

How could we improve at Hawthorn Surgery?

“Have more appointments available online”.

“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.”.

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

“Give confirmation text when given an appointment”

“More appointments if phoning later”

Is there anything you are happy with at Hawthorn Surgery?

“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.”

“Easy to call and book appointment “

“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”

“The ease of getting through making appts on a morning and almost being highly likely to get an appt

“Staff are pleasant, facilities clean and always able to book appointments.”.

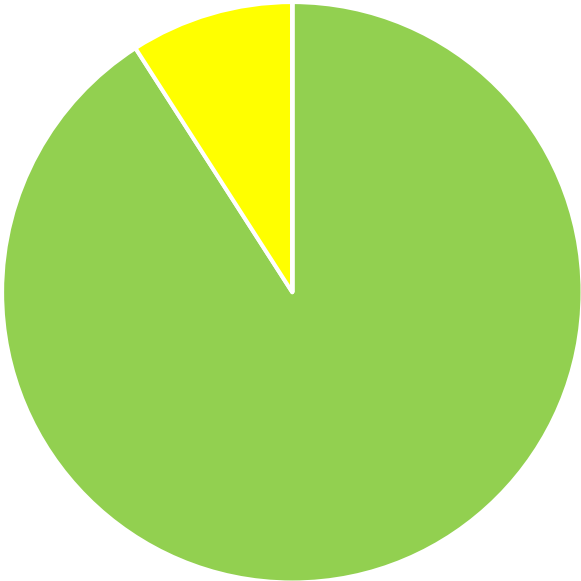
“Happy with everything and staff are great and professional”

“Usually able to get an appointment”

“Staff were kind and efficient”

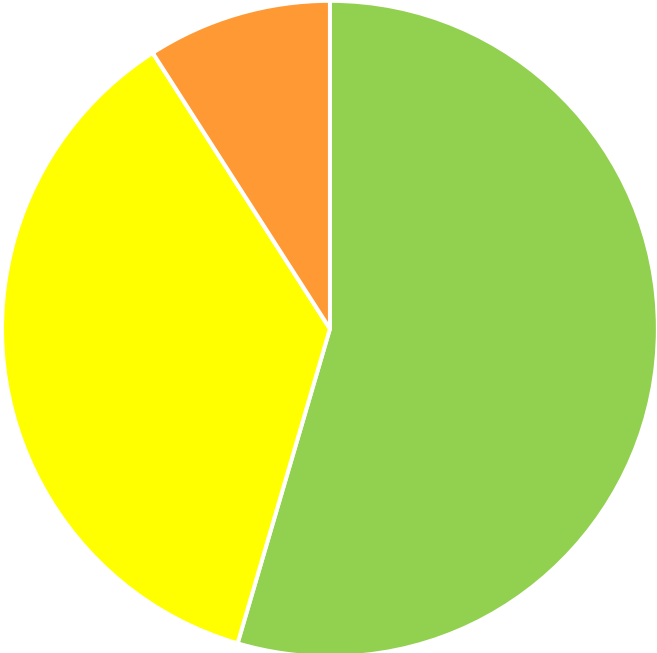
How likely are you to recommend Hawthorn Surgery to your family and friends if they need similar care or treatment?

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- 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