

Friends and Family Test October 2024

date_submitted	recommend_gp
01/10/2024	Very good
01/10/2024	Good
01/10/2024	Neither good nor poor
01/10/2024	Good
01/10/2024	Very good
01/10/2024	Good
01/10/2024	Neither good nor poor
01/10/2024	Very good
01/10/2024	Good
01/10/2024	Neither good nor poor
01/10/2024	Very good
01/10/2024	Very good
01/10/2024	Very good
02/10/2024	Good
02/10/2024	Neither good nor poor
02/10/2024	Neither good nor poor
02/10/2024	Very good
02/10/2024	Neither good nor poor
03/10/2024	Very good
03/10/2024	Very good
03/10/2024	Very good
03/10/2024	Neither good nor poor
03/10/2024	Very good
03/10/2024	Very good
03/10/2024	Very good
03/10/2024	""Don't know""
03/10/2024	Good
03/10/2024	Good
04/10/2024	Good
04/10/2024	Very poor
04/10/2024	Good
06/10/2024	Very poor
07/10/2024	Very poor
07/10/2024	""Don't know""
07/10/2024	Neither good nor poor
07/10/2024	Very good
07/10/2024	Very good
07/10/2024	Good

15/10/2024 Very good
15/10/2024 Very good
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21/10/2024 "Don't know"
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29/10/2024 Very good
30/10/2024 Good
30/10/2024 Good
30/10/2024 Good
31/10/2024 Very good
31/10/2024 Good
31/10/2024 Very poor

recommend_gp_comment
So quick and simple to use

good.

"So far always been great, fast with great advice. I think the use of patches really helps deliver the triage to he

Patch's system is OK but lots of unnecessary questions to answer when a simple one question is all that is r

Easy to fill

"The GP surgery relies way to heavily on this service.

You can only use this service when the GP surgery is open.

The previous "online" system thst was used - allowed you to put in a NON URGENT request - at any time.

This was helpful when you are working as you can do this outside of working hours.

Now I have to set aside 30 mins our of my working day to raise a request - it would be quicker to call the

Practice gets in touch very quickly

"I'm booking online so no personal contact "

I found no problem entering the system or using it.

Questions are to the point

All questions were straightforward and clearly laid out.

Impossible to see your own GP

Medications requests are always dealt with quickly.

"I would like actually to raise a complaint regarding my daughter situation, her situation been ignored by the (

I tried to request meds - NOT an appt but the online service is closed. Whilst I understand you don't open a

"Subject: Feedback on Recent Medical Consultations

Dear [Surgery/Practice Name],

I hope this message finds you well. I am writing to provide feedback regarding my recent experiences with the medical consultations at your practice.

I feel that I may have taken up too much of the doctors' time, as my concerns and symptoms have remained consistent throughout. However, I have had to communicate with three different doctors by phone, which

I am satisfied with the service

excellent

They always get back to me quickly

"Hillingdon Health Centre, in my experience, is second to none with all the care offered. I hugely thank all the

"I haven't actually spoken to the practice just put a request through patches"

poor explanation of patches system

"Haven't contacted today, just submitted request via patches "

There are always available for a chat and the Doctor is very responsive and caring.

.rrrr

Patches is great

just made a request

The questions asked are not relevant

everyone is very helpful

everyone is helpful and prompt

Easy to use

all the staff are great and act promptly

Great!

"At my previous GP I was unable to make requests due to time constraints or availability which would run out

I haven't spoken to anyone from the practice so cannot judge

"Every time I've needed to see a doctor, someone calls me instead. That is just stupid"

I just answered one question and I was finished

Cannot contact a person

Not applicable

Friendly and approachable

The patches questionnaire system is very good.

Have to wait for someone more technical to help me fill in Patches

Quick process

"I want an answer to my problem with clear actions but I don't feel confident that my problem will be solved.
Always helpful

Easy to use
Prescribed the wrong dosage of medication!
Waiting to hear back

"The GP service was amazing before covid, after covid it's getting worse day by day"
"Doesn't have a time table to book an appointment."
Reception staff was extremely unhelpful
Not quick response
"Been with the practice for 53 years and never had a negative experience. Sympathetic, approachable GPs and
I usually get a fairly quick response to my queries
Supportive team

"Helpful and direct. I can't really expect anything more than that"

Easy to use
I rarely use this service
Does not provide information that is relevant to my personal needs.
Always straightforward to do.

I like to call and be given appointment not told to do online
I would prefer to talk to someone rather than online
It's quite complicated
Very easy to use
I have always received good advice delivered with care
Staff and medical team all very good and helpful
Because this is a long process when a patient just wants to book an appointment to see a doctor

I won't recommend this GP to anyone
"I haven't received phone call appointment back yet, or been able to get through on telephone. "
Very easy to answer questions
Because of the report I was given

Don't like the fact you can't see a doctor

I haven't had dealings with the GP practice today
Straight forward

Want to call surgery

This system just adds to their workload when they bc old just take calls directly

Poor service

So difficult to complete form when unwell

Easy to fill out

I cannot answer good or poor when there has been no response within 2-3 seconds

It is an excellent system

Questions repeat in different wording. Takes extra time.

"It's so difficult to book a blood test appointment as requested by thr doctor "

Why canâ€™t we just make an appointment (as we were able before Covid)

clear and precise

I wrote a detailed account of what is wrong & what I have done to help myself get better all I need is a GP to t.

"Each time I go there,am attended to"

I have been waiting to receive an x-ray appointment for 2 months only to see on Patchâ€™s that itâ€™s a walk

No issues

I always had good experience with Hillingdon health centre

Please can you have a save button. This is to avoid of losing work and the 30min limit.

The receptionist are not helpful plus they sounds sooo rude and the dont listen to what we are saying but kee

GP let her with high fever and say 6 refered to urgent care in Ruislip , the doctor was careless doctor ever seen
appointments until 8am I cannot see any reason why I can't request meds to be looked once you're open

: extremely fast and so far, at hillington, whenever I've needed it I've been able to submit a request ea

Sometimes some reassurance from a human being goes a long way to alleviate worries about health."

n , she sai need second opinion sent me to Hillingdon A and E waiting hours and she was in very high gfevr anc

I pain till now I donâ€™t know what this cause her , they keep saying stomach bugs but I feel it is not. Please le

et me know how can I raise official complaint "