

Friends and Family Test - March 2026

Response	Please can you tell us why you gave your answer?
Very poor	Never able to get appointments
Very good	Dr Mehta is a brilliant doctor and Michaela is a empathetic nurse.
Very good	Easy to use
Neither good nor poor	Website too cumbersy
Very poor	Unable to see GP when in need
Very good	
Poor	No a lot of appointment
Very good	Very prompt response and plan going forward.
Good	I have very rare contact with doctors. I am ok. and just need 2 medications.
Neither good nor poor	
Neither good nor poor	
Very good	
Good	
Neither good nor poor	The options available, too many questions
Very good	
Neither good nor poor	
Good	Its difficult to describe my symptoms
Good	As it was easy to use service
Neither good nor poor	
Very good	
Very good	
Good	Connection to patches is ok
Good	
Good	Quick
Neither good nor poor	Too many questions
Neither good nor poor	Don't like using anything on line. Prefer phone call.
Good	Always willing to listen and support
Good	
Good	
Good	
Good	
Good	
Good	
Good	
Good	Easy site to use.
Neither good nor poor	
Very good	
Very good	Because its true ??
Good	
Good	

Good	
Good	Great
Very good	It was quite easy to use the app
Neither good nor poor	
Good	
Very good	I have never been disappointed by my GP
Neither good nor poor	Too long
Very good	Very easy to used
Very good	
Good	
Very good	Easy to answer and always have quick replies
Neither good nor poor	
Good	
Very good	
Good	
Neither good nor poor	
Very good	
Very good	Because its true ??
Good	
Good	
Good	
Good	Great
Very good	It was quite easy to use the app
Neither good nor poor	
Good	
Very good	I have never been disappointed by my GP
Neither good nor poor	Too long
Very good	Very easy to used
Very good	
Good	
Very good	Easy to answer and always have quick replies
Neither good nor poor	
Good	
Very good	
Good	
Good	Quick light
Very good	
Good	
Very good	Great service
Very good	It is very easy to communicate with my GP.
Poor	U can't get a doctors appointment anymore
Very good	They always help me and my family very quickly with any queries

Very good	
Neither good nor poor	Because we haven't heard nothing yet it's been more than 4 hours now.
Very poor	No one knows anything. I am going around looking for answer.
Very good	
Very good	Always replies on the day. A surgery that takes time to listen.
Very good	Always satisfied
Very good	
Don't know	I'm yet to experience them.
Very good	The doctors are very knowledgeable and helpful
Good	
Neither good nor poor	
Poor	It's poor service and not practical
Poor	They are reluctant to see you face to face, and that is not conducive
Very good	
Good	
Neither good nor poor	Just wanting to book a blood test
Good	
Neither good nor poor	
Very good	
Very good	Always helpful
Very good	
Very good	
Very good	Great practice
Poor	Not practical at all
Neither good nor poor	Layout of screen and the questions need fine tuning
Very good	Great
Don't know	
Very good	Prompt response to all my queries. Fast results in all my blood tests.
Good	Everything was made clear on Patchs site.
Very good	
Good	
Very good	
Good	
Good	
Very good	
Neither good nor poor	I did not contact my GP surgery today.
Good	
Very good	
Good	They have been active and supportive
Very good	I have faith in all the drs . Reception staff are approachable and kind
Very good	
Very good	Quick and easy

Don't know	
Very good	
Neither good nor poor	I haven't been in contact with the Health centre yet, just submitted a request
Very good	From past experiences there are no complaints for myself
Very good	
Very good	
Good	I always think having in person telephone contact and face to face appointments are better. Online can be difficult to get across the issues or explain the problem
Very good	
Neither good nor poor	
Very good	All the colleagues at the practice are amazing. Receptionists, Dr's and Nurses.
Good	
Very good	
Good	
Neither good nor poor	My enquiry was about a follow up which I don't think the questions asked.
Very good	Patch is been easiest way to communicate with my GP and GP been very helpful
Very poor	Good service
Good	Always accommodating
Good	The website works well. Easy to use.
Very poor	Just told me to use patches , I have never used patches before nor was Asked . Was told the available slots were filled for today . Not great when your in pain
Very good	
Very good	Whenever I have needed appointments for the children especially when they were younger it was never a problem. All the staff are extremely helpful and any que
Good	
Good	
Good	
Very good	Great staff
Don't know	Cause it was an automated messaging system, not a person
Good	
Very good	Because its true ??
Very good	
Very good	Easy to use patches
Neither good nor poor	I haven't actually had any contact with Hillingdon Health Centre on this issue just yet.
Good	When you get answered its good
Neither good nor poor	I miss not talking to a medical professional, I am rarely ill (thank god) and unfortunately this system puts me off wanting to see a GP. I understand a system is requ
Poor	Assumption I wanted a sick note when I am trying to book an appointment
Very good	
Very good	Coz its true ??
Very good	
Very good	Always straightforward.
Don't know	
Very good	I've always had a very good experience with Hillingdon Health Center even I'm speaking about doctors or reception staff. Very prompt and respectful in offering in
Good	

Very good	
Very good	Very good service,they respond very quick.
Poor	No one helps or explains what's happening next or why or is trying to get to the bottom
Very good	
Neither good nor poor	I just needed to tell someone my medical concern
Good	
Don't know	unable to book for blood test on Patch
Neither good nor poor	Efficient
Very good	So simple
Neither good nor poor	There are limited options to say what you need to say.
Neither good nor poor	nothing has been done and you ask how was the experience, ??????????????
Very good	Reception staff are very polite and helpful to be honest all staff are very helpful and polite . They are very caring and don't have to wait for appointments etc .
Poor	Too many pages to fill in for a simple request. I only wanted to request to talk through my medication with a doctor and had to fill in 20 pages plus
Very good	Excellent
Very good	
Good	Good staff
Good	
Good	Past experience
Good	
Good	
Very good	
Very good	At least you get answer
Very good	
Very good	Essy to use
Very good	
Very good	Good service
Neither good nor poor	Long waiting times over the phone and long procedures of filling in form
Good	
Neither good nor poor	
Good	Nothing to complain about.
Good	
Very good	
Neither good nor poor	Awaiting response
Very good	Because its true ??
Good	Easy to useeasy to use