FRIENDS AND FAMILY TEST

JANUARY 2024

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WHY DID YOU GIVE YOUR ANSWER?
This PATCHS system is ridiculous you should be able to call and make an appointment
Don't know, havent had a response
Why ask this question at this point, I have not had a response, nor have I seen a practitioner. Pointless to do tl
I haven't seen he GP yet
I haven't spoken to anyone yet
Never get through
Haven't yet received the service
Not spoken to them
Unknown doctor, not Dr Mehta as requested. Prescribed new antibiotics which seem to be working
I prefer to speak to someone, but Patches allows me to report everything and someone usually gets back. But
Easy to communicate in your own time
Neutral response
Quick to respond and helpful
The other Nurse was less friendly and I was expecting the appointment was going to be with Mackella.
Because I am satisfied
Couldn't book appointment or a call back from doctor had to go through patches which is very long winded
Hillingdon Health Centre usually give a good service and I feel valued as a patient
Good
You respond quickly
Because it is good
The response time is quick
Able to contact and get directions to making appointments
Good service - suggested I use patches!
Was quick and helpful.
It's little confusing and time taking.
I feel the surgery is good but due to this patches appointment request it is delaying me in seeking medical hel

Takes a long time to get through on the phone
Appointment request pending from my request
It is only a request so far
Just ok
I received a call from a doctor in the hub but unfortunately missed 2 calls not sure why phone didn't ring, I cal
Pointless asking this question now as my experience is will be guided by what the surgery does next. ATM all I
Well because I have asked in the past for some x-rays and not even this day I received them. And other experi
Dont like patches - too many questions that are not relevant
I'm never thrilled when contacting reception.
I called up today to see if my XRay results came through and was told that there is a delay of 4 weeks and that
This service takes longer than talking to reception and booking appointments. I now understand why more an
the patches referral form is too long
Since covid lockdown the doctors arrive is poor
Older people really just need to be able to pick up the phone. The multiple NHS/doctor access softwares are c
Very difficult to get face to face consultation or appointment
Because I don't like patches I rather talk to someone on phone
I dont use it often.
You very rarely can get an appointment to see the GP face to face
Don't get appointment to see doctor. Doctor request you to travel to Hayes to see them. Although I am regist
More options are needed or a response time.
It is always better to physically speak to someone as automated does not capture the whole picture.
Poor
Can't put in a request out of hours.
I am not sure how to use the system and not sure if the GP will call me back
Dislike Patches as method of booking an appointment
Frustrating
Very unhelpful receptionist and specialist nurse
Unable to speak to someone if you call - reception staff are new & all they say is use patches & so not underst
Patches messages are very confusing, they do not appear to have any specific meaning.
I don't understand why you can't just book a blood test anymore - receptionist at surgery giving out incorrect
I don't like patches, it's impersonal and thinks I'm asking about other things not relevant
Should be easier to see a nurse t for vaccinations
Patches is a waste of time. Far easier to call someone.
Telehone answering too long.

because it is wrong that you cannot do anything direct to a human anymore, it is not always possible to get or
Too many questions to complete online
This is not a good way to assess people
Always helpful
So easy to use
Always helpfull
Special thanks to Dr Mehta
Response time good and informative
Easy to use
Easy to use
Easy to use
they are always prompt and helpful
Same as before. This is a waste of my remaining energy
Always very prompt to respond.
all ok
Although clearly i havent spoken to them today, as this is a request. They are always effective and efficient. Di
Always managed to get an appointment for my daughter, the patio system is easy to use and accessible
Quick response
Because I have always received a response to my requests
Been with them 16 year and doctors are supporting
They are quite effecient. Caring and generally get thinga done fast
Easy to contact
I'm fit and healthy
Dr Bhabba & Dr Mehta - excellent
Questions very clear and understood
Always efficient and treat you like you are intelligent.
Professional

Good GP practice	
Always helpful and friendly	
Never had a problem todate.	
always good, the reception staff do such a great job and are always helpful and the Drs and Nurses etc are goo	
Quick medical attention	
ridiculous system	
Not intuitive spent 22 min on the phone	
I have no idea what is happening or will happen at this time of asking due to having to use this awful way to c	
You cannot add anything because it's closed. What's the point!	
Completely disinterested staff and system difficult to use	
Phone up to ask two questions. After one and being redirected to patches the receptionist spoke over me and	
Receptionists forget why and where their work eveytime I've spoken to them. It's like talking to a child at mos	
I have selected very poor for Hillingdon Health centre as at this time I have had no contact with the centre, on	
Because this is the third time I have requested help and I have got NO answer or NO help or NO appointment	
System is rubbish	
I have an unexplained pain and instead of being able to talk to my GP and get an appointment. I have to comp	
Rubbish system	
Rubbish system	
Rubbish system	
Very uncooperative	

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