

Family and Friends 6 months Feedback

Month	<u>How could we improve at Hawthorn Surgery?</u>	<u>Is there anything you are happy with at Hawthorn Surgery?</u>
November 2024	<p>“Make it Easier to get an appointment”.</p> <p>“Improve appointment timekeeping”.</p> <p>“Less waiting times.”</p> <p>“Warmer lights in the surgery for photosensitivity.”</p>	<p>“Yes, received the best care from my GP”.</p> <p>“Easy to book appointment and Always prioritizing children “</p> <p>“Kindness of receptionists, availability of on day appointments”</p> <p>“I have no issues.”</p> <p>“Lovely people and great service”.</p>
December 2024	<p>“I am happy with the response time and outcome”.</p> <p>“No”.</p>	<p>“I am very happy with Hawthorn Surgery. The receptionists are all lovely and very helpful. There's no forms to fill out online before you can even speak to a person and you always get to see a GP quickly when needed and they are extremely thorough. Thank you, Hawthorn Surgery.”.</p> <p>“Dr Brown, Dr Stonelake and Dr Pymar have been very responsive and helpful to me with my recent health problems... Also, thank you to Dr Anisha Brooke-Gandhi “</p> <p>“Detailed and thorough consultations are excellent”</p> <p>“The pharmacist was especially kind and understanding during my appointment and helped me to quickly see the doctor when it became clear my problems needed further attention. I really appreciate the time all the staff have taken in offering me assistance.</p> <p>“Always helpful and friendly.”.</p>

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January 2025	<p>"Have more appointments available online"</p> <p>"I'm overall happy with the practice. My complaint would be that while I was pregnant, my midwife didn't tell me that I am supposed to have a maternity certificate to be able to have free prescriptions. I didn't know about it and then received a letter to pay for the prescriptions that I had during pregnancy. I found out about the exemption certificate only after I had my baby."</p> <p>"Early/late appointments would be great otherwise fantastic in every aspect"</p> <p>"Give confirmation text when given an appointment"</p> <p>"More appointments if phoning later"</p>	<p>"Yes, the GP's...I feel the standard of care to patients is fantastic, they have time to listen, they're compassionate and they care about patients' health and wellbeing. I haven't anything negative to say. They have helped me with everything I've needed. I would recommend this surgery to my family and friends."</p> <p>"Easy to call and book appointment"</p> <p>"I am happy that the appointment booking team are friendly and I'm happy with the GP we saw especially Dr Brown, Dr Stonelake and Dr Brook-Ghandi"</p> <p>"The ease of getting through making appts on a morning and almost being highly likely to get an appt"</p> <p>"Staff are pleasant, facilities clean and always able to book appointments."</p> <p>"Happy with everything and staff are great and professional"</p> <p>"Usually able to get an appointment"</p> <p>"Staff were kind and efficient"</p>
February 2025	<p>"Nothing".</p> <p>"Be able to book appointments online"</p> <p>"Early/late appointments would be great otherwise fantastic in every aspect"</p> <p>"Online bookings"</p> <p>"I been there once I can't say much"</p>	<p>"The ease of booking appointments and the time and care that is given at each appointment."</p> <p>"Much better patient consideration than at Whitehall Surgery"</p> <p>"The level of care from the doctors is fantastic, I love this surgery and the ability to make same day appointments."</p> <p>"The doctors are very good and friendly. The lady at the reception she's so helpful but most importantly you get an appointment on the same day"</p>

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March 2025	<p>"To be honest I am happy with the service I have received from you guys so far and have no complaints, so I don't really have any feedback for improvement because it's been fantastic service"</p> <p>"Not sure you could"</p> <p>"Put the available appointment online to book please. Also be able to make appointments with the nurse, instead of the current system, were you ask for an appointment which the nurse then makes and contacts you to confirm. It is long winded and unnecessary."</p> <p>"Not needed"</p> <p>"Access to appointments need to be made easier/ability to book in advance, you tend to just give up and just suffer when you can't book an appointment/have to wait such a long time for an appointment."</p> <p>"Nothing"</p>	<p>"The friendly service"</p> <p>"Dr Brown is amazing and make my battle with complex medical conditions, treatments and referrals much easy to deal with. She listens and is an excellent communicator. "</p> <p>"Happy with everything very friendly and polite staff"</p> <p>"When you are able to see a doctor, they are very good at listening and understanding your issues."</p> <p>"All good"</p>
April 2025	<p>"Have appointment availability online all the time. Answer telephone calls quicker."</p> <p>"Not having to explain reason for asking for an appointment to the receptionist. Especially if you are at the window in earshot of other patients. I may be old fashioned, but I believe in patient confidentiality."</p> <p>"After hours surgery option"</p>	<p>"Quality of service provided."</p> <p>"Lovely staff, very caring and listen to you "</p> <p>"Happy with everything very friendly and polite staff"</p> <p>"Doctors are always really helpful and empathetic towards people who struggle and need support - it never feels rushed. I also never struggle to get an appointment."</p>