

How could we improve at Hawthorn Surgery?

“Give me anti nicotine medication”

“I’ve been with hawthorn for many years, and I don't think anything needs changing staff & Dr are great definitely”

“You all work hard and do your best. I don't think you can improve on what you already do”

“More appointments available”

Is there anything you are happy with at Hawthorn Surgery?

“Time it takes to get an appointment”

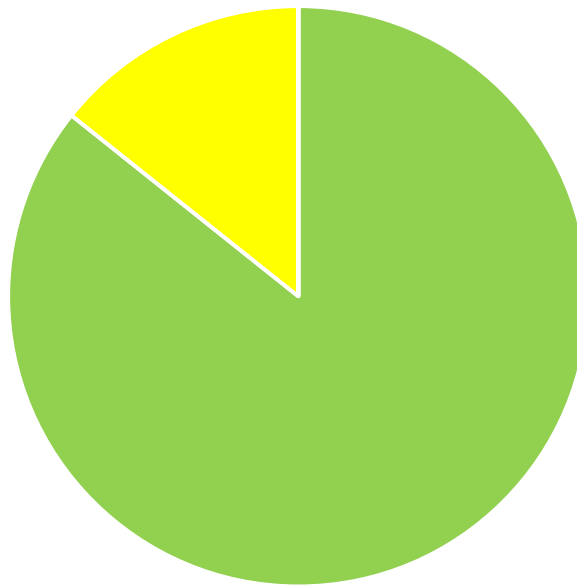
“How fast I can get an appointment and the speed my prescription is ready and the staff i.e. reception staff Jane, Adele and Nicola very, very kind understanding and helpful.”

“Grateful for what the surgery does”

“Friendly staff”

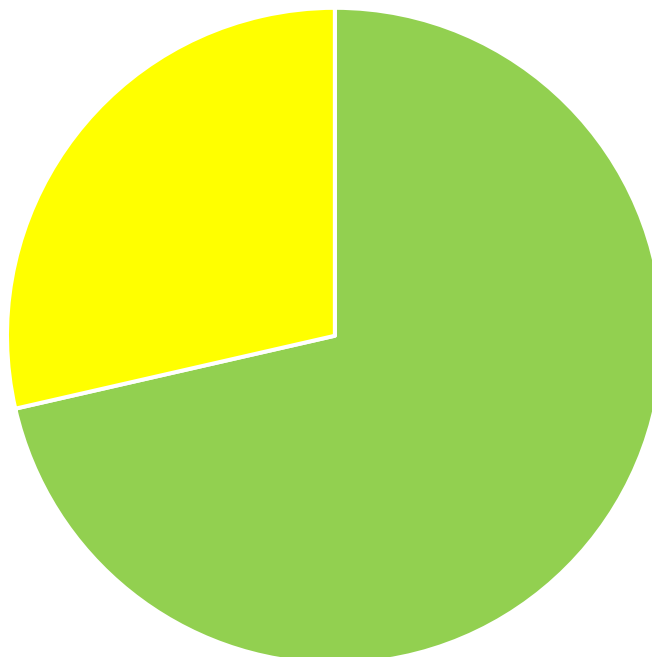
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

October 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