

Friends and Family Test - April 2026

HOW WAS YOUR EXPERIENCE?	WHY DID YOU GIVE YOUR ANSWER?	DATE
Very good	In my experience Hillingdon Health Centre always provides a good service	01/04/2026
Very good	I am happy about the service I get from Hillingdon Health Centre.	01/04/2026
		01/04/2026
Very good		02/04/2026
Very good		02/04/2026
Very good	They are friendly and attend to me in a very well behaved manner	02/04/2026
Don't know	Hard	02/04/2026
Very poor	It take more time to answer	03/04/2026
Very good		07/04/2026
Very good		07/04/2026
Very good		07/04/2026
Very poor	when i need an appointment I expect to see my named gp not an endless questionare	07/04/2026
Good		07/04/2026
Good		07/04/2026
Neither good nor poor		07/04/2026
Neither good nor poor	Some staff members are rude at times other then that all been good.	07/04/2026
Good		07/04/2026
Neither good nor poor		07/04/2026
Very good		07/04/2026
Good		07/04/2026
Very good	Very easy to use	07/04/2026
Good		07/04/2026
Very poor	No appointment booked by reception	07/04/2026
Good		07/04/2026
Very good		07/04/2026
Good		07/04/2026
Good	relatively straight fwd, but think some of the questions can be repetitive	07/04/2026
Good		07/04/2026
Very good		07/04/2026
Good		07/04/2026
Good	Everything was clear and easy to complete.	07/04/2026

Very good		07/04/2026
Very good		08/04/2026
Very good	The service they offer is good	08/04/2026
Good		08/04/2026
Very poor	terrible front desk staff and assistant to the practice manager	08/04/2026
Good		08/04/2026
Poor	I just want to see a doctor, I don't understand why	08/04/2026
Neither good nor poor		08/04/2026
Very good	Doctors are very good here as is the rest of the staff	09/04/2026
Poor	My request for a dr to talk to me ignored with a referral being made i Need help now.	09/04/2026
Very good		09/04/2026
Neither good nor poor	I need advice	09/04/2026
Good		09/04/2026
Good		09/04/2026
Good	Very helpful	09/04/2026
Very good		09/04/2026
Good		09/04/2026
Poor	Not discussing stopping medication with me	09/04/2026
Good	To long to answer questions	10/04/2026
Good	I find this whole process long winded and time consuming.	10/04/2026
Very good		10/04/2026
Very poor	Without even checking may be I'm lack of vitamin or I got something other problem they sent me message muscl	10/04/2026
Poor	Need get appointment	10/04/2026
Good		10/04/2026
Very good		10/04/2026
Very good	Always impressed with their service and level of care.	10/04/2026
Good		10/04/2026
Very good		10/04/2026
Good		10/04/2026
Very good		10/04/2026
Very good		10/04/2026
Very good		10/04/2026
Very good	They have always helped me with what I need	10/04/2026

Good		13/04/2026
Good	Some of the quesruon are hard to answer and the multi choice do nor give all the needed options	13/04/2026
Very good	Easy and straightforward	13/04/2026
Don't know	How can i answer this when I havent spoken to anyone yet seems a real silly question to ask at this time	13/04/2026
Very good		13/04/2026
Good		13/04/2026
Very good		13/04/2026
Neither good nor poor	It's not an ideal solution to contacting the practice phoning would be easier	13/04/2026
Very good		13/04/2026
Very good	Staff are fantastic	13/04/2026
Don't know		13/04/2026
Neither good nor poor		13/04/2026
Good	Go ok	14/04/2026
Very good	Quick and efficient	14/04/2026
Very good	Receptionist was very pleasant and helpful	14/04/2026
Neither good nor poor	Too many repeat questions	14/04/2026
Very good	Hillingdon Health Centre has provided a good service to me.	14/04/2026
Good	Prefer talking to a person	14/04/2026
Good		14/04/2026
Very good		14/04/2026
Neither good nor poor		14/04/2026
Very good	Easy to submit issues and saves times.	14/04/2026
Good		15/04/2026
Very good		15/04/2026
Good		15/04/2026
Very good	Always pleasant	16/04/2026
Very good	quickly seen by doctor	16/04/2026
Very good	Very hard to navigate this system or be I'm just too old.	16/04/2026
Don't know		16/04/2026
Good	Receptionist was very helpful	16/04/2026
Very good	Ai asks good queations	16/04/2026
Good	Easy to complete form	16/04/2026
Poor	I am in pain have been for nearly 4 weeks and they want to give me a relephone apointment in 2 days time	16/04/2026

