

Friends and Family Test - A1

Response

Neither good nor poor

Neither good nor poor

Good

Neither good nor poor

Good

Neither good nor poor

Very good

Neither good nor poor

Good

Good

Good

Very good

Good

Good

Good

Very good

Good

Very good

Good

Very good

Good

Very good

Good

Good

Good

Don't know

Don't know

Don't know

Good

Good

Good

Neither good nor poor

Very good

Very good

Good

Good

Good

Good

Good

Very good

Very good

Very good

Good

Don't know

Neither good nor poor

Very good

Good

Neither good nor poor

Very good
Neither good nor poor
Very poor
Neither good nor poor
Very good
Very good
Good
Good
Good
Very good
Good
Very good
Good
Good
Very good
Good
Very poor
Neither good nor poor
Good
Very good
Don't know
Don't know
Don't know
Don't know
Neither good nor poor
Very good
Very good
Neither good nor poor
Very good
Good
Very good
Very good
Very good
Poor
Neither good nor poor
Good
Very good
Neither good nor poor
Good
Neither good nor poor
Very good
Neither good nor poor
Very poor
Neither good nor poor
Don't know
Very good
Neither good nor poor
Very good
Good
Good

Don't know
Neither good nor poor
Good
Good
Very good
Good
Very good
Don't know
Good
Very good
Very good
Good
Very good
Poor
Very good
Good
Very good

August 2024

Please can you tell us why you gave your answer?

Because of timing and contacting with out this information I wouldn't off known how to do it . I never re
Prefer face to face rather then online questions

The receptionist said she was going to call me back for a repeat prescription which wasn't working on Pat

I honestly think you should be able to phone not the patches to book an appointment

I always get a call back

The survey was ok but not really tailored to me,

They responded promptly both via the app and then in contacting me. I do know that it's the summer hol

They respond very quickly to my concerns about my elderly mum.

Staff in the health centre very nice. Hands tied by patch's

My doctor always replies me asap, good! Thank you so mucg=h!

Excellent service and great doctors

The process is quick and detailed.

Don't know

Too early to tell

Only just requested

Haven't seen or spoke to anyone yet

Questions where just, response time impressive. Good at listening

Its a questionnare

Good way

I find that being able to access the doctors on line very useful

I have been a patient at the Hillingdon Health Centre for many years now and have been very happy with
Dr Mehta is very good

Easy

Easy service

Haven't had any dealings with the surgery today

Lovely staff

No contact

Always helpful and kind

Staff are very nice and helpful

Always respond well and deal with issues.
It ensures a response within 48 hours

Responses are very efficient

I was calling to the reception to get in touch with the doctor with one of my concern and Radu to help me
Because I don't get the information back clearly

Quick response. Staff very pleasant

I can't comment as I haven't spoken with anyone

Still waiting for them to contact me.
Very quick!
They r always so helpful
This system does not always apply to whats needed
Very helpful

Staff very helpful

Easy to use and good communication
dont like doing everything online

They always answer your queries and within usually a reasonable time frame
wasn't straight forward struggled where I should put my symptoms

They generally send prescription requests on time but have not of late
Good Doctors and can get appointments when needed
As per most i would prefer to see a doctor and get a proper check and not keep filling out forms
No one ever answers the phone and it's been impossible to get an appointment since I've joined the surg

Receptionist was polite and understanding. First time in a long while since I had a positive experience. List

Because it save my time and I am happy to share problems with patches
Can not call Dr for appointment. Patches is NOT straight forward!
Response is quick

The receptionist call service
Looks like no reading the messages, going into a circle
Extremely helpful
In my experience they are always extremely helpful. Friendly, efficient and they always act quickly.
Receptionist did not listen to my request - I want to see a doctor who can assess all of my problems in on
Great service
Quick responses and helpful

xxxxx
No comment
Difficult to get a dace to face appointment

Very nice and quick response
No follow up after a request for specialist treatment and a test came back clear even though symptoms h

To make an appointment
Everything is through patches and it complicates things

I don't like the system

Efficiently in the background I assume

It was a very prompt response I have always received.
Really, this surgery has always provided us with the best and fastest care and I am grateful to them

They were very polite but it is a bit frustrating when you call up for help and wait in a queue just to get to

to improve the service

Ease of use especially if with social anxiety

Patches is easy and informative
Hard to book using system. Not intuitive.

I have not had any contact at this point so how can I answer good or poor??
Good and easy

Because patches helps a lot with a quick reply.
meant to press for patches have not used surgery reception today as know I will be told to go through pa

Always get quick response

Service provided is good
Easy to answer
Practice does not schedule GP appointments by telephone.

Like the fact i can write my requests
Quick and easy

è over the phone she sent me to complete the patch which she don't think I'm an old person which I

don't know how to manage online things