

### Friends and Family Test - May 2026

Response	Please can you tell us why you gave your answer?
Good	
Good	
Poor	Can never see a doctor
Very good	
Very good	Responsive and supportive
Very good	Felt comfortable to use the app . much easier
Good	
Very good	Because its true .
Very good	In my experience Hillingdon Health Centre are very responsive and always provide an excellent service.
Neither good nor poor	Difficulty getting appointments
Very good	Because it's online and we do not have to hold
Good	You send this too soon, I have only filled in the form. They have not had time to reply yet
Very poor	If you select the back button all the information disappears, user has to type multiple times
Very good	Quick responses, easy to use service via Patches
Very good	
Very good	Always contact me within a short period of time.
Very good	Always prompt and helpful in their responses
Very good	Very helpful, constructive response from the GP, cutting through the issue. I am grateful.
Very good	I am very happy with the service received.
Neither good nor poor	I only wanted to message about a follow up as I had not heard from the clinic for more than 5 weeks, but had to go through all the same questions again which seemed pointless.
Very good	
Good	
Very good	
Good	
Very poor	Nothing
Poor	Receptionist had advise to go local pharmacist for treatment, even knowing that I have taken corrective treatment.
Very good	
Very good	It is second to none
Very good	
Good	

Good	
Very good	
Very good	
Good	Seeing the staff in person they are really helpful
Very good	They're always prompt in responding and do their best to help
Neither good nor poor	
Very good	every thing done on time and the best care
Very good	I have never had any problems recently.
Very good	It is second to none services
Very good	
Very good	Because I do not have to hold the line for hours. I can book the appointment online
Neither good nor poor	
Very good	
Neither good nor poor	The receptionists wasn't helpful
Poor	Not easy to attach document
Very good	Lovely doctors and staff
Neither good nor poor	Everything is online now, the personal touch is missing.
Good	Helpful
Good	
Very good	
Good	Receptionist at health centre very helpful and friendly in explaining how to complete patches form.
Very good	Easy to log on & answer the questions.
Very good	
Very good	usually a very quick and helpful response.
Very good	
Very good	I like the patchs service its fast and wasy
Very good	
Good	
Poor	Stop my medications without pre advise . Saying a blood test is needed before. Now I'm finishing my pils and just before bank holiday week end. The should have planned a month before
Good	I have had no issues with the surgery and I am contacted if there are any issues
Very good	Caring and supportive
Very good	

Very good	Excellent service
Good	
Neither good nor poor	
Very good	
Neither good nor poor	
Very good	
Good	
Don't know	Haven't heard from them yet
Neither good nor poor	
Neither good nor poor	
Very good	Easy to fill
Very good	Staff are good
Good	
Good	
Good	They were on top of things
Neither good nor poor	Nit sure
Neither good nor poor	Don't like using patches
Very good	
Very good	Never had a problem always fast response
Neither good nor poor	awaiting contact will see what response I get
Very good	GOOD RESPONCE AND QUICK
Neither good nor poor	
Very good	
Good	
Neither good nor poor	Prefer to speak directly than to answer questions online
Very good	
Good	
Good	
Very good	I hardly ever need to contact the surgery but when I do I'm always happy with the service you provide
Don't know	
Very poor	Lack of personal touch (phone call) & every time you contact the practice it's a job to get someone to book you
Very good	Great service!
Good	

Good	All ok
Very good	Fantastic doctors and staff
Very good	
Very good	
Very good	
Good	
Very good	
Very good	
Very good	
Very good	Since I moved to this health centre I have been getting help instantly. Thank you to all staff and GPs involved.
Don't know	dont feel that any help is being provided and its being delayed over and over
Neither good nor poor	
Good	
Don't know	How can I rate the health centre when I have not had any contact at this stage ????????
Good	Straight forward but have to wait for a response
Good	Quick and easy
Very good	
Good	
Good	
Very good	
Very good	Very prompt reply
Don't know	I had to do everything via Patches and get cancelling my requests
Very good	Usually respond quickly
Very good	Great
Very good	
Neither good nor poor	Patchs seem to be the only way I can communicate with my GP, which is very poor. Sorry for this review
Good	
Poor	There is no outcome and i have to monitor emails over next days to see when i may have an appointment
Very good	
Good	
Good	Hillingdon Health Centre has provided a good service to me.
Very good	They are always very helpful
Good	

Very poor	Unuseful
Very good	Hillingdon Health Centre has been very good to me.
Very good	
Poor	Can not just talk to a person
Good	Staff work hard to help
Good	Good staff
Very good	
Don't know	
Neither good nor poor	
Very good	
Good	
Very good	
Very good	
Don't know	Didn't deal with Health Centre direct, had to use Patch's.
Very good	Great thanks
Very good	
Good	
Don't know	
Very good	
Very good	
Good	Prompt service
Very good	Appointment easy to make and seen reasonably quickly
Very poor	Why are there so many irrelevent questions
Good	
Don't know	Haven't spokenvto anyone yet
Good	
Very good	
Very good	
Very good	Always great
Very poor	The receptionist is not very helpful.
Good	
Very good	Easy access to online service and good information on website - surgery responded quickly last time I requested my sick note thank you.

Good	
Good	They deal with me all medical issues promptly
Very good	Helpful receptionist.
Very good	
Good	
Very good	
Very good	Great drs surgery, I'm always happy with our care there.