

July 2024 Friends and Fam
recommend_gp

Good

Very good

Very good

Very good

Good

Poor

""Don't know"

Neither good nor poor

Neither good nor poor

Very good

""Don't know"

Good

Good

Neither good nor poor

""Don't know"

Poor

Good

Very good

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recommend_gp_comment

They give appointment is according to needs

Easy to understand

Because they are reliable

"Diabolical that it's difficult to actually see a GP about an ongoing medical condition. "

Patches failed to work right at the end it just got stuck which is REALLY FRUSTRATING!

"Doctors are lovely and helpful. there was an issue with queries getting closed before they had even been loo

I received a message from GP to say that I needed to book an appointment - that part is fine.

Clear and easy to use.

Because of response

Haven't spoken to anyone yet

"Not able to send a message last night. Online system should be available outside the 8am 'opening hours'."

I really cannot give any answer until I have been seen and tested. My impression is the `health service` is goin

Doctors are excellent

It takes too long. I'm basically doing what doctor should be doing???

Always helpful

I did not speak to anyone and I have no confidence answering questions on a computer

"I still feel this system is not ideal, questions could be better."

Trying to navigate through the questions and not being able to access the request out of surgery hours.

Having to go on this to try to book a cervical smear test as I have received a letter

Quick answers

The staff respond well

Was easy to use surgery's quick to respond

It was quick

Will tell the doctor

"Explained I have not been previously able to get an appointment with GP through PATCHS, advised this is the

Easy process for repeat prescription request
I like to contact the surgery

I find the practice really great have been here for years. However must admit have never had a really serious i
Awful

Not a state forward
Need quick one answer process
Only seen my go once in 7 months thatâ€™s a joke
good good

fairly good
Did not speak to anyone. Have to communicate via an app
Reception no auto check in for patient so it take time to check in by the time appoiment time also goes
Too many questions
Quick response and Dr called
Easy to use patches and surgery are quick to release the prescription
It would be good to talk in person to a doctor as im in pain
"I prefer talking to someone on the phone to make an appointment, dont like this way at all.
Not helpful at all. "

Patchs system is pretty good
I canâ€™t be bothered with this

Easy to use.
Am able to speak to someone

The questions asked seemed irrelevant to my request.

I need to see a doctor and not an online contact. I have other issues regarding the lack of help I have received

Dr Mehta and Dr Babber are excellent
Always respond

"I've only asked for help. I don't know what help I'll get yet, if any."
I think service is excellent

The GPâ€™s at the practice are very patient and caring. I have always felt listened to and the medication has a

Online system is just faff

It was easy

Response was speedy

Don't know because I just typed into patches and haven't heard from them yet.

"Because you can't say what you need to say when answering the question "

I've been unable to speak to anyone so cannot make a proper comment

Easy to access through PATCHS

Always helpful and polite

Easy

Easy to use patches but would have been good if I could get a face to face appointment

Easy to use the patches.. good response time

This service isn't thorough or flexible enough to accommodate specific or niche issues

They perform well under circumstances

Terrible system

Wasting my time as I need an appointment for blood test

I wanted to talk to a receptionist

Very helpful staff

I have always found them to be very efficient and helpful.

Don't know as they have not contacted me yet!

Would prefer to be able to make an appointment face to face

"the message told me to use PATCHS straight away so I didn't waste time"

Quick and easy

Like the fact i can write my requests

Practice does not schedule GP appointments by telephone.

Easy to answer

Service provided is good

Always get quick response

meant to press for patches have not used surgery reception today as know I will be told to go through patches

Because patchs helps a lot with a quick reply.

ked at, I assumed user error/new staff. Not a complaint the surgery is a nice place with helpful peopl

lways helped. I was seen on two different occasions because they were genuinely concerned.

e"