

Friends and Family

Mar-24

FEEDBACK SOURCE	HOW WAS YOUR EXPERIENCE?
Patchs	Good
Patchs	Very good
Patchs	Very poor
Patchs	Very good
Patchs	Good
Patchs	Poor
Patchs	Very poor
Patchs	Don't know
Patchs	Very poor
Patchs	Very good
Patchs	Very poor
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Very poor
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Good
Patchs	Good
Patchs	Very good
Patchs	Good
Patchs	Poor
Patchs	Very good
Patchs	Good
Patchs	Very poor
Patchs	Very good
Patchs	Good
Patchs	Very poor
Patchs	Don't know
Patchs	Neither good nor poor
Patchs	Don't know
Patchs	Don't know
Patchs	Very good
Patchs	Very poor
Patchs	Very poor
Patchs	Very good
Patchs	Very good
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Good
Patchs	Neither good nor poor
Patchs	Good
Patchs	Very good
Patchs	Neither good nor poor

Patches	Don't know
Patches	Neither good nor poor
Patches	Very good
Patches	Very good
Patches	Good
Patches	Very good
Patches	Good
Patches	Very good
Patches	Poor
Patches	Good
Patches	Very good
Patches	Good
Patches	Good
Patches	Don't know
Patches	Neither good nor poor
Patches	Neither good nor poor
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Patches	Good
Patches	Neither good nor poor
Patches	Good
Patches	Very good
Patches	Very good
Patches	Neither good nor poor
Patches	Very good
Patches	Very good
Patches	Don't know
Patches	Very good
Patches	Very good
Patches	Don't know
Patches	Very good
Patches	Neither good nor poor
Patches	Poor
Patches	Very poor
Patches	Good
Patches	Good
Patches	Very good
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Patches	Very good
Patches	Good
Patches	Poor
Patches	Good
Patches	Very good
Patches	Very poor
Patches	Very good

Patchs	Very good
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Very good
Patchs	Very poor
Patchs	Very poor
Patchs	Good
Patchs	Very poor
Patchs	Neither good nor poor
Patchs	Very good

WHY DID YOU GIVE YOUR ANSWER?

Medical Team and staff are helpful and understanding

I think they know why

So easy to use

doctors have been great and staff at receptions are very helpful .

I would just like to be able to ring and book an appointment

Not Happy

Will give an answer when I've had the experience

Received this message but we hadn't been contacted. Komal has marked your request as complete and they're always helpful

Very difficult, and not easy to use, we are sick need help, but this gives hard time and stress.

It's online would prefer talking with a human.

If going by the reason what I received from them about the overall handling from the initial appointment to the

No problem using Patches.

I would prefer to see GP face to face

Good doctors with helpful staff

Very good doctors surgery

Lot of questions, some not applicable

The doctors are supposed to see their patients, not hide behind technology

Always helpful

Easy to use

Given wrong information about a doctor calling me back this afternoon.

All members at Hillingdon health centre are excellent and very politely helpful. No complaints only compliments

Because the AI failed to pick up my main issue. It cycled through a couple of symptoms and did not allow me to

Your Patches app hasn't worked since I was forced to call in for my blood test the other day.

Patches isn't working. I keep tapping the buttons, using my phone, but nothing loads and nothing happens. Could

always great

when using patches I always get response in good time

I went into surgery to sort this out as my certificate ran out Easter Sunday and I needed it to start Easter Monday

Everyone seems nice

Quick and easy

I've been able to sort out my problem.

No personal contact

I am not getting very far regarding my current situation. Very slow to respond.

Last time dr Mehta called me and was very supportive

Receptionist are always very helpful

I am sick I do not want to be filling online forms

Always friendly and available to help. I have always had a very good experience digitally, on the phone and face to face.
Helpful

Very quick response to my request with a face to face appointment the same week to do a full health check and diagnosis.
It hard work for me

They are very helpful and always keen to go above and beyond

They are good at what they do

Quick, efficient

It would be nice to be able to talk to someone rather than texting.

friendly staff

Dr Babber is very helpful on all occasions I have seen her

Cannot get to see a doctor anymore. I only call when I think I would like to see one, but its such a struggle. Drs and staff
all contact is dealt with efficiently thank you

Not as good as a consultation, bit its not a very urgent matter yet.

They don't listen to patients concerns or have empathy

I didn't wait long

They do their job

Don't get appointment with GP yet

The receptionist wasn't interested in listening to me at all - I felt I had called at an inconvenient time - which is

Prompt communication

Easy to use the website

The doctors are amazing and the staff are very helpful

Get things sorted quickly

Why cant I just make an appointment over the phone

I always get a response

Do not prefer this way of communicating my health issue.

Have been forced to make a online appt for a personal matter, would prefer to discuss with an actual person

Quick and easy tool to communicate with my Gp practice

Patches is good but need to make available outside working hours

Made it easy for me

Good, easy to do

Complicated

Because I'm hoping for a good result

I have not had many experience with consultations yet but so far it has been fine

Doctors have always been very helpful and appointments given quite quickly

Centre has always been consistently good to me and my family

good system

It would be good to talk to someone and not fill in a questionnaire.

Send me a link with no direction on what to request

The lady who answered the phone thought she knew better than I did and was not prepared to listen to my e)

It was good

The staff are always polite and friendly and always willing to assist

All on time and I am satisfied

Pointless system

I've always been seen whenever I've had an issue and needed a consultation.

Not very helpful

Face to face would always be my preference

Helped with my stress and any related requests actioned very quickly

Everything is done by telephone and rarely do you ever get to see a GP in person.

Great practice and always helpful

Haven't spoke to anyone yet

I always get a reply and call from GP, GPs and admin staff are kind and considerate

very easy to explain symptoms without sitting on a phone for ages, I find the health centre very helpful they c

No nonono

Because in my experience my surgery still will not give face to face appointments

I hate the patches system. I'm not able to get any follow ups on my request. When I call I'm put on hold for ab

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