

How could we improve at Hawthorn Surgery?

“Radio slightly quieter or turned off - nothing major to improve”

“More doctor appointments”

“Online booking doesn't work”

“I was supposed to have my B12 injections every other day, but as the surgery are so busy, I am grateful for what they have managed to do at such short notice”

Is there anything you are happy with at Hawthorn Surgery?

“Staff are great very helpful nothing to is much trouble”

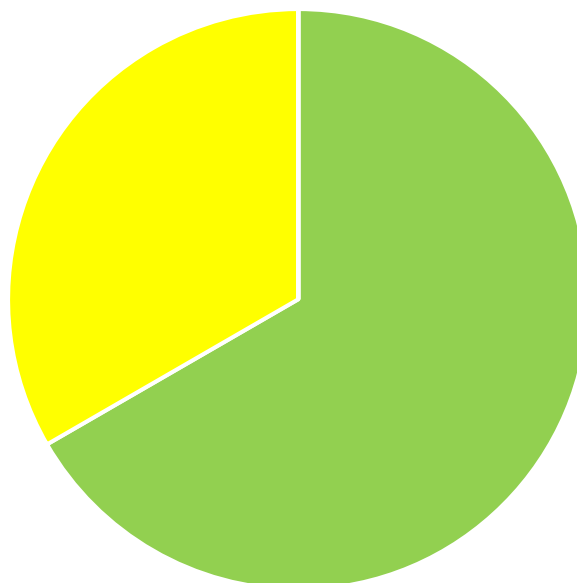
“All the staff are amazing when I was a temporary patient in Feb Dr Brooke-Gandhi helped me enormously even though I was just a temporary patient I was so impressed by all the team I have now become a permanent patient the best doctors surgery I have ever had better than all the ones in York and North Yorkshire superb team I can't praise Hawthorn Surgery enough”

“Nurse and receptionist very good”

“I don't particularly like going to the doctors generally, but honestly, from my first call to make my initial appointment, every member of staff have been great. I feel very fortunate because I received my appointments quickly. I do think this was because I could attend at any time. All the staff were lovely, friendly and professional as I was quite worried about myself, and it won't be long before I'm on the mend”

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

September 2025



■ Extremely Likely (Very Good)

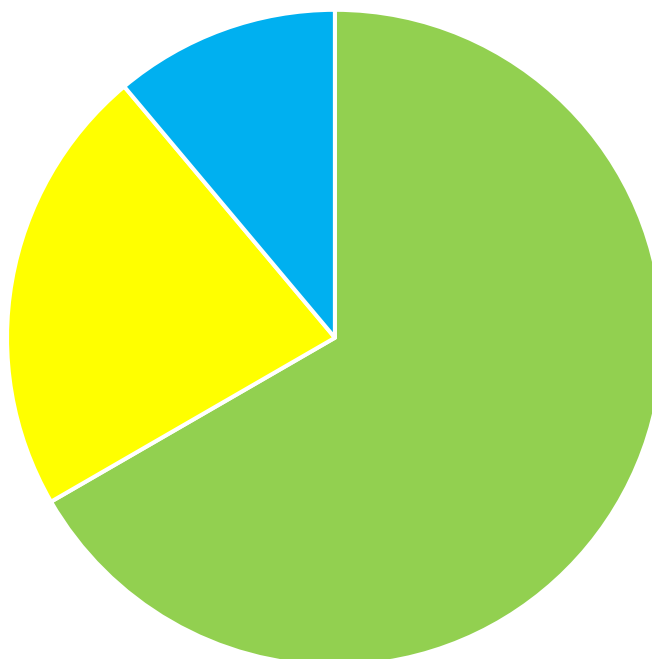
■ Likely (Good)

■ 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