

feedback_following	recommend_gp
Patches	Don't know
Patches	Good
Patches	Very good
Patches	Good
Patches	Very good
Patches	Good
Patches	Very poor
Patches	Very good
Patches	Very good
Patches	Poor
Patches	Very good
Patches	Neither good nor poor
Patches	Very good
Patches	Neither good nor poor
Patches	Neither good nor poor
Patches	Good
Patches	Very good
Patches	Good
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Patches	Very good
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Patches	Neither good nor poor
Patches	Neither good nor poor
Patches	Very good
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Patches	Good
Patches	""Don't know""
Patches	Very good
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Patches	Good
Patches	Good
Patches	Neither good nor poor
Patches	Good
Patches	Very good
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Patchs	Very good
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Patches	Very good
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Patches	Very good
Patches	Very poor
Patches	Very good
Patches	Neither good nor poor
Patches	Poor

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recommend_gp_comment

Good to have the option of online appointments and providing answers to questions.
I need to see a doctor but I just get asked to fill in an online form
Fantastic

Having to wait upto 48hrs for help and advise is crazy. Waiting isn't going to help the situation.
The staff is so good and kind
I'm not a fan of writing all my answers down I can't see what's wrong with talking to someone and {

Had no contact with surgery just patches
Not spoken to anyone
easy to use

"I submitted my documents to upload in the system for GP review, but it took them 3 weeks to do it. It happe

"The GP's staff are always very helpful and in contact"

could not make a doctors appointment

"I got email said that call me on 15:00, but i got calling on 13:21 , I just have lunch, don't heard the calling, tha

Prompt response and easy-to-understand instructions

No very happy with this new process of GP review and not confident for the Pharmacist to see the patient inst

In the past have been helpful and acting relatively quickly to respond or get an emergency appointment

"Nice receptionist; friendly helpful "
Much better phone or reception

Patches is not the easiest way to book an appointment

Was easy

"They haven't picked up the Patch yet so I don't know"

always helpful and I like the telephone contact with the Dr instead of going to the surgery I think it works brilli

No access to book GP consultations.

As yet no contact has been made with GP via phone or attending.

Quick responses via Patches

Difficult to really say as no outcome yet of my request

"I called to explain I had not received call from GP as per text telling me I had, was told nothing they could do

"At this point I have not used the health centre, I have used my laptop and the internet only. As I have had no Excellent service Dr Mehta and Dr Babba are very helpful

"I haven't yet communicate with the GP practice, only Patches"

Easy to do

Because the system doesn't understand you

I have to wait long time to hear from you

"My problem is not solved , keep going in circles "

Its true.

The PATCHS system is too generic and doesn't always provide appropriate fields to answer

Dr Jay is very efficient and gets back very quickly about any adv

Very long

Staff friendly..but due to work pressure they often when dealing with a patient get interrupted by other staff r

The email today said that I had an unread message in Patchs but...there were no unread messages. The latest

Because your services are so poor!!!

I totally lost my confidence to contact my GP to make an appointment!!!

I go through a lot of pain and I am not calling GP because I know no one is helping you out there!!!

I don't feel comfortable to go to patch and explain everything !!

What is receptionist for???

"I didn't have any contact with Hillingdon Heath Centre yet but your survey wont let me continue with respon

The receptionist was abrupt and not very helpful.

They have issued a prescription very quickly from a letter sent by my gastro team.

I would rather see a medical professional rather than answer questionnaire.

"It is good, i do wish my child was seen face to face at times as she has additional needs"

"Because the receptionist wasn't helpful."

Why so difficult to just book a appointment

Easy to use

Got on patches easy
Dr Mehta is an excellent doctor very caring and kind
The doctors are all very good

Dr Mehta is really good and very helpful

"Didn't soured out. i want to see and explain to gp, but they referred me with out speaking to me ."

"Some aspects are convenient, but it's concerning that there isn't an option to request an in-person appointment
"Using software and a relatively generic set of questions to replace qualified medical triage is not particularly

"The service is what I'd expect"

"I submitted a request for a face to face consultation and was sent confirmation that this would take place by

The practice for my family are excellent always responsive and caring

Quick service

"The pharmacist was very attentive, listened well, and gave good advice"

I like my go practice very helpful and patient orientated
As understaffed as they are they are swift

Iâ€™m my opinion Using the patches system is awful & affecting a patient Health care. I would rather speak to
No option to book appointments.

"I rarely go. I'm not a fan of patches at all.

I want to speak to someone and go into surgery whenever I need an appointment. They've been great when
I've done that "

Discriminates against older/ less computer able people

It was alright

The patchâ€™s system didnâ€™t accurately diagnose the issue
Ok once you understand that I have to complete all the Patches sections even if not used
Have not spoken to anyone live - just answering questions on a computer screen

Near enough impossible to see my gp
No call received

Online service easy to use and has the relevant questions. Good call back time frame.

Easy to access

They get in contact quicker than trying to get an appointment

Good response time

No reason

Was asking irrelevant stuff

Would be better if we could actually get appointments

I am very happy with there services but not with this patches

it I missed it, when I called back the telephone, there is not available, how to do next ? i hope to see c

and to resubmit new request. At same time they told me dietician had called, left a message when st

ient. Especially for things that would really require an in-person assessment. Not everything can be so helpful to the patient (though I appreciate it likely saves some time for the highly pressurised doctors

telephone call instead. I am feeling very low and it took me ages to get the courage to reach out so a

doctor face by face , but if I can't contact with GP ,that here is no appointment with doctor face by fa

re didn't get through but said she would call me next week when in fact message asked me to call her

olved online or over the phone, definitely doesn't build patient trust. Also, it doesn't make sense that
; at the other end of the process, who there are not enough of). It is sad that this is the economic rea

accepted the appointment by telephone. I waited all day ensuring I stayed off the phone but no one c

ce. it is difficult to match the request by this course, and there is also language problem, because my

r! Felt they were trying to get me off the phone without listening and explaining things properly."

the window for filling this appointment request form is only open for a short time from 8 am. It is so
lity of the NHS and I'm confident the rise of our AI overlords will improve matters in the future howev

alled. I then got a text telling me off for wasting NHS time. I never do that and am so upset that I have

English is not good, so could you consider the course and language problem to adjust the better way

inaccessible. It should be open 24/7 to send in a request, it's not like people expect an immediate re

e been accused of missing the appointment. I have no missed calls and no messages. I don't want this

is kept on my file as per text message but want it deleted please as I would never waste NHS time or r

esources...not ever."