

Friends and Family Test - January 2026

FEEDBACK SOURCE HOW WAS YOUR EXPERIENCE?

Patchs	Very good
Patchs	Very good
Patchs	Good
Patchs	Very good
Patchs	Very good
Patchs	Good
Patchs	Very good
Patchs	Very good
Patchs	Very good
Patchs	Very good
Patchs	Good
Patchs	Neither good nor poor
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Good
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Don't know
Patchs	Very good
Patchs	Good
Patchs	Very good
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Good
Patchs	Good
Patchs	Good
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Good
Patchs	Good

Patchs	Very good
Patchs	Very good
Patchs	Very poor
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Don't know
Patchs	Very good
Patchs	Very good
Patchs	Good
Patchs	Good
Patchs	Very good
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Neither good nor poor
Patchs	Very good
Patchs	Very good
Patchs	Very good
Patchs	Good
Patchs	Very good
Patchs	Very good
Patchs	Very good
Patchs	Good
Patchs	Neither good nor poor
Patchs	Don't know
Patchs	Good
Patchs	Very good
Patchs	Neither good nor poor
Patchs	Good
Patchs	Very good
Patchs	Don't know
Patchs	Very poor

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

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

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

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

Patchs
Patchs

Very good
Very good

WHY DID YOU GIVE YOUR ANSWER?	DATE
Response were fast	30/01/2026
It was very straight forward	30/01/2026
	30/01/2026
Always available to listen	30/01/2026
Patches a good system	30/01/2026
Thankfully not a serious issue needed looked at, so the questionnaire system was suitable	30/01/2026
Very quick to respond and provide appointments for my kids.	30/01/2026
Always helpful in perdsn and over the phone.	29/01/2026
	29/01/2026
	29/01/2026
The procedures and treatments take time.	29/01/2026
	29/01/2026
	29/01/2026
	28/01/2026
	28/01/2026
Very efficient with qustions	28/01/2026
Nothing exciting	28/01/2026
	28/01/2026
	28/01/2026
Because its true ??	27/01/2026
I wanted to book an appointment to see doctor but was referred to patches system. Not the care under PALS i e)	27/01/2026
The staff are always friendly and approachable. They do their best to advise you on what you need to do next to	27/01/2026
Understanding drs and staff	27/01/2026
Great that I could contact the surgery	27/01/2026
	27/01/2026
Rarely visit the surgery	27/01/2026
Very good customer services	27/01/2026
	27/01/2026
Have not had any contact with them	27/01/2026
	26/01/2026
	26/01/2026

Grest	26/01/2026
	26/01/2026
Really hard to see a GP for my doctors always sent all over the place	26/01/2026
Because i would prefer to actually talk to someone	26/01/2026
Swift responses and friendly people.	26/01/2026
	26/01/2026
	26/01/2026
	26/01/2026
	26/01/2026
Attentive, quick.	26/01/2026
whenever i submit a request the surgery always gets back to me in good time	26/01/2026
Not sure if they are able to distinguish who needs a face to face with Dr or can be sorted on the phone .if all quei	26/01/2026
	23/01/2026
A phone call with a physiotherapist is ridiculous... I haven't seen my actual GP in years.	23/01/2026
The patchs system is impossible to use to make an appointment	23/01/2026
Very helpful	23/01/2026
The staff are helpful and friendly	23/01/2026
	23/01/2026
Form was quite easy to fill in	23/01/2026
Best Dr surgery	22/01/2026
	22/01/2026
	22/01/2026
	22/01/2026
I just don't like using an AI to contact a doctor about my health	22/01/2026
	22/01/2026
	22/01/2026
Always helpful	22/01/2026
	22/01/2026
Not happy that I can't make an appointment by phone	22/01/2026
Always have been happy with their service	21/01/2026
	21/01/2026
With patches you are in an endless cycle of filling in the same form for same issue. Often called when you can't a	20/01/2026

