

Friends and Family Test - April 2024		
HOW WAS YOUR EXPERIENCE?	WHY DID YOU GIVE YOUR ANSWER?	DATE
Good		02/04/2024
Neither good nor poor	It's online would prefer talking with a human.	02/04/2024
Neither good nor poor		02/04/2024
Neither good nor poor	I would prefer to see gp face to face	02/04/2024
Very good	always helpful	02/04/2024
Very good		02/04/2024
Very good	No problem using Patches.	02/04/2024
Very poor	Recieved this message but we hadnt been contacted. Komal has marked your request as complete and they may already have contacted you about this.	02/04/2024
Very poor	Very difficult, and not easy to used , we are sick need help ,but this give hard time and stress.	02/04/2024
Very poor	If going by the reason what I received from them about the overall handling from the initial appointment to the prescription request - it has been handled poorly	02/04/2024
Don't know	Will give en answer when I've had the exoerience	03/04/2024
Good	Medical Team and staff are helpful and understanding	03/04/2024
Good	doctors have been great and staff at receptions are very helpful .	03/04/2024
Poor	I would just like to be able to ring and book an appointment	03/04/2024
Very good		03/04/2024
Very good	So easy to use	03/04/2024
Very poor	I think they know why	03/04/2024
Very poor	Not Happy	03/04/2024
Good	Face to face would always be better	04/04/2024
Good	Face to face will always be better	04/04/2024
Neither good nor poor		04/04/2024
Very good		04/04/2024
Very good	Efficient .	04/04/2024
Very good		04/04/2024
Very good	Was very clear	04/04/2024
Good		05/04/2024
Good	Friendly and helpful	05/04/2024
Neither good nor poor	Theres no more covid, and doctors are hiding from us. We want face to face consultation not just telephone appointments	05/04/2024
Very good		05/04/2024
Very good	I've been with the practice for 52 years and have always received excellent service from excellent staff and doctors.	05/04/2024

Very good		05/04/2024
Very good		05/04/2024
Very good	Easy seamless process	05/04/2024
Very poor	Face to face consultation is batter also if someone is ill now you shoulf treat them noe not after 2 or 3 weeks and make them worse	05/04/2024
Very poor	Too complicated and too long. Can not explain symptoms fully	05/04/2024
Don't know	I haven't had any contact with Hillingdon health service yet but I can't submit my response without saying something?!	08/04/2024
Good		08/04/2024
Good		08/04/2024
Good		08/04/2024
Good	It was essy	08/04/2024
Neither good nor poor		08/04/2024
Very good		08/04/2024
Very good		08/04/2024
Very good		08/04/2024
Very good		08/04/2024
Very good		08/04/2024
Very good		08/04/2024
Very good	Never had any problems with the practice, always receive good service	08/04/2024
Very good	I have never had a day that I made a request and it has not been fulfilled, they always call me for help or if necessary book an appointment, I am glad I have help easily available	08/04/2024
Good	The doctors and receptionists do the best they can under very difficult conditions imposed upon them.	09/04/2024
Good	Patches	09/04/2024
Poor	They sent me a text to tell me to ring for an appointment but you can't get through.	09/04/2024
Poor	It is really hard to get an appointment.	09/04/2024
Very good	staff are always helpful and friendly	09/04/2024
Very good	Quick & easy	09/04/2024
Very good	Requested meds through patches , got a response through email. Quick response	09/04/2024
Very good		09/04/2024
Very good	I think patches is a great service	09/04/2024
Neither good nor poor	cannot do anything unless via patches now - zero contact with humans now	10/04/2024
Very good		10/04/2024
Very good		10/04/2024
Very good		10/04/2024
Good		11/04/2024

Good		11/04/2024
Neither good nor poor	I haven't dealt with the practice	11/04/2024
Poor	no no non non	11/04/2024
Very good	Always helpful and professional.	11/04/2024
Very poor	Very unhelpful reception staff. Assured me an appointment was booked and Gp would contact me from 9-12 but no contact by Gp was made	11/04/2024
Don't know	no contact with health centre today	12/04/2024
Good		12/04/2024
Good	Nice way to book an appointment. It would be even better if one could pick a doctor and a date/time slot online	12/04/2024
Very good		12/04/2024
Very good	With Patch's is easier to connect to my doctor or someone who is working with the clinic. My queries are resolved quickly and as a whole the staff is very helpful and positive.	12/04/2024
Good	Change of System.	15/04/2024
Good	They have always been very helpful and supportive	15/04/2024
Good		15/04/2024
Neither good nor poor	Timed me out on a very complex email, longer would have been helpful!	15/04/2024
Poor	Doesn't give me a date to book an appointment	15/04/2024
Poor	As need to spk to staff for confirmation that a message has been received	15/04/2024
Very good		15/04/2024
Very good	The receptionist treated us well	15/04/2024
Very poor	Had a problem since December and I've not seen my gp once, all ways takes 4 days to get a phone call from Out of hours doctor,	15/04/2024
Good		16/04/2024
Good		16/04/2024
Poor	Need face to face contact	16/04/2024
Very good		16/04/2024
Very good		16/04/2024
Good	Not used system before to make appt but seems to work well once I managed to get the hang of it. Prompt response received.	17/04/2024
Neither good nor poor	Although there were some telephone consultations, I have never seen a GP at the practice since registering with them. I registered in August 2022.	17/04/2024
Neither good nor poor		17/04/2024
Very good		17/04/2024
Very good		17/04/2024

