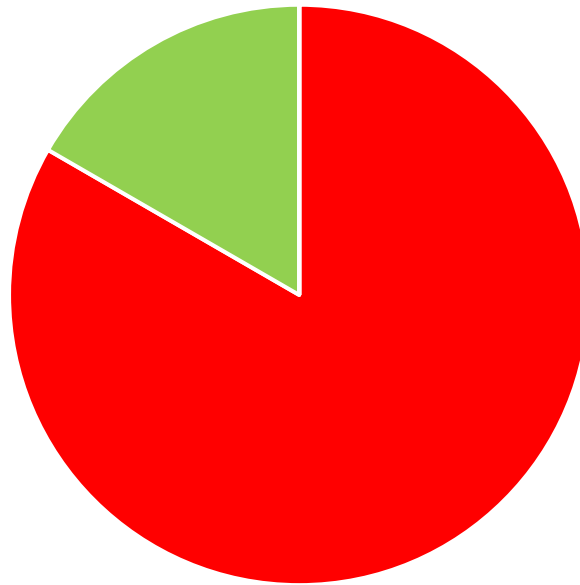
“With Dr Angela Stonelake”

“Staff are friendly”.

“High customer service on the phone, very friendly and helpful staff”

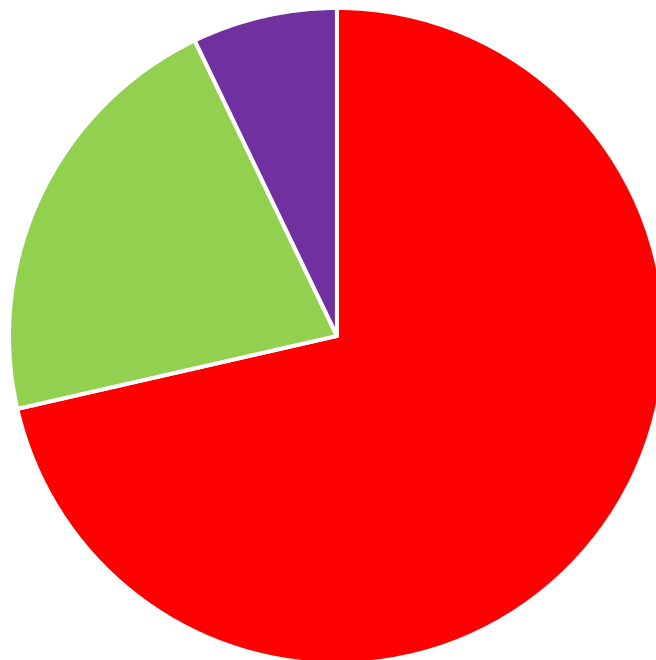
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

March 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