

How could we improve at Hawthorn Surgery?

“I am happy with the response time and outcome”.

“No”.

Is there anything you are happy with at Hawthorn Surgery?

“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.”.

“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 “

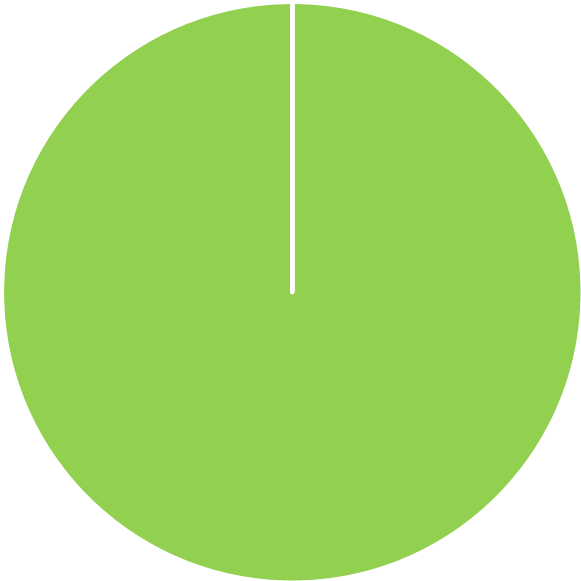
“Detailed and thorough consultations are excellent”

“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.

“Always helpful and friendly.”.

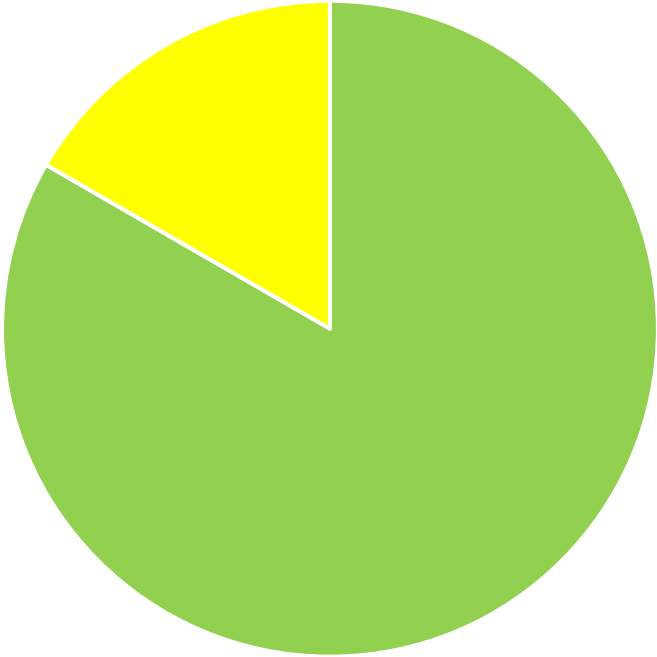
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

December 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