	20/01/2026
I wanted to talk to someone about a mental problem and did not like describing it in a form	20/01/2026
Never had any issues with this well run surgery.	20/01/2026
Far Tooooooooooooo many questions	20/01/2026
	20/01/2026
	19/01/2026
quick and efficient at responding back	19/01/2026
	19/01/2026
This service is very easy to use	19/01/2026
quick easy to follow	19/01/2026
	19/01/2026
	19/01/2026
Responded quickly	19/01/2026
	19/01/2026
I would rather talk to the receptionist or see my dr face to face....not a telephone conversation.	19/01/2026
Because everything online takes a long time. All I wanted to do was make an appointment with the GP as requested	19/01/2026
	19/01/2026
	19/01/2026
	19/01/2026
	19/01/2026
Excellent	19/01/2026
Quick	19/01/2026
	19/01/2026
	16/01/2026
Easy to use and clear	16/01/2026
easy to use	16/01/2026
	16/01/2026
Always get attended to my issues	16/01/2026
I have fungal infection on my body for last 8months but they dont even suggest me the best medicine and mever	16/01/2026
Dr was very helpful, discussed didn't options and was happy to listen.	16/01/2026
Great staff	15/01/2026
	15/01/2026
GP records not updated on app, GP repeat prescription not updated correctly even when I've asks for it to be up	15/01/2026

Lady on the phone was helpful and the questions seemed fairly straight forward	15/01/2026
They good doctor/ team.	15/01/2026
	15/01/2026
I don't know	14/01/2026
	14/01/2026
	14/01/2026
	14/01/2026
	14/01/2026
	14/01/2026
	13/01/2026
Can't speak	13/01/2026
Haven't spoken to anyone at health centre as advised to use Patchs system.	13/01/2026
	13/01/2026
Quick	13/01/2026
	13/01/2026
Quick	13/01/2026
Quick	13/01/2026
	13/01/2026
	13/01/2026
	13/01/2026
Quick, attentive	13/01/2026
Always helpful and quick	13/01/2026
	13/01/2026
	12/01/2026
Clear information	12/01/2026
	12/01/2026
The doctors are supportive	12/01/2026
was fast and helpful	12/01/2026
No urgent care ,make request online.	12/01/2026
They helped me	12/01/2026
Always get help quite quickly, depending on the urgency of the enquiry.	12/01/2026
It's a bit silly to ask for feedback of Hillingdon health service immediately after I submit a request when they have	12/01/2026

Requesting feedback like this is pointless. All I have done is fill out a form. The experiences you need to measure	12/01/2026
	12/01/2026
Easy interface	12/01/2026
The service is excellent. I have no complaint, I am vocal to others about how good the service is.	12/01/2026
	12/01/2026
	09/01/2026
the request has been completed without contacting me	09/01/2026
	09/01/2026
Neither	09/01/2026
I received a quick response.	09/01/2026
	09/01/2026
Haven't had any contact with them yet.	09/01/2026
I would rather phone. This is making more to go down the private route.	09/01/2026
	08/01/2026
quick and easy	08/01/2026
Sensible and relevant questions asked.	08/01/2026
Hate doing stuff online prefer to speak to a human being who will give a correct answer	08/01/2026
I always have an issue getting the correct prescription	08/01/2026
They just don't listen when you need an appointment. You don't get one. I've been waiting for a long time now.	08/01/2026
	08/01/2026
	08/01/2026
	08/01/2026
	08/01/2026
Need to speak to doctor	08/01/2026
Always quick responses	08/01/2026
	07/01/2026
	07/01/2026
	07/01/2026
Because its true .	07/01/2026
Quite simple	07/01/2026
	07/01/2026
	07/01/2026
Lack of thinking outside box in dealing with matter	07/01/2026

Want to be able to book an appointment	06/01/2026
Great	06/01/2026
They are very helpful	06/01/2026
	06/01/2026
Very receptive and genuinely help patients in need!	06/01/2026
I was told by the receptionist yesterday I would receive a link for a blood test appt. This did not arrive. I was initi	06/01/2026
Did not have a clue what they was doing or even saying lying	05/01/2026
	05/01/2026
	05/01/2026
Helpful most of the time	05/01/2026
	05/01/2026
Because its true	05/01/2026
easy to use	05/01/2026
Because it's stupid that you can't call and book an appointment or talk to a human	05/01/2026
	05/01/2026
Good	05/01/2026
	05/01/2026
Efficient	05/01/2026
	05/01/2026
Nothing has been done so why ask this question	05/01/2026
Because its true	05/01/2026
	05/01/2026
Whenever I use Patchs, my GP always addresses my concerns before the end of the day.	05/01/2026
You ask how my experience was, how can I answer that when all I have done is answer a few questions. Surely as	05/01/2026
	05/01/2026
Redonse is good	05/01/2026
I have not contacted them only filled in this request.	02/01/2026
They're always so attentive and helpful.	02/01/2026
Quick and easy	02/01/2026
I think we should be able to get appointments when we phone	02/01/2026
	02/01/2026
Thanks for being efficient team	02/01/2026
	02/01/2026

Because of a very quick response.

02/01/2026

02/01/2026