

Friends and Family Test - December 2024

date_submitted	recommend_gp
02/12/2024	Neither good nor poor
02/12/2024	Very good
02/12/2024	Good
02/12/2024	Very good
02/12/2024	Very good
02/12/2024	Very good
02/12/2024	Poor
02/12/2024	Very good
02/12/2024	Good
02/12/2024	Very good
02/12/2024	Neither good nor poor
02/12/2024	Poor
03/12/2024	Neither good nor poor
03/12/2024	Good
03/12/2024	Good
03/12/2024	Good
03/12/2024	Neither good nor poor
03/12/2024	Very good
03/12/2024	Very good
03/12/2024	Neither good nor poor
04/12/2024	Very good
04/12/2024	Neither good nor poor
04/12/2024	Good
04/12/2024	Very good
04/12/2024	Very good
04/12/2024	Very good
04/12/2024	Very good
04/12/2024	Neither good nor poor
05/12/2024	Good
05/12/2024	Very good
05/12/2024	Good
05/12/2024	Very good
05/12/2024	Neither good nor poor
06/12/2024	Very good
06/12/2024	Good
06/12/2024	Neither good nor poor
09/12/2024	Very good
09/12/2024	Neither good nor poor
09/12/2024	Very good
09/12/2024	Very poor
09/12/2024	Very good
09/12/2024	Good

10/12/2024 Good
10/12/2024 ""Don't know"
10/12/2024 Very good
10/12/2024 Neither good nor poor
10/12/2024 Very poor
10/12/2024 Very good
10/12/2024 Very good
10/12/2024 Very good
10/12/2024 Very poor
10/12/2024 Neither good nor poor
11/12/2024 Neither good nor poor
11/12/2024 Good
11/12/2024 Neither good nor poor
11/12/2024 Very good
11/12/2024 Good
11/12/2024 Very good
11/12/2024 Neither good nor poor
11/12/2024 Good
11/12/2024 Very good
12/12/2024 Very good
13/12/2024 Good
16/12/2024 Neither good nor poor
16/12/2024 Good
16/12/2024 Very good
16/12/2024 Good
16/12/2024 Very good
16/12/2024 Good
16/12/2024 Very good
16/12/2024 Very good
16/12/2024 ""Don't know"
16/12/2024 Neither good nor poor
16/12/2024 Neither good nor poor
16/12/2024 Neither good nor poor
17/12/2024 Neither good nor poor
17/12/2024 Very good
17/12/2024 Good
17/12/2024 Very good
17/12/2024 Very good
17/12/2024 Very good
17/12/2024 Very poor
17/12/2024 Neither good nor poor
17/12/2024 Very good
17/12/2024 Very good
17/12/2024 Good
18/12/2024 Good
18/12/2024 Very good
18/12/2024 Neither good nor poor
18/12/2024 Very good
18/12/2024 Very good
18/12/2024 Neither good nor poor

18/12/2024 Very good
19/12/2024 Poor
19/12/2024 Very good
19/12/2024 Very good
20/12/2024 Neither good nor poor
20/12/2024 Neither good nor poor
20/12/2024 Very poor

20/12/2024 Very good
20/12/2024 Very good
23/12/2024 Very good
23/12/2024 Very good
23/12/2024 Very good
23/12/2024 Very good
23/12/2024 Good
23/12/2024 Very good
23/12/2024 Very good
23/12/2024 Very good
23/12/2024 Very good
23/12/2024 Good
24/12/2024 Poor
24/12/2024 Very good
24/12/2024 Very good
24/12/2024 Very good
27/12/2024 Very good
27/12/2024 Very good
27/12/2024 Very good
27/12/2024 Good
30/12/2024 Neither good nor poor
30/12/2024 Poor
30/12/2024 Very good
30/12/2024 Very good
30/12/2024 Very good
30/12/2024 Good
30/12/2024 Good
30/12/2024 Very good
31/12/2024 Very good
31/12/2024 Good
31/12/2024 Very good

recommend_gp_comment

Sometime not easy to navigate.

The reception always seem to be reluctant to help

always helpful from reception to the doctors themselves and I love a telephone appointment as it saves me sc

Because i just want to make appointment without answering questions for half an hour.

People are fine

Very quick

Fed up of doing online

Very good

Very easy

Leaving messages is too long winded

Very good

Very prompt response and easy to understand instructions

I need an appointment to see a doctor

Always helpful

Service has improved a lot

"Medical Team, HR and Admin are supportive "

Easy to use

"As per text message received today at 09:17 and offering me a phone call appointment for today around 17:00; unfortunately and till now (18:36), I have not received the call!

In as much as I appreciate how busy the medical team is, I would have appreciated an update. This would

Most questions not relevant.

Better to just be able to get an appointment to discuss

They are quick to respond back for any of ky medical requests

Specified a time a couldn't do

Got a call during this time

My request my marked as complete because I didn't answer the call.

Shocking service again from this health centre

first time using patches

Not seen my own Doctor in over a year and a half

Some people don't know how to read and write

Easy process to follow

"Need more personalised service, face to face sometimes like when an ear needs to be inspected"

Questions are specific

Easy to use

I don't know

"I've just used Patches"

Very fast at responding

Easy to operate

It is an easy way to contact the surgery

Always get called on the same day very good

"I haven't been yet, using a terrible website."

Did not speak to anyone at the surgery

not had a bad experience for me yet and make very few appointments

Good service

Convenient

I am always very happy with the help get..thankyou.

Because they always polite

Kept asking me the wrong questions when I got to the end

Prefer to speak to a human

Always very efficient and helpful

Patches easy to use. Dr replied to my recent request in 24hrs

Because it's a great gp practice

I am always pleased with the help I get.....

It can be more better.

"I have not received a service yet, only completed a patches form"
Very easy

Difficult to book an appointment

It's too difficult to use app to request an appointment plus countless questions on app which are pointless
Have no problem with their service before

"The system and process works. Dr Babber has been great and referred me and the consultant was great also,
been a patient for over 35 years excellent treatment staff so helpful and polite
Great service
Easy to use
no issues on my previous visits and requests.

"I have been with Hillingdon for 35 years. The doctors, nurses and staff have been very good to me and my fa

"I tried to make an appointment yesterday at reception and was just told to do it through patches, receptionist:
So far have experienced very friendly and efficient service.
Very good

"Email submitted was acknowledged immediately. Was told somebody would contact me in the afternoon with

Excellent service

want to speak to a human
Great surgery always helps

"I have not written in the patches before, so I wasn't sure I have done it correct. "

I am satisfied

Recognised improvements since COVID
It was quick.

st didn't even look for any available appointments on her computer. I do not like the patches system as it g

rich happened. The doctor was unrushed, thorough and patient to answer any questions, he was extremely ki

gives you such random advice and suggests that things are wrong with you that incorrect, ie you have a skin co

condition when actually what your typing in is a daily headache!"