

How could we improve at Hawthorn Surgery?

“It’s good”

“See people on time make more appointments available.”

“All my experiences have been 100%, so it's difficult to highlight anything in particular.”

“More appointments”

“There is nothing that I can think of”.

“I find appointments easy to access, I really like the online format and text options. And the receptionists at Hawthorn are always great when you call too. I have no suggestions as I think the surgery is one of the most responsive in Leeds.”

Is there anything you are happy with at Hawthorn Surgery?

“They book appointments quickly.”.

“Staff are respectable, clear and considerate and will strive for excellence in both care and kindness “

“all”

“The logging in upon arrival is very efficient, and all the staff have always been so professional.”

“Service”

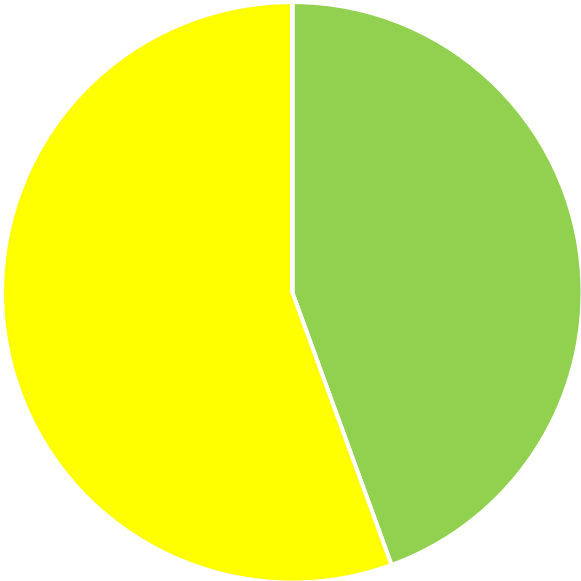
“Everything”

“Staff”

“I am happy with the high standard of care that I receive. I feel the staff go the extra mile and are interested in getting to the bottom of issue. And the reception staff really help get people what they need.”

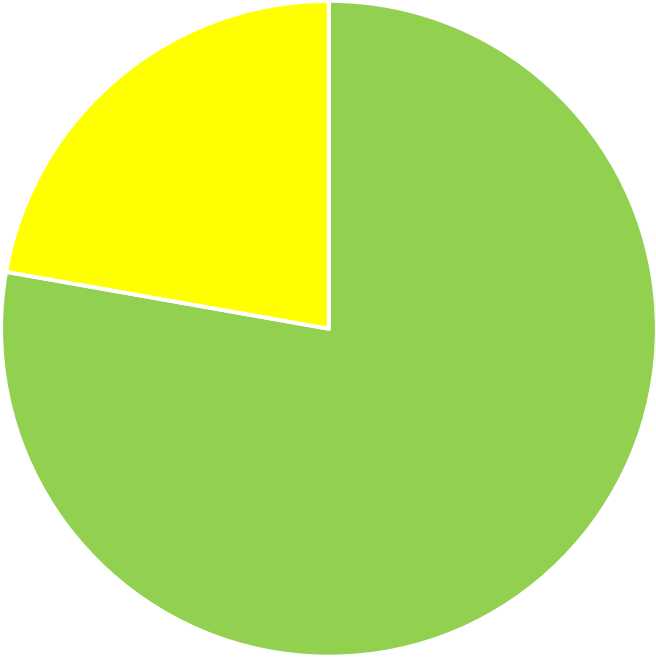
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

September 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