

HOW WAS YOUR EXPERIENCE?	WHY DID YOU GIVE YOUR ANSWER?	DATE
Don't know	It's very bad when u are not feeling urself and struggle	28/02/2024
Don't know	Haven't yet received a service	26/02/2024
Don't know		23/02/2024
Don't know	I have not dealt with the GP practice today.	21/02/2024
Don't know		16/02/2024
Don't know		15/02/2024
Don't know	I haven't been into the surgery for a long time, the last	13/02/2024
Don't know	Until I get an reply I will not know how Hillingdon Health	08/02/2024
Don't know	Have not seen a Gp yet -only just submitted request	07/02/2024
Don't know		01/02/2024
Good	Sure you're doing your best. Im not an emergency, so ill	29/02/2024
Good		28/02/2024
Good		28/02/2024
Good	They respond fairly quickly	28/02/2024
Good		27/02/2024
Good	They help but people with what I have shouldn't be wai	23/02/2024
Good		23/02/2024
Good		21/02/2024
Good	I was contacted immediately after my last Patches query	21/02/2024
Good		20/02/2024
Good	always got answer when need help	20/02/2024
Good		19/02/2024
Good		19/02/2024
Good		19/02/2024
Good	Normally quick response	16/02/2024
Good		16/02/2024
Good		15/02/2024
Good		15/02/2024
Good		15/02/2024
Good	Good	15/02/2024
Good	Too much questions, just to make an appointment.	14/02/2024
Good		13/02/2024
Good		12/02/2024
Good	as I feel	12/02/2024
Good		08/02/2024
Good		08/02/2024
Good	My appt on 16th January with Dr Jay was prompt, imde	08/02/2024
Good	Very helpful staff	07/02/2024
Good	Prompt call back from GP who was very thorough, lister	07/02/2024
Good	Respinded very promptly	06/02/2024
Good	Don't know	05/02/2024
Good	Very polite and efficient	05/02/2024
Good		05/02/2024
Good	It okay I just think the centre prefers to deal with matte	05/02/2024
Good	Great service my only complaint is the wait time which	02/02/2024
Good		02/02/2024
Good	Usually respond quickly	02/02/2024
Good		02/02/2024
Good	I haven't really been in contact with them yet	01/02/2024

Neither good nor poor		29/02/2024
Neither good nor poor		29/02/2024
Neither good nor poor	Dr.Khan called me on Sunday I was not notified.g	29/02/2024
Neither good nor poor	Questions were a bit irrelevant and couldn't elaborate	29/02/2024
Neither good nor poor	Because you cannot walk in the surgery and book an ap	29/02/2024
Neither good nor poor	I'd rather be able to speak to my doctor	28/02/2024
Neither good nor poor	Nothing to add	28/02/2024
Neither good nor poor		28/02/2024
Neither good nor poor		27/02/2024
Neither good nor poor		27/02/2024
Neither good nor poor		27/02/2024
Neither good nor poor		22/02/2024
Neither good nor poor	I thought my GP was ringing me back. I'm not confident	20/02/2024
Neither good nor poor	Can't believe I can see a discharge letter on my NHS app	19/02/2024
Neither good nor poor	Why can't I call to get appointments. It is not always ea	16/02/2024
Neither good nor poor		16/02/2024
Neither good nor poor		14/02/2024
Neither good nor poor		12/02/2024
Neither good nor poor	Not had much dealings with	12/02/2024
Neither good nor poor	Lots of answers requested that I had already answered.	12/02/2024
Neither good nor poor		12/02/2024
Neither good nor poor		12/02/2024
Neither good nor poor		12/02/2024
Neither good nor poor	I had an emergency appointment with the nurse practiti	09/02/2024
Neither good nor poor	Q and A are nothing special and some of the questions	09/02/2024
Neither good nor poor	Patch questions were useless kept suggesting i wanted	09/02/2024
Neither good nor poor		08/02/2024
Neither good nor poor		06/02/2024
Neither good nor poor		05/02/2024
Neither good nor poor	The receptionists are rude sometimes and aren't very h	02/02/2024
Neither good nor poor	The form is too long	01/02/2024
Poor	Rang to request telephone call but received a message	28/02/2024
Poor	shit long service	27/02/2024
Poor	I found it hard to put in dates for mycrepeat prescriptio	20/02/2024
Poor	Unable to cancel appointment	11/02/2024
Poor	Face to face appointment are way batter then over the	09/02/2024
Poor	Someone deleted my previous request because i never	05/02/2024
Poor	I needed to book a blood test, went to surgery, informe	02/02/2024
Very good	Sort my problems out	29/02/2024
Very good		28/02/2024
Very good		28/02/2024
Very good	I got into patches quickly and easily.	28/02/2024
Very good		28/02/2024
Very good		27/02/2024
Very good		27/02/2024
Very good	They are quick to respond	27/02/2024
Very good		26/02/2024
Very good		26/02/2024
Very good	So quick and easy	23/02/2024
Very good	Excellent service	23/02/2024

