

## How could we improve at Hawthorn Surgery?

“Pay the doctors and nurses more”.

“Not easier to improve compared to some other surgeries”.

“Better phone system on a morning when booking appointments. Constantly redialling, would rather wait in a queue and be told what position I am in, rather than having to restart the call when engaged.”.

Not have to wait so long to get through on the phone although I know that's not really the surgeries fault”.

“The display thing on reception isn't working, this would be better as it's difficult to hear when the doctor shouts your name”.

“It's not a very nice atmosphere. I don't have kids, but this is the only doctors that doesn't have anything.”

“Availability to get through on a morning.”

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

“Fantastic staff”.

“Doctors and staff friendly and professional “

“Friendly staff, clean and tidy.”

“I think you are one of better surgeries in the area.”

“I always find the receptionists very helpful & accommodating.”  
Majority of time can get an appointment. The doctors are kind”.

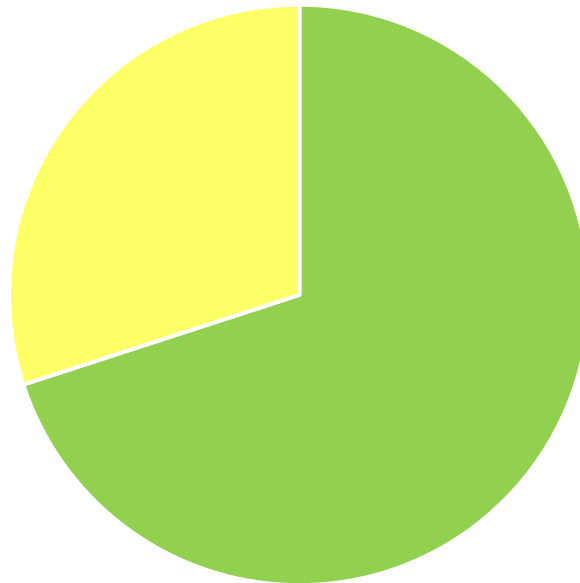
“Majority of time can get an appointment. The doctors are kind.”

“The wait times are good.”

“There are a lot of good points with Hawthorn surgery, I have never had a bad experience and can't believe some of the awful reviews this place gets given. I am and always be grateful for all the hard work everybody does. My GP Dr Stonelake has always been dedicated to ensuring great outcomes, especially for my children too.”

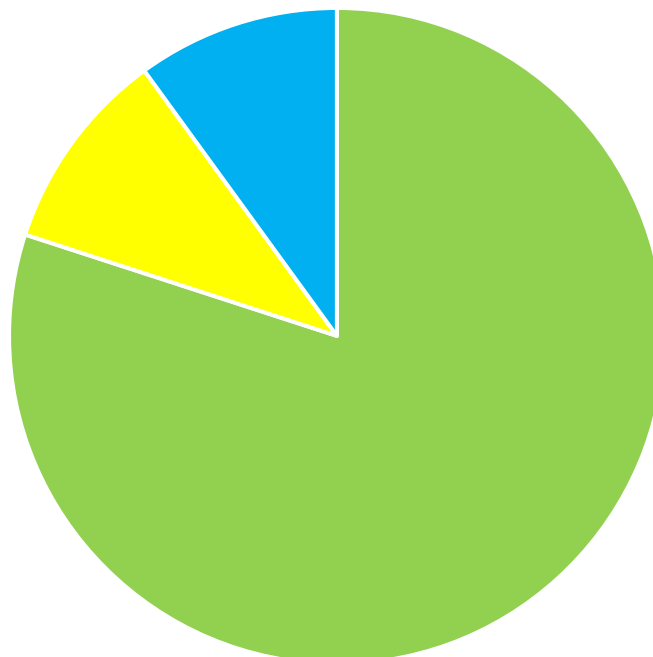
**How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?**

**May 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