

Friends and Family Test - June 2025

Response	Collection Method	Please can you tell us why you gave your answer?
Don't know	Online	
Neither good nor poor	Online	
Very poor	Online	The receptionist was no help at all
Very good	Online	
Very good	Online	fast and efficient
Neither good nor poor	Online	Same reasons
Very good	Online	Good
Very good	Online	
Very good	Online	
Very good	Online	Excellent
		The service provided by my practice has improved a lot and it's easy to get appoint,rents.
Very good	Online	
Good	Online	
Very good	Online	
Good	Online	Polite member of staff at desk today. 27.06.25
Very good	Online	Always prompt with call backs and appointments
Very good	Online	Save me going to the surgery
Very good	Online	Always available on phone or appointment
		Everything is straightforward and easy to navigate, truly human friendly design.
Very good	Online	I want to improve this service more
Good	Online	Excellent service
Very good	Online	Their service is good but I hate using patches. It is useless. Not good Fr old people.
Good	Online	
Good	Online	
Good	Online	Useful to be able to explain symptoms on line
Very good	Online	Prompt help and understanding
Good	Online	
Very good	Online	
Neither good nor poor	Online	I don't know yet until someone responds to my
Good	Online	
Good	Online	The appointments you can get within two weeks
Very good	Online	Great
		Why do we have to buy our tablets? Why is the Dr not giving us the medicine. ocer 60 should be free.whats going on????
Don't know	Online	
Very good	Online	
Neither good nor poor	Online	Don't know
		Just want to book an appointment quickly, online takes too long
Poor	Online	

		The post request questionnaires on patches 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
Very poor	Online	
Very good	Online	
Very good	Online	
Neither good nor poor	Online	
		Whenever I fill these things in and provide lots of detail, the gp never appears to be aware and I have to go through the same details at app.
Neither good nor poor	Online	
Very good	Online	
		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 haven't received one yet.
Neither good nor poor	Online	
Good	Online	
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 redundant?
Good	Online	Very helpful n considerate
Very good	Online	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 on patches so i will bring it to the GP surgery
Neither good nor poor	Online	Speakers to a bot
Poor	Online	Quick
Good	Online	The receptionist was pleasant and helpful
Good	Online	
		i need something that should be quite straight forward but again no real help
Neither good nor poor	Online	Always get help and advice from surgery
Very good	Online	Very easy to contact my surgery.
Good	Online	
Don't know	Online	
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 somewhere else. No follow up From GP ever. Have lost total faith in practice
Very poor	Online	Poor guidance from the doctor and never check my history
Neither good nor poor	Online	
Good	Online	
Good	Online	
Very good	Online	
		Have only just submitted my request, so no action from Hillingdon Health Centre yet.
Neither good nor poor	Online	
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 just ask a simple question
Good	Online	
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
Good	Online	The form is quick and easy to use and I have got a quick response in the past from filling out the form
		Calls mever have fixed slots, a person can't be available on one date
Poor	Online	
Good	Online	
Neither good nor poor	Online	Waiting for a call
		There no long waiting time and medical professional are nice.
Very good	Online	They are always helpful in the phone
Very good	Online	
Very good	Online	
Very good	Online	
Good	Online	
Don't know	Online	
Neither good nor poor	Online	
Very good	Online	Easy to complete and usually get response from
Very good	Online	
Good	Online	Not easy to see DR
Neither good nor poor	Online	Its convenient

Good	Online	It is useful to be able to contact the surgery on line but it would be more useful if the Patches form could be filled in ready even if the surgery is not open
Very good	Online	The health centre I find incredibly helpful. Depending 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
Very good	Online	Dr Metha is caring and attentive to your issues and concerns
Good	Online	
Very poor	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 should I have to chase them
Very good	Online	
Neither good nor poor	Online	After the referral was sent to the hospital the doctors 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	
Very poor	Online	I don't understand why I cant just repeat medicine more easily
Very good	Online	works well
Very poor	Online	Very rude on the phone will not talk to me i have to do it this way
Very good	Online	Always helpful
Very good	Online	
Poor	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 I can't call the doctor back
Very good	Online	
Poor	Online	Went in person - still can't just make an appointment. Have to go through the whole patches questions which is pointless
Good	Online	
Very good	Online	
Very good	Online	
Very good	Online	
Very good	Online	
Very good	Online	I the service is excellent and so efficient for me and I would think clinicians

Poor	Online
Neither good nor poor	Online
Very good	Online
Very good	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
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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