

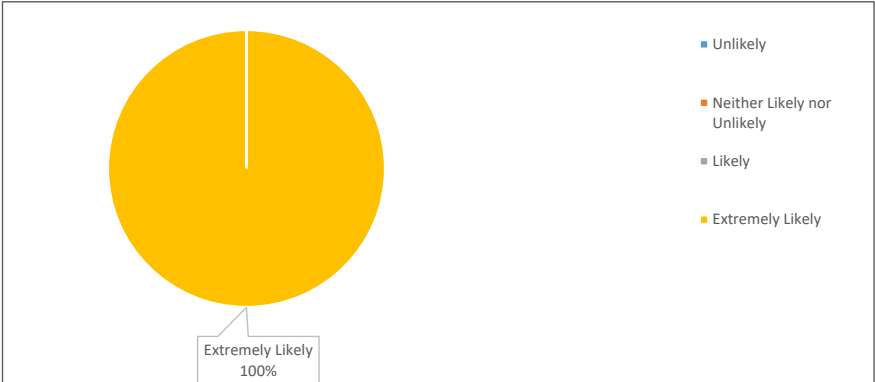
MWH Practice - Patient Feedback Report

January 2018

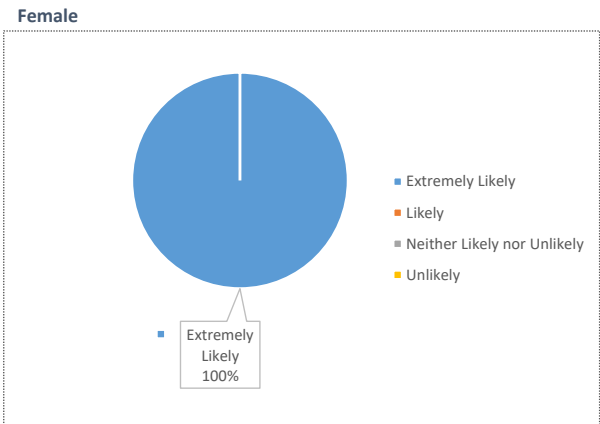
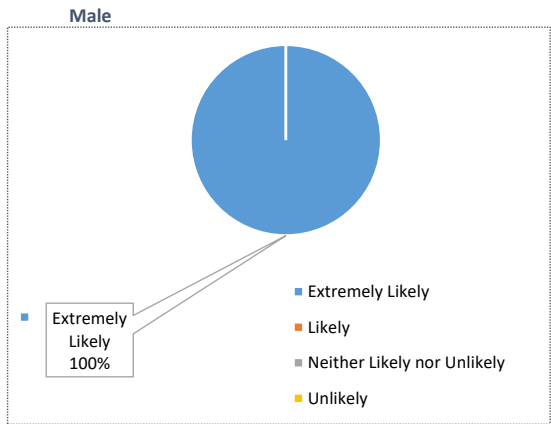
MWH Practice - Hounslow

Total number of respondents: 2

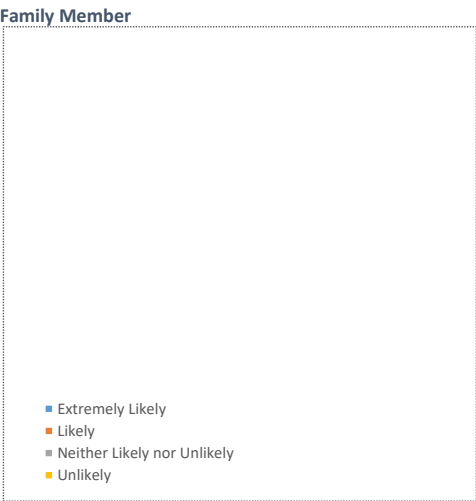
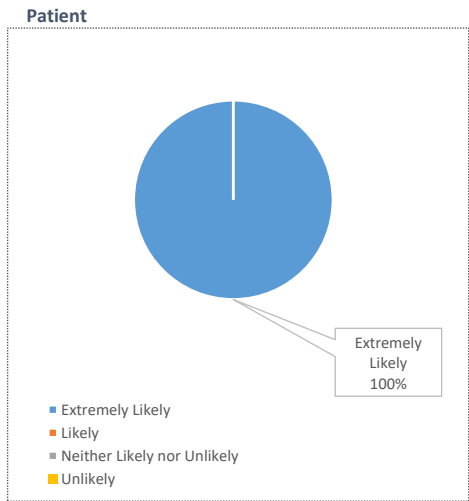
How likely are you to recommend our Practice to friends and family if they needed similar care or treatment?



