

Friends and Family test - Februa

Response

Neither good nor poor

Neither good nor poor

Very good

Good

Very good

Poor

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Neither good nor poor

Neither good nor poor

Very good

Neither good nor poor

Neither good nor poor

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Very good
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Don't know
Very good
Good

iry 2025

Please can you tell us why you gave your answer?

Found it very very complecated

Very helpful or myself and husband

Not really user friendly and not able to book GP appointments

Very simple to use

Asking outside of the process question!

Difficult to see a doctor

I would have preferred to talk to someone

Helpful and efficent

I was asked to use PACHS . I am not good with IT

No time

Was easy to use

Patches is a simple system to use.

I've never had a problem with them always very good

Online system so difficult to sumise

Thanks

I think the service is excellent. I love the patches system, so great ans efficient for all

Helpful and informative

Talking to the receptionist today was great.

No point

Worst when you are sick u don't want to go through apps it's worst

Not sure why it can't be like pre Covid. This system is annoying

Would prefer to talk to a person

Did not revive the document I requested

Easy to use

Very helpful

Because i want to talk to an actual person

The practice is good

Too many questions.

I've only just contacted them and am waiting for a response

Good easy

Not at present

It's very easy to get in touch with health centre

Hate patches. the health centre is good. But not patches

Why can't I respond to your messages?

Questions are not appropriate to what I need to inform the Drs about

Prompt answer

Prefer to speak to a person. Do realise this is not always possible. 48 hours wait is fine for me but sometim

Can not get face to face appointments with a dr

Want medication

Everything is clear.

Fairly intuitive and easy to use, nothing that wowed me enough for 5 stars

Responsive

I try to contact to my GP but no one responds

Because they responded quickly

I have only just submitted my request so have not been contacted yet.

Confusing

I'm new to the practice so would be unfair for me to comment

Have received good treatment and service

Excellent team

Submitted the request previously as well, no keen action was taken

Not good I am not well couldn't see or type property... please make more easier less questions and also qu

All OK with the practice - any problems are NHS problems.

Quick response

I have only ever had one bad experience, regarding a very rude receptionist. But the practice manager dealt

So far today I have not had to contact any staff.

Alright

Answered my question

Tried to book an appointment, was given two slots went to confirm with partner but receptionist hanged u
Doctors there are excellent

Want to speak to someone not use a website

Was in the health centre to make an appointment but had to come home to book it online! Seems ludicrous
Not happy with Patches Prefer phone calls.

Because there a good gp practice

Easy access always helpful receptionist either on the phone or in person good doctor's

Phlebotomist unable to get blood out of me now I have to go to Uxbridge which is inconvenient

Easy and convenient

Quick

The health centre staff are very good, but PATCHS is the worst system I have ever used. PATCHS UI is extremely
All good

Unable to access website

Patches is brilliant and the team manage it so efficiently

Gp Website would not load at all so had to find different link to access patches

Always helpful

Whenever I go to GP practice or call them the staff was very kind and helpful and once Dr. Jay gave me a Cl
one lady on reception is extremely rude and unhelpful

I thought the questions very very thorough.

They contact patient asap

Didn't try and contact them just filled in Patches as I know they won't talk to you

Always been proactive and available for me.

Excellent care

I am happy for it...

Excellent service

Having phoned the surgery, and being directed to online, it is more time consuming and a computer cannot

No conversation with a doctor just dismissal Of my request not insured to give antibiotics from a doctor re

Polite and quick response

persona service would be preferential

Why am I being asked about my experience with the GP practice immediately after completing an online c

It with the situation very satisfactorily after I complained. Apart from that one time, I have always fou

arification Letter for my daughter whithin few hours and he is a very caring doctor. Their services are

very quick and always reach us on time for our health issues. I am so pleased about it.