

## How could we improve at Hawthorn Surgery?

“The only way is to have more appointments available, but I understand the restrictions you are under, also locum doctors should be given more time with the patients so they can get to fully understand the patient in front of them”

“Website/availability of online appointments is difficult to navigate at times”

“No improvement needed”

## Is there anything you are happy with at Hawthorn Surgery?

“How quick you always give me an appointment for my little boy”

“My doctor is awesome patient and very understanding with the issues I have”

“Excellent communication skills, very quick response and quick appointments. Staff (receptionists, doctors, physio, nurses and midwives) all friendly and very professional.”

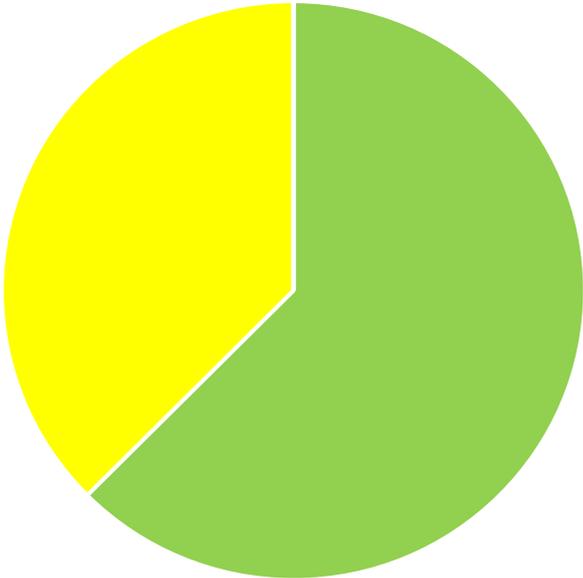
“I am generally always able to be seen by a doctor when needed, and the response times are very quick. I feel well looked after by the staff at Hawthorn.”

“Excellent service from all staff!”

“Excellent service”

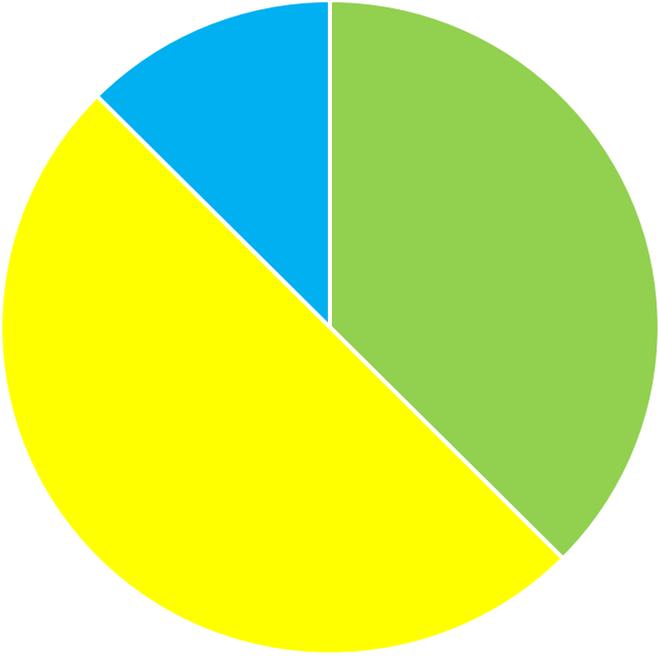
**How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?**

*May 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