

How could we improve at Hawthorn Surgery?

“Being able to see a doctor when you need one”.

“I’ve always been happy with the appointment system”.

“Less waiting times.”

“Would be nice if on your website you could see where there were free appointments.”

“You are definitely one of the best surgeries in Leeds.”.

“Make appointments available to book online”.

“The experience I've had at hawthorn surgery has been exceptional.”

“More disability parking”

“Easier to get appts”.

“Risk is what keeps us young when someone's got a problem taking time then should put somebody else on”.

Is there anything you are happy with at Hawthorn Surgery?

“The receptionists are always helpful”.

“Dr Brooke Ghani has been really thorough with appointments for both myself and my child in recent months. Even though it’s a very busy schedule I haven’t felt rushed and have very much appreciated that “

“The doctors”

“Everything.”

“All staff Clinical and Admin are very understanding, empathetic and approachable”.

“All staff are very friendly and ready to listen to the patient”.

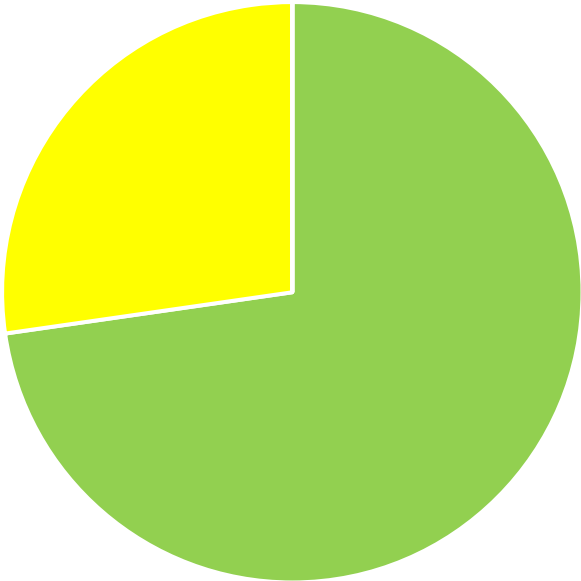
“Everything is always good when we come”.

“The doctors very good.”

“The staff are friendly”.

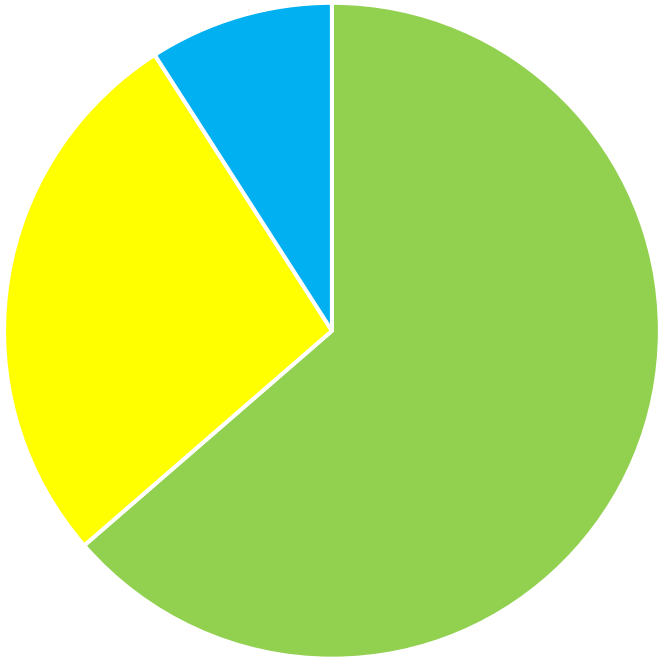
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

October 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