

How could we improve at Hawthorn Surgery?

“Nothing”.

“Be able to book appointments online

“Early/late appointments would be great otherwise fantastic in every aspect”

“Online bookings”

“I been there once I can't say much”

Is there anything you are happy with at Hawthorn Surgery?

“The ease of booking appointments and the time and care that is given at each appointment.”

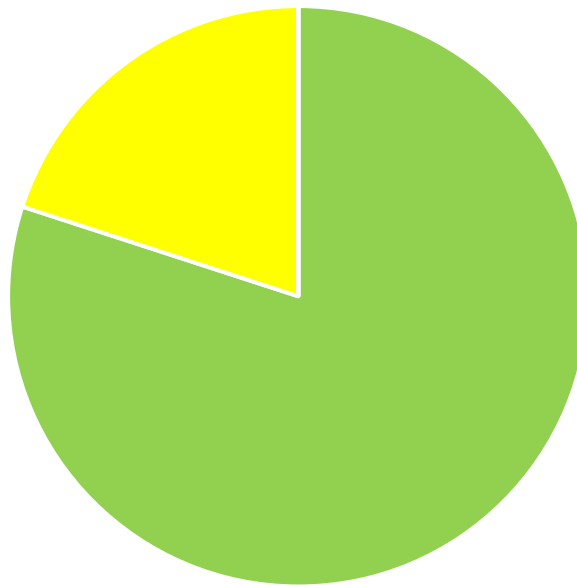
“Much better patient consideration than at Whitehall Surgery “

“The level of care from the doctors is fantastic, I love this surgery and the ability to make same day appointments.”

“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”

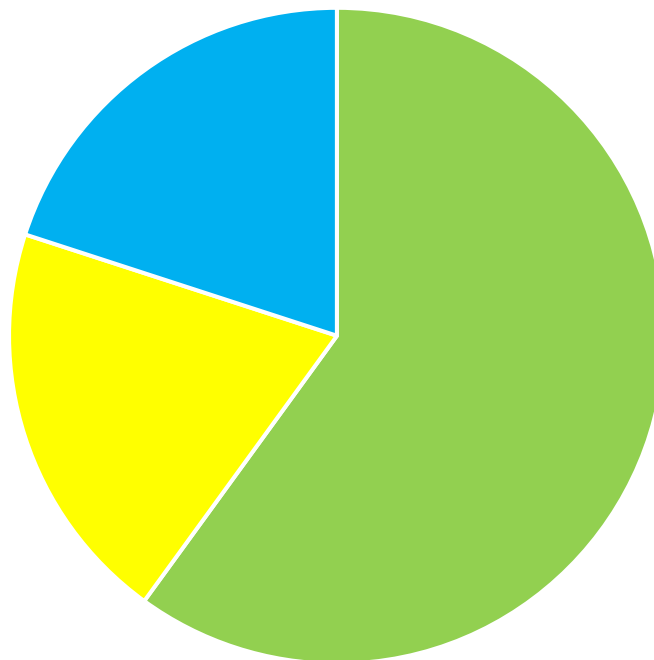
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

February 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