Very poor	I have a newborn and need help using patches for his prescribed formula and the person wasn't helpful at all	17/04/2024
Don't know	I had to give an answer earlier and I chose the middle one although I have had no direct contact with Hillingdon Suregery today and so there is no feedback re: today.	18/04/2024
Don't know	Still waiting for appointment	18/04/2024
Good		18/04/2024
Neither good nor poor	Much easier to telephone instead of spending ages on the computer.	18/04/2024
Very good	always helpful	18/04/2024
Very good	Because I have always received good treatment from Doctors and staff alike	18/04/2024
Good	Clear instructions when phoned for an appointment	19/04/2024
Good		19/04/2024
Neither good nor poor	Its not great to be writing about what's going on and what you need help with, and being told to hurry up you have 5 minutes left.	19/04/2024
Very good	Always helpful and usually am able to have contact with the GP on the same day	19/04/2024
Very poor	Medicine can not be practiced online. Doctors are never willing to meet face to facr	19/04/2024
Very poor	The online facility only operates during the working weeks hours. Utterly pointless, and even then it's probably just for a phone call. I want to be able to make an appointment to see somebody next week. This service makes waiting physically at A&E a far more viable option irrespective of wait time there to be seen. I hate this service you offer, makes it totally pointless	20/04/2024
Don't know	No point in asking as all I did was fill in a Form which they have only just received 10 seconds ago! Ask this question in 4 days	22/04/2024
Good	They respond as quickly as the request needs.	22/04/2024
Good		22/04/2024
Good	Too many phone consultations. Nothing can beat a face to face consultation. Following my second blood test post last appointment, I received no contact from doctor	22/04/2024
Good		22/04/2024
Neither good nor poor	Because I have problems with this site all the time	22/04/2024
Neither good nor poor	No.	22/04/2024
Neither good nor poor	I have not seen the doctor recently to be able to comment	22/04/2024

Very good	always helpful and polite i prefer this way of making appointments even though i was skeptical at first. My request for medication is dealt with so quickly and when i need an urgent appointment ive always managed to get one and ive also been happy to wait if its not urgent.	22/04/2024
Very good		22/04/2024
Very good		22/04/2024
Very good		22/04/2024
Very good	Very easy and simple to use	22/04/2024
Poor	I had to set up a new account, takes ages! All the questions	23/04/2024
Very good	Fast response	23/04/2024
Very good		23/04/2024
Good		24/04/2024
Very good	Easy to use	24/04/2024
Very good		24/04/2024
Very good	No complaints whatsoever.	24/04/2024
Very good	I was able to complete my concerns with ease.	24/04/2024
Good		25/04/2024
Good		25/04/2024
Good	Quick response.	25/04/2024
Good		25/04/2024
Good	someone has always got back and phone line is and staff has improved	25/04/2024
Neither good nor poor	Woulg like to be able to see gp rather than filling out forms and talking on the phone.	25/04/2024
Neither good nor poor	Using patches is not always the best way to get help especially if its a sensitivity problem	25/04/2024
Very poor	Waste of time to stay with hillingdon health centre	25/04/2024
Good	Waited too long for call to be answered	26/04/2024
Neither good nor poor	Had to call 3 times to have my request taken into account .	26/04/2024
Neither good nor poor		26/04/2024
Very good	Patches and doctors always get back to me	26/04/2024
Very good		26/04/2024
Very good		26/04/2024
Very good	Never had an issue since i have been with the prattice for the last 25 years. Staff have always been polite, courteous despite the constraints and pressure that the NHS are under.	26/04/2024
Very good	always very helpful	26/04/2024
Very poor	There is no service - it's a joke	26/04/2024
Good		29/04/2024
Good	Seems to be ok, once I get responses	29/04/2024
Good		29/04/2024

Good	The receptionist listened.	29/04/2024
Good		29/04/2024
Neither good nor poor	Not really visited	29/04/2024
Neither good nor poor	Interacting with patients this way loses the human element to helping people when they are unwell.	29/04/2024
Poor	Having written a request, I could see no way of submitting it!	29/04/2024
Very good	receptionist was very polite and helpful very helpful and informative	29/04/2024
Very good		29/04/2024
Very good	Great service and staff	29/04/2024
Very good	I am always able to speak to someone. They always phone when they say they will.	29/04/2024
Very poor	Contacting by phone is almost impossible!! The last time again trying to speak to someone you finally get to the point where you would be put through to someone and you just get cutoff!! around 8 time on the trot!!	29/04/2024
Don't know	First time user. Unknown what good experience should be.	30/04/2024
Good	Easy to use	30/04/2024
Good	Lovely, helpful staff and doctors. Would recommend!	30/04/2024
Good		30/04/2024
Very good	Very helpful lady on the phone this morning.	30/04/2024