Very good		16/04/2026
Very good	Amazing!	16/04/2026
Neither good nor poor	unable to say until I have feedback from my Patches request	16/04/2026
Very poor	Most questions are difficult to answer or are not relevant.	16/04/2026
Poor	All They say is patch's when you phone up.	16/04/2026
Very good		16/04/2026
Very good	They are quick to respond.	17/04/2026
Very poor	Reception mostly useless and unhelpful. Follow ups non existent, have to chase personally. Records have been lost	17/04/2026
Very good		17/04/2026
Very good		17/04/2026
Very good		17/04/2026
Very good		17/04/2026
Very good	Satisfied with service	17/04/2026
Very good	I find the process simple and I know I'll get prompt action	17/04/2026
Good		20/04/2026
Very good		20/04/2026
Good	Good response time	20/04/2026
Good		20/04/2026
Very good		20/04/2026
Neither good nor poor		20/04/2026
Very good	Impossible to see a GP	20/04/2026
Very good	Dr Jay was very quick to reply	20/04/2026
Good		20/04/2026
Good		20/04/2026
Good		20/04/2026
Very good	Very very good ??	20/04/2026
Very good	Prompt and friendly	20/04/2026
Very good		20/04/2026
Good	Normally check my Patches requests promptly and contact me	20/04/2026
Very good		21/04/2026
Very good	always helpful, and very friendly	21/04/2026
Don't know		21/04/2026
Neither good nor poor	I dont know yet , Ive only just asked for the drops	21/04/2026

Very good		21/04/2026
Good	Everyone I've met at Hillingdon has been lovely but I just want to book a non urgent appointment and this is a rea	21/04/2026
Good	Fairly easy to navigate	22/04/2026
Very good		22/04/2026
Very good		22/04/2026
Very good	They are helpful and respond quickly	23/04/2026
Very good	It was very quick and easy to fill out	23/04/2026
Very good		23/04/2026
Very good		23/04/2026
Very good		23/04/2026
Don't know		23/04/2026
Good		23/04/2026
Very good	supportive , special thanks to Dr Jay	23/04/2026
Very good	Very easy to used	23/04/2026
Very good	I have always had a good response from this surgery	23/04/2026
Very good	It was good	24/04/2026
Neither good nor poor		24/04/2026
Neither good nor poor		27/04/2026
Very good	I have received excellent support and very prompt response to my enquiry.	27/04/2026
Very good	Because its true ??	27/04/2026
Don't know		27/04/2026
Very good		27/04/2026
Neither good nor poor	The staff did their best but couldn't resolve my problem with submitting an image from my laptop	27/04/2026
Good	Efficient	27/04/2026
Good		27/04/2026
Very good		27/04/2026
Very good		27/04/2026
Very good	I hate computers and even I could use it	27/04/2026
Very good	Always fantastic service	27/04/2026
Very good		27/04/2026
Good		27/04/2026
Very good	Because its true ??	27/04/2026
Very good		28/04/2026

Very good		28/04/2026
Very good		28/04/2026
Good		28/04/2026
Poor	I never got an appointment thought I visited them directly and explained my health issues	28/04/2026
Very good	Always satisfied	28/04/2026
Good	Not answering	28/04/2026
Good		28/04/2026
Good		29/04/2026
Good		29/04/2026
Don't know		29/04/2026
Very good	I have lost trust in this surgery. Very unhelpful and I don't trust what they are telling me anymore. Very disappoin	29/04/2026
Very poor	its so hard to use this service. For example I asked for my blood group, the answer came back that you dont have	29/04/2026
Very good		29/04/2026
Very good		29/04/2026
Good		29/04/2026
Very good	They are always so polite and informative	29/04/2026
Very good	Always brilliant	29/04/2026
Very poor	When allocating patients reception prioritise offering appointments at the hub, causing inconvenience for patient	30/04/2026
Very good	I have not an issue and always manage to get an appointment	30/04/2026
Very good		30/04/2026
Neither good nor poor	No experience yet	30/04/2026