

Amwell Group Practice

Date

1st September - 30th September 2015

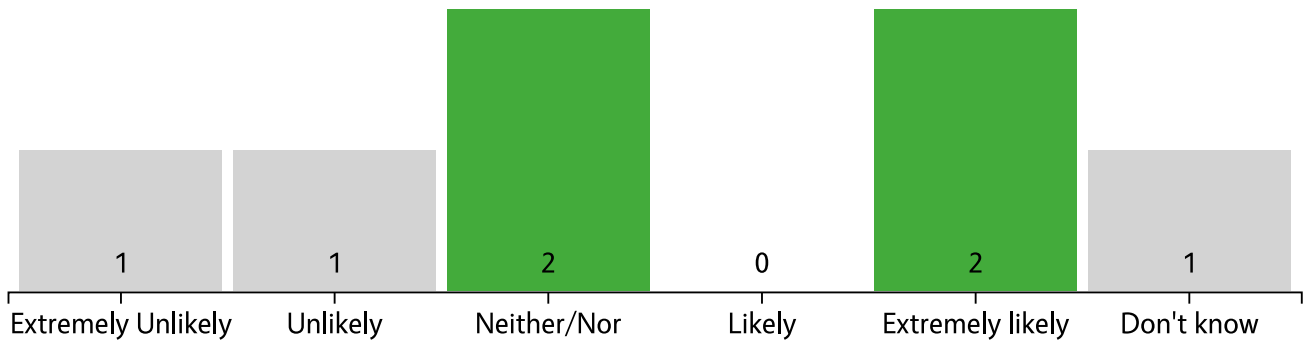
Average score this period



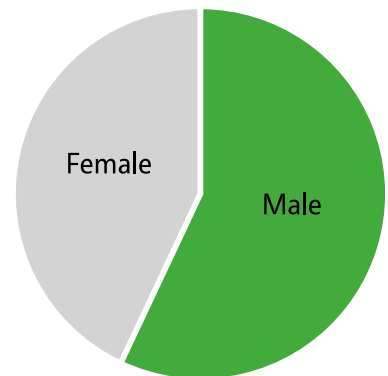
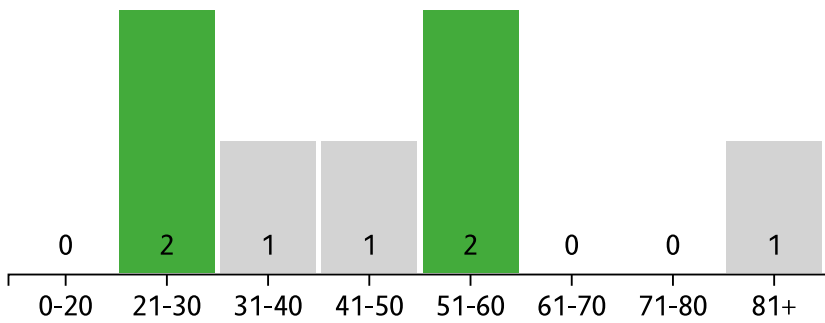
Reviews this period

7

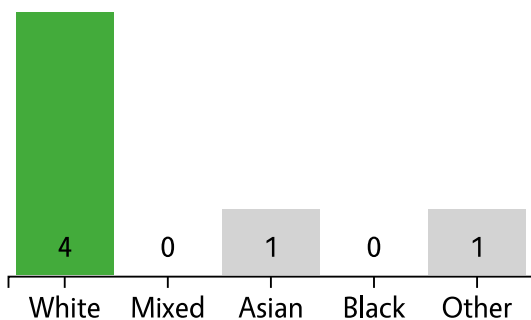
Reviews by score this period



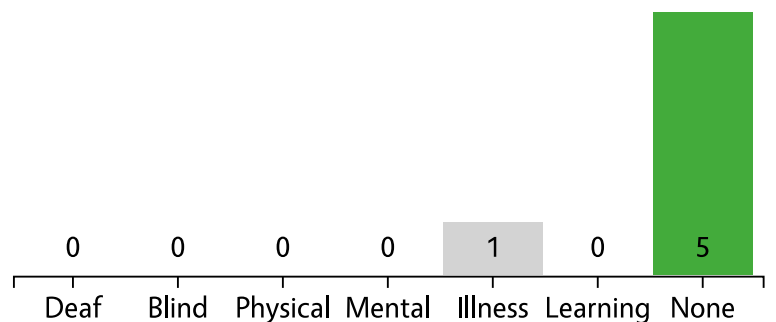
Reviews by age



Ethnicity



Long-standing conditions



2

| | | |
|-------------|------|---|
| Involvement | 4.00 | Recent experience: more than two weeks for a 'non-urgent' appointment. Seen 30 min late for 9.50 appointment. Called today for urgent appointment at 8.00, finally answered after 12 min to be told all had been taken up and to call tomorrow. No ability to provide appointment for tomorrow. The care provided is fine, just the access is poor. |
| Cleanliness | 4.00 | |
| Staff | 1.00 | |
| Appointment | 1.00 | |

Source: online

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Nothing

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

I CAME FOR A SKIN ISSUE AND THE DOCTOR SUGGESTED THE RIGHT CURE AND WAS VERY EFFECTIVE. ALSO WHAT WAS GOOD WAS THE AVAILABILITY OF DOCTOR WITH LAST MINUTE APPOINTMENTS

1

| | |
|-------------|------|
| Involvement | 4.00 |
| Cleanliness | 4.00 |
| Staff | 4.00 |
| Appointment | 3.00 |

Source: offline

Nurse was clear and helpful. Non-critical doctor reservations are quite hard to get (2 weeks wait).

3

| | |
|-------------|------|
| Involvement | 3.00 |
| Staff | 4.00 |
| Appointment | 1.00 |

Source: offline

(Please do not write outside the box.)

I feel that Amwell practice is doing great things such as telephone appointments. However, availability for regular appointments is lower than I would expect. I am usually early for my appointments and still have to wait 30 mins (on average) to see a doctor.

Thank you, sharing your feedback helps others get great care. By completing this form you are in accordance with iWantGreatCare's Privacy Policy (both available at <http://iwgc.net/tou>). Please clearly

iWantGreatCare.org

3

| | |
|-------------|------|
| Involvement | 4.00 |
| Cleanliness | 4.00 |
| Staff | 3.00 |
| Appointment | 1.00 |

Source: offline

Patient waiting time when I arrive for an apt. is absolutely pathetic. I have never been seen on time by any GP that I have had an apt booked in for.

1

| | |
|-------------|------|
| Involvement | 1.00 |
| Cleanliness | 3.00 |
| Staff | 3.00 |
| Appointment | 1.00 |

Source: offline

I had to have tests done and my doctor did not even read the results or provide a treatment plan. Instead I got a forwarded email with information about knee joints - completely unrelated to my injury.