

## How could we improve at Hawthorn Surgery?

“Make it Easier to get an appointment”.

“Improve appointment timekeeping”.

“Less waiting times.”

“Warmer lights in the surgery for photosensitivity.”

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

“Yes, received the best care from my GP”.

“Easy to book appointment and Always prioritizing  
children “

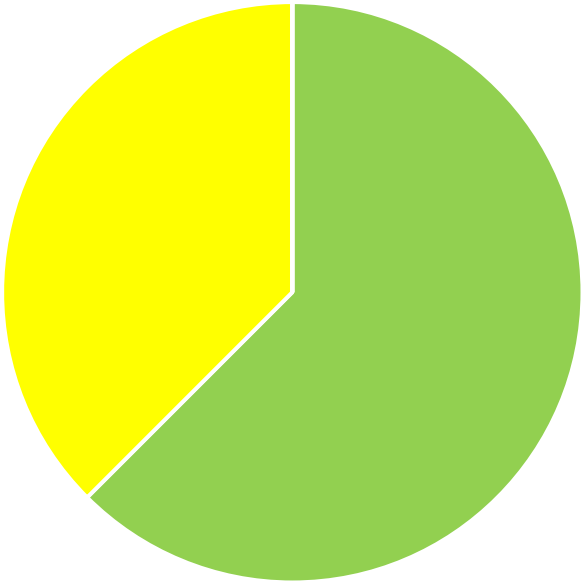
“Kindness of receptionists, availability of on day  
appointments”

“I have no issues.”

“Lovely people and great service”.

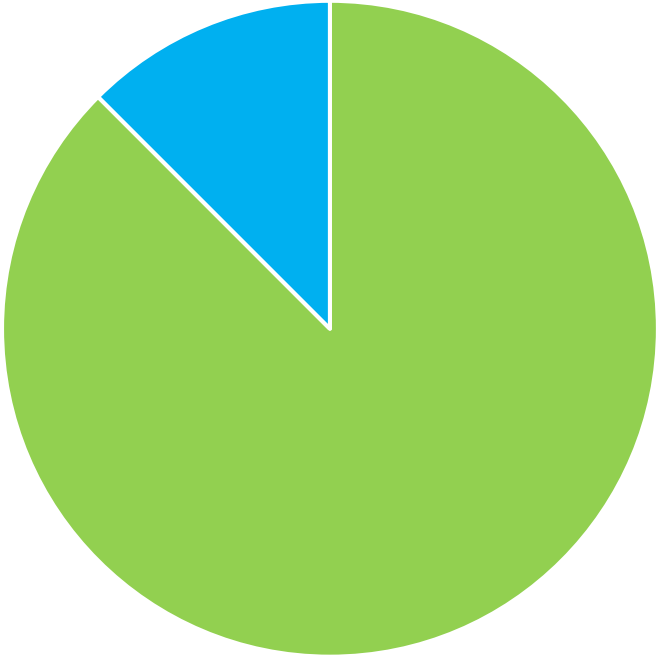
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

November 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