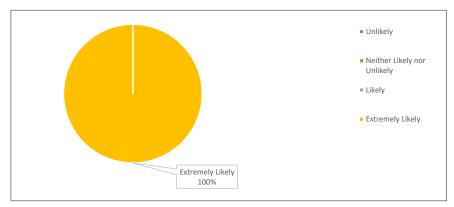
MWH Practice - Patient Feeback Report

June 2018

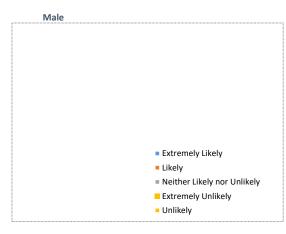
MWH Practice - Hounslow

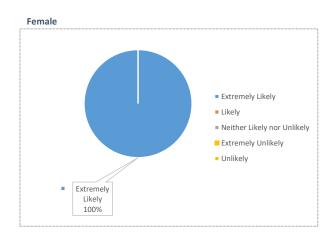
Total number of respondents: 1

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

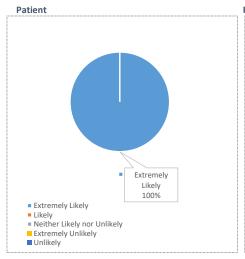


Breakdown of Male / Female





Breakdown by respondent type







Verbatim Comments

They are the best. As good as US doctors.

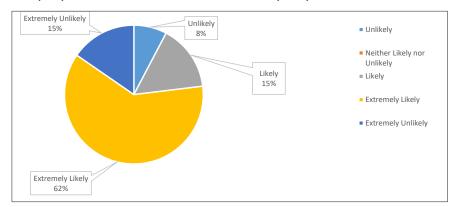
MWH Practice - Patient Feeback Report

June 2018

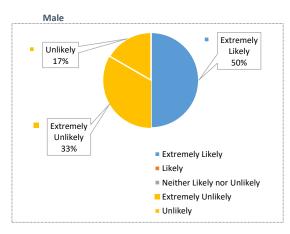
MWH Practice - Southall

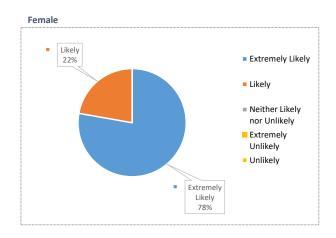
Total number of respondents: 13

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

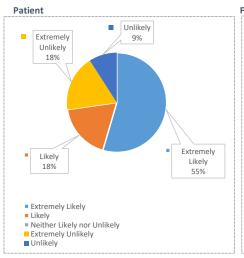


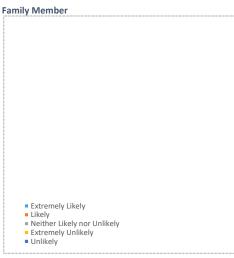
Breakdown of Male / Female

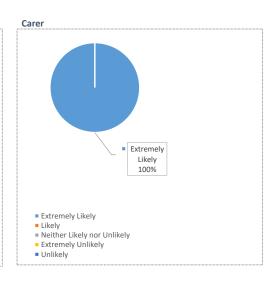




Breakdown by respondent type







MWH Practice - Patient Feeback Report

June 2018

MWH Practice - Southall

Verbatim Comments

The mwh practice Southall branch I called just now 11:03am 28/06/2018 I tried to book an appointment with the doctor the receptionist told me to call the next day or call at 3:00pm or 8:00am are the times to book appointment she dint even ask me when I require the appointment as she told me this information I asked her to tell me whom I am speaking to she refused to give her name and said why should I give my name believe as a patient if I call receptionist and give me an information I have the right know whom I am speaking to what she did was complete unethical.

Do not know how to look after patient and staff are not freindly

My doctor at Western Eye Hospital sent a letter to request my follow-up appointment. This needed to be signed and faxed back to Western Eye Hospital by my GP. I handed this in at the reception and frequently called to check whether this was completed. I was told several times, on separate occasions, to call back at a later date. After almost two weeks, it was then revealed the letter had been misplaced. I have since given a second copy of this letter and I am still waiting for this task to be completed.

Doctors, nurses, HCA take good care of us. Receptionist are polite and helpful.

The surgery's staff are very prompt, polite and shows genuine concern on patients medical needs. highly recommended. The best surgery I have had by far in UK.

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