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Neither good nor poor Online Don't know Just want to book an appointment quickly, online	Don't know	Online	free.whats going on????
Just want to book an appointment quickly, online	Very good	Online	
	Neither good nor poor	Online	Don't know
Poor Online takes too long			Just want to book an appointment quickly, online
	Poor	Online	takes too long

Very poor	Online	The post request questionnaires on patchs are quite circular and a frustrating requirement to submit a request. HHC's frontline staff lacked basic sympathy and humanity in my conversation with them today to request help in getting through/past issues with filling out the questionnaires that popped up after my request. Healthcare is personal- In this instance, patients seem to be reduced to numbers on the system with very little humanity behind the
	Online	system with very little humanity behind the
Very good	Online	
Very good		
Neither good nor poor	Online	Whenever I fill these things in and provide late of
		Whenever I fill these things in and provide lots of detail, the gp never appears to be aware and I have
Noither good per peer	Online	
Neither good nor poor	Online Online	to go theough the same details at app.
Very good	Online	Urgently need a blood test so results are in far far a
		Urgently need a blood test so results are in for for a
		private appointment on 1st July, but this seems to be a difficult request in terms of getting an appointment
		or a straight answer from the surgery about why i
Naithar good par poor	Online	haven't received one yet.
Neither good nor poor Good	Online	naven i received one yet.
Don't know	Online	
Neither good nor poor	Online	Nil experience
Very good	Online	Polit
Good	Online	Just a good gp practice
Neither good nor poor	Online	
Poor	Online	Normal service from HHC
Very good	Online	Great at responding
Very good	Online	Great
Don't know	Online	Not sure
Good	Online	I helps to be able to contact the surgery
		The service is good, sometimes the questions a bit
Good	Online	redundant?
Very good	Online	Very helpful n considerate
		I had spoken to receptionist about my new problem
		she said to use patches and photo shot hospital
		prescription and upload this I do know how to do this
Neither good nor poor	Online	on patches so i will bring it to the GP surgery
Poor	Online	Speakers to a bot
Good	Online	Quick
Good	Online	The receptionist was pleasant and helpful
Good	Online	
		i need something that should be quite straight
Neither good nor poor	Online	forward but again no real help
Very good	Online	Always get help and advice from surgery
Good	Online Online	Very easy to contact my surgery.
Don't know	Online	Didnt snock to an practice
Don't know	Online	Didnt speak to gp practice
Very good	Online	

Very good	Online	Very quick and efficient
Very good	Online	Because the system is easy to use . ??
		Can't get an appointment. Don't want to do smear
		tests at this practice always trying to send me
		somwhere else. No follow up From GP ever. Have lost
Very poor	Online	total faith in practice
		Poor guidance from the doctor and never check my
Neither good nor poor	Online	history
Good	Online	
Good	Online	
Very good	Online	
		Have only just submitted my request, so no action
Neither good nor poor	Online	from Hillingdon Health Centre yet.
Good	Online	
Very good	Online	
Very good	Online	
Good	Online	
		Easy to contact the surgery although some of the
		questions are not always relevant. It would be better
		if there was just an email address where one could
Good	Online	just ask a simple question
Very good	Online	
Very good	Online	Very quick service
Good	Online	
Very good	Online	
Good	Online	Good convenient
Very good	Online	
Very good	Online	
Good	Online	
Very good	Online	Because I need help
Good	Online	
Very good	Online	Compared to old practice in Oxfordshire, it is
very good	onine	The form is quick and easy to use and I have got a
Good	Online	quick response in the past from filling out the form
0000	onine	Calls mever have fixed slots, a person can't be
Poor	Online	available on one date
Good	Online	
Neither good nor poor	Online	Waiting for a call
	Online	There no long waiting time and medical professional
Very good	Online	are nice.
Very good Very good	Online	They are always helpful in the phone
Very good Very good	Online	They are always helpful in the phone
	Online	
Very good	Online	
Good Dan't know		
Don't know	Online	
Neither good nor poor	Online	Eacy to complete and yought get recreases from
Very good	Online	Easy to complete and usually get response from
Very good	Online	Not essu to see DR
Good	Online	Not easy to see DR
Neither good nor poor	Online	Its convenient

		It is useful to be able to contact the surgery on line
		but it would be more useful if the Patches form could
Good	Online	be filled in ready even if the surgery is not open The health centre I find incredibly helpful. Depending
Very good	Online	on who takes your call though. The doctors are
Don't know	Online	
Neither good nor poor	Online	patches is a robot
Very poor	Online	Receptionist was very unhelpful and dismissive
		Dr Metha is caring and attentive to your issues and
Very good	Online	concerns
Good	Online	
		Why have I not been given an appointment or a call
		from my GP Practice. I have been fob to my
		pharmacy who have not called in the time said. Why
Very poor	Online	should I have to chase them
Very good	Online	
, .		After the referral was sent to the hospital the doctors
Neither good nor poor	Online	have no information and cannot assist.
Neither good nor poor	Online	Other than trying to send a photo it was good.
Good	Online	
Poor	Online	Far too longwinded. I only wanted to book a blood
Very good	Online	
Very good	Online	
Good	Online	
Very good	Online	
		I don't understand why I cant just repeat medicine
Very poor	Online	more easily
Very good	Online	works well
		Very rude on the phone will not talk to me i have to
Very poor	Online	do it this way
Very good	Online	Always helpful
Very good	Online	
		This system is frustrating I requested for a doctor to
		call me on a specific number but I was called on
		another number which I missed and I'm on waiting
		list now and have to go through this system again and
Poor	Online	I can't call the doctor back
Very good	Online	
		Went in person - still can't just make an appointment.
		Have to go through the whole patches questions
Poor	Online	which is pointless
Good	Online	
Very good	Online	
Very good	Online	
Very good	Online	
		I the service is excellent and so efficient for me and I
Very good	Online	would think clinicians

Poor Neither good nor poor Very good Very good	Online Online Online Online	Receptionist only wanted me to use website, not take details over the phone and suggested a pharmacist. I had to ask her to send a link, as I couldn't get into patches before, having used it for my Dad at another surgery. She just sent the exact same link to access Because there abit late at replying to a real issue Very fast to use
Very good	Online	A bit patchy it can be a lot more user friendly and intuitive than it is. Why does it not offer my repeat prescription list ? I have to type it out everytime. The workflow is also a bit misleading as it tells me my request is complete when my message is passed to the GP, which is not true; I would consider my request to be complete when a prescription I requested was sent to the pharmacy not when the message was just passed on to the next team in the