

Friends and Family Test - November 2024

date_submitted	recommend_gp
01/11/2024	Very good
01/11/2024	Good
01/11/2024	Very good
01/11/2024	Good
04/11/2024	Very poor
04/11/2024	Very poor
04/11/2024	Very good
04/11/2024	Good
04/11/2024	Very good
04/11/2024	Very good
04/11/2024	Good
04/11/2024	Neither good nor poor
04/11/2024	Very good
04/11/2024	Poor
05/11/2024	Very good
05/11/2024	Poor
05/11/2024	Good
05/11/2024	""Don't know""
05/11/2024	Very good
06/11/2024	Very poor
06/11/2024	Very good
06/11/2024	Good
07/11/2024	Good
07/11/2024	Very good
07/11/2024	Very poor
07/11/2024	Very good
07/11/2024	Very poor
07/11/2024	Good
07/11/2024	Neither good nor poor
07/11/2024	Very good
07/11/2024	Very good
07/11/2024	Very poor
08/11/2024	Good
08/11/2024	Very poor
08/11/2024	Very good
08/11/2024	Very good
08/11/2024	Good
08/11/2024	Very good
09/11/2024	Neither good nor poor
11/11/2024	Very good
11/11/2024	Very good
11/11/2024	Very good
11/11/2024	Good
11/11/2024	Good
11/11/2024	Very good
11/11/2024	Good
11/11/2024	Very poor

12/11/2024 Neither good nor poor
12/11/2024 Neither good nor poor
12/11/2024 Good
12/11/2024 ""Don't know"
13/11/2024 Poor
13/11/2024 Very good
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22/11/2024 Very good
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22/11/2024 ""Don't know"
22/11/2024 Good
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recommend_gp_comment

The Patches website is easy to use
Service is good
inefficient system
It is not nice ot that kind of question

Friendly and helpful telephone support

Only tried for first time today

"Need to speak to a person, not a computer"

"Nothing against service of NHS and GP, so grateful for your service.
But the Patch isnâ€™t great sometimes. It has 30mins limited time and not long enough if you are trying to
To share my experience

Very thorough.
Not clear always tell you to go to a and e
My experience with the centre has always been very good.
They generally respond quickly to requests

No one can make appointment with doctor I need to see private GP now
I was helped timeously and very easy
Not user friendly and poor service need private doctors where one can see their GP

I asked the gp to fill out a form and he point blank refused even tho I qualify itâ€™s a simple signature I suffer
They have generally been quick to respond to routine requests
"Directing every single appointment, even closing accepting emergency calls to direct to this patches website is

Very speedy response from surgery

"The surgery is responding the same day, always helpful and understanding. I trust the GPS, they are profesio
Very easy
"They always respond quickly. They are caring, courteous and efficient."
No problem with my gp but the online patches service is rubbish

Because service and answers are good

Only online

Positive when I have actual or voice contact with a gp
I have not yet had any service
Hate not being able to just make an appointment

Quick service

It's all being left down to the patient now. Old system was far better

It is a good platform
Haven't heard back from them yet.
This system takes far too long and you don't get a Face to Face appointment until the surgery think it's
Because I am waiting for help
Staff are always polite
They answered my call quickly and tried to resolve the issue immediately with further assistance
Excellent service
Ok to ask for an appointment. too many questions at times
I would prefer to speak to an actual person rather than an app.

Used before
Because it was good

"I was given a telephone appointment from 8.40am and onwards. I didn't know what time the GP was going to
Poor old people how have not got smartphone.
I just completed a patches request took a while
Always provide appointment in a timely manner. Well staffed with doctors and nurses. Clean modern facility.
I haven't had a service with them yet.
I would rather have spoken to a person

PATCHS IS A GOOD METHOD OF INITIAL COMMUNICATION.

Quick set of questions

Why can't you just call a surgery and make an appt rather than be in a queue to be told to use patches
"The service I receive I think is great. I have always got the advice and service needed to resolve the problem.
Very happy

They have to contact me it is good but sometimes face to face appointments are needed

It's impersonal

Excellent service

Easy to use

It keeps saying to go through my daughters profile WHICH I HAVE but is not registering
Still waiting for doctor to contact me

Loads of inappropriate questions to get a blood test

Because this soo important issues

The questions didn't relate to the problem.

The reply was very quick

Dr Babber is a very good and thorough doctor. She is caring and compassionate.

Very Good

Haven't interacted with anyone from the surgery

Not a bad service & staff very friendly

"It was easy to navigate, but some of the questions are too simplistic as in my case there were several answer

Receive responses auivkly

Receptionist did not provide sufficient help to manage online appointment challenge

Na na na

Very complicated and long winded

Easy to use. Big font hah!

When contacting the Drs I always find them quick and efficient to my needs. Excellent service they provide

"Didn't speak to anyone at the Health Centre."

I have never been to the surgery.

Aplikacja siÄ™ zawiesza.

Happy with the service

Just being sent back and forth with the nhs team is a waste of time.

Sometimes an automated service fails to give you what you need and it is almost impossible to speak with son
Ive always found the surgery to be good
Today service was great
having to use patches to attempt to see a doctor which is not my choice

I hardly ever use the GP service but when I do its generally good - last time was a BP check
Always get prompt call or appointment

from extreme severe mental due to homelessness trying my best to get back on my feet and I feel like I'm
; shameful. No consideration for those who are pensioners where they are unable to access/navigate technolc

o call me, she called me 8.50am and I missed the call because I was driving my daughter to the school. Then tr

constantly begging for either medication or forms to be signed which is severely impacting my mental health

re GP left a voice message that she will call me back later the same morning. I was waiting for call from 9am u

ntil 11am. Then I was busy and when she called me 12pm I missed her call again. I was send a message that I n

missed my appointment twice and have to book it again. In my opinion would be nice if I would be given a time

: slot at least I know when to expect the call. That way nobody's time won't be wasted. "