

Friends and Family Test June 2024	
Overall Experience	Comments
Good	
Very good	They are good.
Good	
Don't know	I have not been seen yet. It is very difficult to be seen face to face and
Poor	The questionnaire questions did not fit my request
Neither good nor poor	not applicable
Very good	I tried doing it myself and failed the receptionist was helpful and brilli
Don't know	haven't had the response yet
Very good	
Good	
Poor	Impossible to get f2f apt No response to complaint and items raised (
Very good	
Good	
Neither good nor poor	Such a long process just to request a follow up as recommended by th
Don't know	
Very good	I am with this surgery since last 14 years as a patient. I have no compl
Neither good nor poor	because i still have no answers for my health after so long
Very good	I like the way they ask
Neither good nor poor	Do not like trying to make an appointment online, prefer to speak to s
Don't know	No contact, as only through Patches.
Neither good nor poor	Too many questions to answer
Good	Helpful
Very good	easy service
Very poor	Need to talk to a human. No option to book
Good	Most if the time quick reply
Very poor	I need to speak someone about my urgent issue and I need to fill out
Good	
Good	
Very good	
Very poor	All I wanted to do was book an appointment to review my medication
Very good	
Very good	Never had any issues with anything
Very poor	Have no end of problems trying to find a signal. I've never had this pr
Good	
Good	
Very good	
Good	It was convenient
Neither good nor poor	I tried to call to explain why there is an issues with the system but wa
Don't know	I haven't spoken to anyone at hillington health centre. It would be be
Very poor	Patches is terrible
Poor	Not received text to book physio appointment as promised
Very good	It is quick and easy. I can discuss all my concerns and my issue gets so
Poor	Questions not helpful repetitive
Neither good nor poor	It was ok but would rather speak to someone
Very good	It is always very easy to navigate the areas needed. Hillingdon Health
Very good	Always supporting and caring
Neither good nor poor	
Good	

Neither good nor poor	
Very good	Very easy to use
Very good	They act promptly. Helpful receptionist and helpful doctors who listen
Don't know	I have not been seen yet!
Good	
Very good	Friendly staff
Very good	
Neither good nor poor	Unable to see GP face to face.
Very good	
Neither good nor poor	People in the health centre amazing but I'm dyslexic and find patch's
Good	Good and sound advise.
Good	
Very good	Always helpful and prompt in responses
Good	I like the quick personal service
Good	
Very good	
Very good	Good easy to use
Good	
Neither good nor poor	
Good	
Very poor	I am not competent with technology
Very poor	The questions do not match my request.
Good	
Poor	Too many irrelevant questions, unable to speak to someone
Very good	
Good	
Neither good nor poor	It was much easier to call by phone and make an appointment.
Neither good nor poor	Because I have not received help yet
Good	As patches is time consuming
Very poor	Would like to speak to someone
Good	
Very good	Hillingdon Health Centre has always been very efficient and helpful
Good	
Good	
Very good	Always very helpful
Very good	
Good	On line is okay but it would be better in an ideal world to have have q
Very good	Very streamline and efficient service
Good	
Very poor	I can only contact only in working hours and days. I wantvto talj to my
Very good	
Good	
Neither good nor poor	
Very good	The team at this surgery, especially the doctors and nurses are very h
Very good	Quick and easy
Very good	Great service
Good	Being honest
Very good	Always get a reply
Good	I used patches
Very good	Because I didn't have to speak to anyone

Very good	I think it's better as I don't like speaking on the phone and they answer
Very good	
Neither good nor poor	
Very good	
Good	I haven't received any call from my Dr yet but if the system is working
Neither good nor poor	I can only answer for the website today. It works but honestly I prefer
Good	
Don't know	I have not had any contact with the practice on this occasion, only an
Very good	Very Good
Very good	It is very efficient and quick service.
Very poor	Just submitted a message, I can't even see this it under my request/m
Very good	They are very helpful.
Very poor	Ideally a button to book a blood test would be good with time slots. A
Good	My request was untypical as I was told by Practice Pharmacist Hillingd
Good	The receptionists can be awkward when requesting repeat prescriptio
Very good	
Good	
Very good	Ease of use.
Good	
Very good	
Neither good nor poor	I find some of the questions annoying and rather obvious.
Very good	All my concerns are being dealt with
Neither good nor poor	
Good	
Very good	
Very good	
Good	
Neither good nor poor	I have already had a phone call. Given medication and told to ask for a
Good	
Very poor	I've tried booking appointments with the surgery on a number of occa
Good	I thought I was booking an appointment directly, but it was just anoth
Neither good nor poor	Take too long field form!
Neither good nor poor	Too many questions
Good	Helpful doctors and staff
Good	Staff and doctors are helpful
Very good	
Good	
Good	
Very good	The surgery and staff are always most helpful and professional which

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