Very good	Patchs is very straightforward to use.	23/02/2024
Very good	always great service	22/02/2024
Very good	Received response straight away	22/02/2024
Very good		21/02/2024
Very good	It is easy to manage.	21/02/2024
Very good	Always helps	21/02/2024
Very good	Questions relevant. Gave options on how I wanted to b	21/02/2024
Very good		20/02/2024
Very good		20/02/2024
Very good	Prompt response & follow up	19/02/2024
Very good	Helpful always	19/02/2024
Very good		19/02/2024
Very good	Everything was straight forward and simple to complete	19/02/2024
Very good		19/02/2024
Very good		19/02/2024
Very good	Very efficient	19/02/2024
Very good	Very helpful when I phone	16/02/2024
Very good	Easy to use	15/02/2024
Very good	Easy to use	15/02/2024
Very good	Yes you are	14/02/2024
Very good	Go is very good	14/02/2024
Very good	Extremely fast responses, and I'm always left helped an	13/02/2024
Very good	Still waiting on a call from a few weeks ago	13/02/2024
Very good	I have had to contact the surgery on a number of occasi	12/02/2024
Very good	Patchs allows for quick and easy access to a GP, saves m	12/02/2024
Very good		12/02/2024
Very good	It was easy to find what i was looking and the process v	09/02/2024
Very good	Dr Babber is amazing helpful professional	09/02/2024
Very good		08/02/2024
Very good		07/02/2024
Very good	Good	07/02/2024
Very good	I just saw the receptionists today. They were very helpf	07/02/2024
Very good	I have always been responded to very fast and efficientl	06/02/2024
Very good	Friendly, professional, quick.	06/02/2024
Very good		05/02/2024
Very good	Easy to use and fast response	05/02/2024
Very good	Never had a problem. Staff always very professional	05/02/2024
Very good	They care about the patients	02/02/2024
Very good		02/02/2024
Very good	They have always been helpful and responsive	01/02/2024
Very poor	Patchs system is a joke. Too many ridiculous pop ups an	29/02/2024
Very poor	Inefficient .. slow..	29/02/2024
Very poor	Cannot get appointment	28/02/2024
Very poor	GP sent unnecessary to A and E without call to understa	28/02/2024
Very poor	The service at Hillingdon Health Centre is always appali	26/02/2024
Very poor	It the request specifies unavailable for a call after 4pm v	23/02/2024
Very poor	Couldn't tell me what position I'm in the triage queue.	22/02/2024
Very poor	Disappointed in trying to get an emergency appointmer	21/02/2024
Very poor	Very poor	19/02/2024
Very poor	It's a rubbish system I contacted for a throat infection t	16/02/2024

Very poor	I walked to the surgery to ask reception to pass on simp	06/02/2024
Very poor	Still waiting on phone call	03/02/2024