

Friends and Family Test - March 2025

| Response | Collection Method |
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| Very poor | Online |
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Please can you tell us why you gave your answer?

My experience of there service is very good . ??

Because patches is easy to use ??

Because it was easy to fill out ??

Lovely staff and always very helpful

Not spoken to them yet

not proactive onlt reactive

The patches system is an exrtemely poor way to communica

Good yes

Thank you always for your help ,

Sorry very confusing

Too mony questions

it was very easy to follow

Yes good

Good

The App you have is not at all user friendly. The GP Practice

Very efficient response times and helpful staff when visiting

Not really

Because I want more improvement in the service

Staff are helpful and informative and will help you with your

Good

Easy to use

Easy to use.

Not really

Have appointment today but no one call

Because its true ??

great care and kind and friendly staff - especially the nurse v

It is very good system

Dr Alka Babber is a lovely GP for both myself and my family.

Coz its true ??

The staff are always helpful and informative

All good

Efficiency

Very poor

I almost always get an appointment when needed soon after

I have been referred to a FCP physiotherapist via a phone call

Did not speak or communicate with them directly

I can't make appointments for times I need

Bad service

The service at HHC is terrible and non-existent.

rude receptionists

I got put into an out of hours go service at weekend 5 days a

This system is rubbish and really not helpful when someone

Too many questions

All staff are excellent

The Patches system is a night mare, and was looping., added

Excellent always -quick to respond and provide help

Waste of time

The lady who answered the phone was abrupt, and obviousl

Very quick response and dealt with immediately, thank you.

Seems to be a change of policy by a Dr I've never heard of and

To many questions

Better talk to receptionist

Because machines do not give the correct information or ask

Very happy with system always have been

Always very helpful on the phone, and referral's are made quickly

usually contacted as promised

It is a very good platform

Good professionals with experience!

Quick and easy

Only received a text message and it wasn't helpful to my situation

helpful and good to the patient's
Helpful

Helpful and supportive

The right questions were asked and I got the opportunity to
I like the fact i have a local doctor that is used by my extendi

It's a long winded way of requesting something that previou

This is crap

Patches is crap

great service

I didn't contact my GP I used Patches on line and am waiting

Very helpful, approachable staff.

always helpful

I want more improvement in this service

I like communicating via patchs and my surgery always sees

I want to service more improve

I have always had excellent treatment, quick and efficient ar

This is a query

Too much online form filling and question answering that is

Good suggestions by receptionist and hopefully see doctor s

Quick reply

It is a very good platform to communicate with our GP.

It was documented that I did not pick up and missed my app

I didn't give full marks because after waiting a week for som

Good overall performance

So that this can be more improve

How can I rate the service before being dealt with

There is no direct way to request blood test or GP appointm

Because i was supposed to get more tests done after getting

It was easy to use once i knew how to do it ???????? im talk

Medical staff are very good when you eventually get to then

It allows that patients to think about their issue before takin

The staff are all incredibly helpful, polite and go above and b
Polite kind and supportive

Quick response

The doctor was extremely rude to me. I felt really ill with pai

Always polite and helpful receptionists who go above and be

Please tell us about anything that we could have done better

Comments

ite with the practice. It's pseudo AI is inappropriate for communicating. I cannot simply send a message wi

does not take into consideration that some people in my age range are Computer illiterate. there should b
in person

query.

who I seem to see a lot these days for my blood tests! She is really good and doesnt even leave a bruise on

She listens, makes sure to check all avenues.. The young receptionist (sorry don't know her name) is alway

r requesting one.

ll in 3 weeks time. No advice given in the text from the GP about what I can do in the meantime for the pa

fter my initial request & they couldn't even access my medica records
just needs to see a doctor.

I tp the stress of being unwell

y having a bad day.....not a good start, but she eventually softened. I had been asked by the doctor to mak

d not my usual GP

< suitable questions

uickly.

ation

post an image of what the issue was.

ed family so that things can be cross referenced, however I very rarely use the service and i would have th

sly could have spoken to someone. I'm unsure if my request has been submitted correctly or not. Which n

; for a response from them.

or helps me and my family promptly

nd staff are always professional and kind

irrelevant to the problem I am trying to get help for. V frustrating.
oon

ointment but have patiently been waiting all day for a call

eone to ring me I sent another patch message and someone rang me back very quickly

ent

; an x-ray but now making me chase them to ask for more appointments and when i call just making me dc
ing about patches if your wondering

n

g time from GPs.

beyond. Right from the reception staff to clinicians.

ins in my lungs from sneezing and I also said I think I had a TIA to which she did not reply. Her first words to
eyond to help. Doctor's act promptly and with empathy

th a request or even respond to requests I have made as they are closed. Frustrating and hard to navigate. And

ce the appointment, she checked this but was still unable to give me an appointment. Not the usual service I h

ought popping in to make a doctor appointment at any time in a given month period that i would actually get i

d I spent 40 years in IT building systems. I doubt older patients can use this and you are probably getting way r

an appointment. I understand the purpose of patches however it is not always convenient to get near a compi

fter and that is saying something as i work on one most days however, because of security setting some work

computers will not always allow this. So i can only image what it must feel like for someone who is not compu

iter literate. I get it we are all just numbers in a system however the illusion is comforting.