



ELLISON VIEW SURGERY

PATIENT EXPERIENCE

We asked ...1,401 patients during ...April 24...- March 2025

Think about your recent experience of our services

You Responded:

Very Good – 1079

Good – 189

Neither Good/Poor or Don't know - 60

Poor/very poor - 73

Positive Comments :

"Very professional I totally recommend this practice"

"Why change anything if you get good service, fast & Polite receptionists"

"Quick response from the e-consult service, appointments on time, professional & friendly"

"Everything is easy to do I am very impressed"
"I can't fault this surgery & you can't beat the nursing staff"
"The staff could not have been more helpful"
"I am always happy with the way the practice runs & they definitely could not do anything better"

NEGATIVE COMMENTS :

"It is very hard to get a doctors appointment"
"The issue I have is trying to contact the surgery by phone"
"very hard to get past the form filling to make an appointment"
"Signage could be better in the new building"
"Appointments running late (But that happens everywhere)"
"I don't like the E-Consult system"
"Provide visual counter staff"
I am a scooter user and would appreciate automatic doors"
"Please provide hand sanitiser"

ACTIONS TAKEN:

We have recently had an i-cloud telephone system installed, with call back function for patients who cant' get through at busy times.

We have instructed our landlord to provide clearer signage and are in the process of commissioning signage for the outside of the building.

We have posted reception staff on the front desk at our busiest times, where staffing allows

We are in talks with the landlord regarding automatic doors.
We are in talks with the landlord regarding hand sanitiser stations