

Amwell Group Practice

Date

1st January - 31st
January 2017

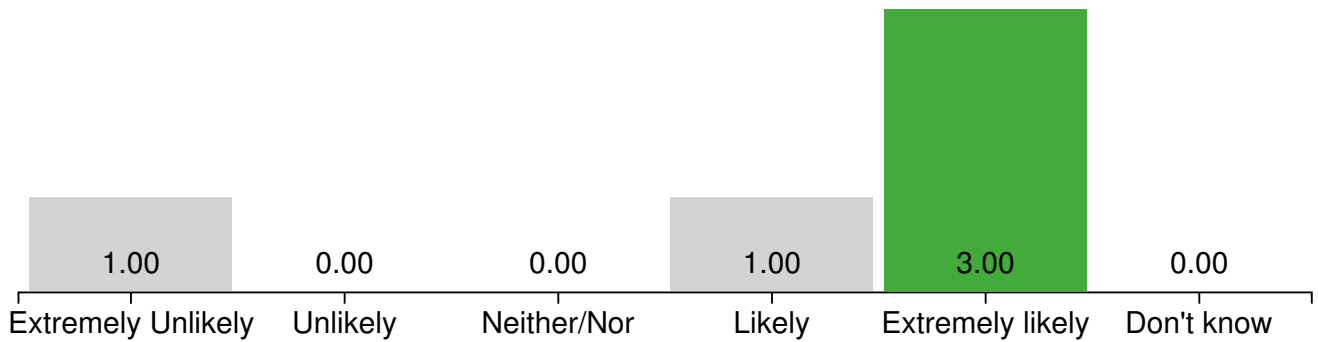
Average score this period



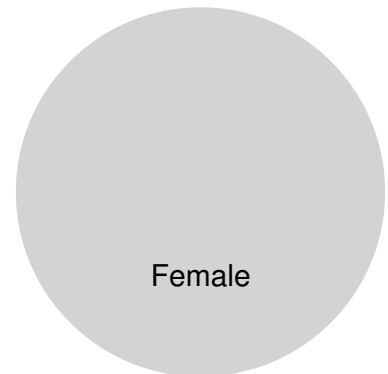
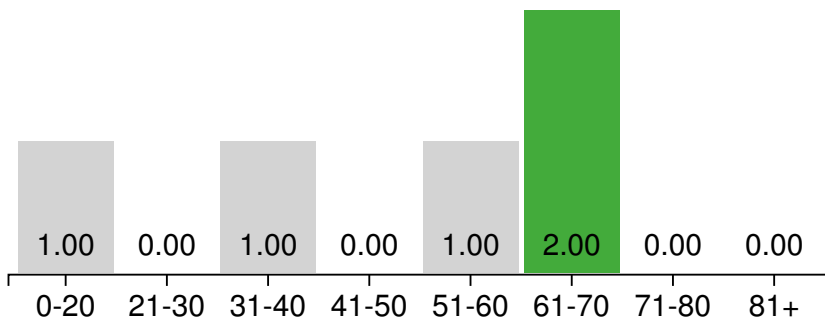
Reviews this period

5

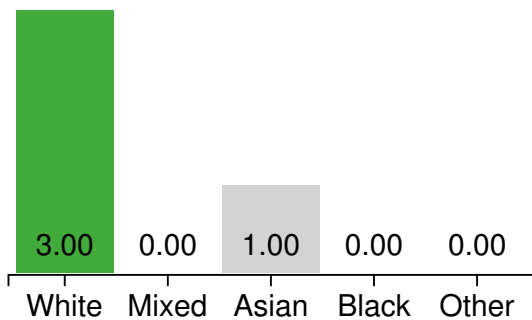
Reviews by score this period



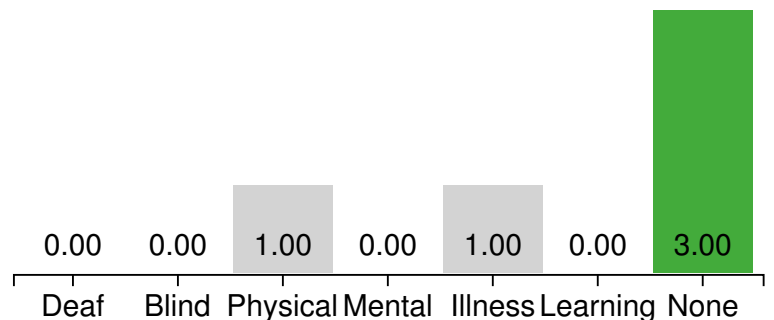
Reviews by age



Ethnicity



Long-standing conditions



5

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

Source: offline

Staff very welcoming, polite and helpful
G.P. very kind / Honest -- feel free to
discuss health problems

5

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

Source: offline

Staff and doctors are so kind
and concerned.

Dr Ruddy is AMAZING

5

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

Source: offline

welcome + reassuring
voices on answerphone

prompt solution even if
it means calling next day

s. sfladen

4

| | |
|-------------|------|
| Involvement | 3.00 |
| Cleanliness | 4.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

I wish could have more time to be able to explain my health problem, and ask questions about it.

1

| | |
|-------------|------|
| Involvement | 2.00 |
| Cleanliness | 4.00 |
| Staff | 1.00 |
| Appointment | 1.00 |

Source: online

You can't get an appointment in person or on the phone! When you don't finally get an appointment the right staff are not always available e.g. nurse left without a single doctor in the surgery. When you do finally see the doctor they do not make the referrals they say they will and you need to chase up the appointment and they pass the blame instead of taking responsibility. Whoever does the prescription regularly messes up either by not listen properly or not listening to the end of the message including serious medication such as epi pens. They cancel appointment rather than fitting you in asap you have to wait yet 3 - 4 weeks for an appointment. Yes I understand the surgery is busy but everytime I'm there or a family member there is an issue and when it comes to health I don't think it is too much to ask for an efficient professional manner and care for the doctors.