

## Friends and Family - April 2025

Response	Collection Method
Neither good nor poor	Online
Good	Online
Very poor	Online
Very good	Online
Very good	Online
Good	Online
Neither good nor poor	Online
Very good	Online
Good	Online
Very good	Online
Very good	Online
Very good	Online
Good	Online
Good	Online
Very good	Online
Very good	Online
Very good	Online
Very good	Online
Very good	Online
Poor	Online
Very poor	Online
Good	Online
Very good	Online
Neither good nor poor	Online
Very good	Online
Good	Online
Neither good nor poor	Online
Neither good nor poor	Online
Very good	Online
Good	Online
Very good	Online
Very good	Online
Very good	Online
Very good	Online
Poor	Online
Good	Online
Don't know	Online
Neither good nor poor	Online
Good	Online
Good	Online
Neither good nor poor	Online
Very good	Online
Very good	Online
Very good	Online
Good	Online
Very good	Online
Very poor	Online
Very poor	Online

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

Neither good nor poor	Online
Good	Online
Good	Online
Very good	Online

Please can you tell us why you gave your answer?  
Its confusing.

Waste of time  
Always very helpful

Always a prompt service  
helpful staff  
very quick and helpful response  
Doctors and staff all are excellent and I am cared for most of the time

They are always good. They listen and try their best. The doctors are excellent  
always friendly  
Just a great service. Patches is so easy to use  
Every time I get reaction from the Surgery.  
Frustrated that you cannot call the gp to speak to a member of the team who has just called me to tell me  
Waste of time

It's so difficult to get an appointment  
Hillingdon care centre seems a very friendly professional place  
The Patches thing is good but as is probably the case with most people, I'd prefer a face-to-face consultation  
I'm not liaising directly with HHC but with an online questionnaire  
It's all online

The receptionists and medical team are always very courteous and helpful.  
I rarely need to attend the practice but recently they promptly completed a Medical Certificate for my wife  
So quick to get a response from a doctor  
They aren't prescribing my medication properly. If they only give small amount at a time I'll have to ask for more

I'd rather just phone

Waiting for call  
Cause it's just a robot  
Receptionist was very helpful and kind

This is not the way to contact your surgery  
Not commenting

Everything was good

I wanted to send, as an attachment, a document to Dr. Babber and found it impossible.

Unable to send message due to online messaging system INTENTIONALLY being NOT AVAILABLE this Monday

Very easy way to contact the practice.

I have found the form really helpful to get me to think about what I am wanting to speak about and what

The surgery is good but the lack of telephone Calls being accepted & having to go via patches is awful

POS 1 still waited 8 min

i cant get an appointment to see a doctor, just a phone call from the hub doctor. i have been trying for 4 r

Impossible to get an appointment face to face. Doctor does not always listen to concerns. Have to chase f

Drs are attentive and willing to listen and help

Friendly approachable reception staff, doctors and nurses

No good

Quick

All I'm doing is speaking to reception but I need to speak to my gp and ifs harder and harder what's the pc

Very poor

Patchs messgae responded to immediately

Haven't heard from my doctor yet. This has been an on going issue for me and I'd like some type of help.

Easy to use

Always been seen

Attentive medical staff

Great staff

They always respond like

Recently I had gone in person when very unwell. Told to use patches. Every reception visit told to use patch

Because I like this service

Patches is a waste of time,

Very helpful and polite and always very efficient in all i ask or request. Rhanks

My experience has always been very good Staff are always helpful

Once I called, reception were helpful in addressing my issue with Patches and I able to complete my requ

Dr Mehta and Dr Davis (when he use to be here) have always been great.

ry soon for some more.. if you aren't going to prescribe it again you have to say so. Why wouldn't you tell me

day morning. Antibiotic medication ran out yesterday but symptoms were and are continuing. This will give th

or blood tests to manage my thyroid condition. Admin request for a holiday cancellation took far too long and

15. We have an old computer and it is very slow. The elderly will not be able to use this service at all. I have see







an elderly patients told to use patches who have made the effort to visit the surgery. The medical staff are very





good at Hillingdon Health Centre, it is just getting through reception that is the ordeal. Recent telephone appc







ointment with DR. Alka babber was very good and she got back to me quickly. Even when ringing the surgery n





no appointments can be made , it is all patches.