Breakdown of Male / Female



Breakdown by respondent type



Verbatim Comments

Everyone in the practice is polite and helpful

Doctors nurse and receptionist are polite and helpful

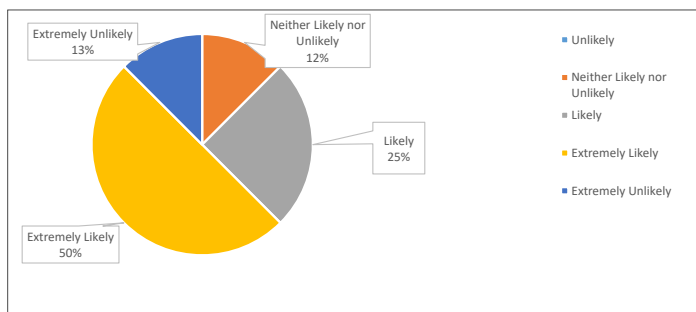
MWH Practice - Patient Feedback Report

January 2018

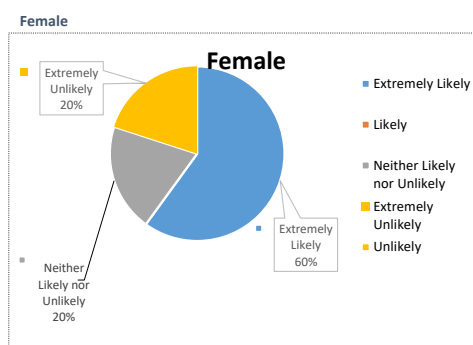
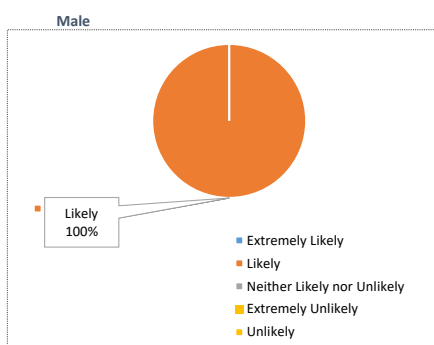
MWH Practice - Southall

Total number of respondents: 10

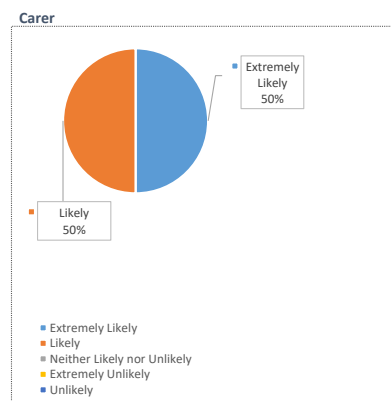
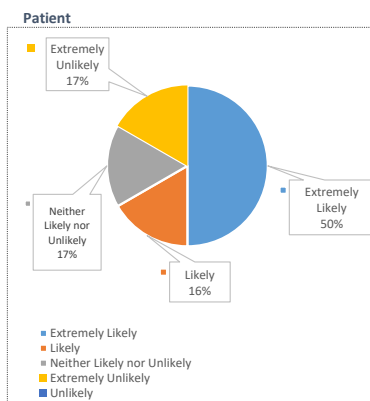
How likely are you to recommend our Practice to friends and family if they needed similar care or treatment?



Breakdown of Male / Female



Breakdown by respondent type



Verbatim Comments

I called today at 14:16 to book an emergency appointment and was told to call back at 15:00. I called at 14:56 to book and was put on hold until another colleague accidentally picked up my call assuming I was another patient. This colleague picked up my call at 15:02. When I explained I was another patient waiting for an emergency appointment I was told the slots are no longer available. So between 15:00 and 15:02 the appointments were all gone; this is shocking to me as I called at 14:56 to be put on hold until after 15:00 therefore I must have been the first to call in for an appointment. This system is ridiculous and this is not the first time this practice has been a disappointment.

Doctors nurse and receptionist are polite and helpful

Doctors nurse and receptionist are polite and helpful

Doctors Nurse and receptionist are polite and helpful

Doctors, Nurse/HCA, Receptionist take good care and are helpful. This included past and present doctors and receptionist. I have been with this practice since 1980

Doctors, Nurse/Hac and receptionist take good care

Doctors, Nurse/Hac and receptionist take good care

Doctors take good care

Doctors take good care

Sometime the nurse/hac take good care, sometime not. Sometime not listening what my problems are