

Amwell Group Practice

Date

1st August - 31st August 2018

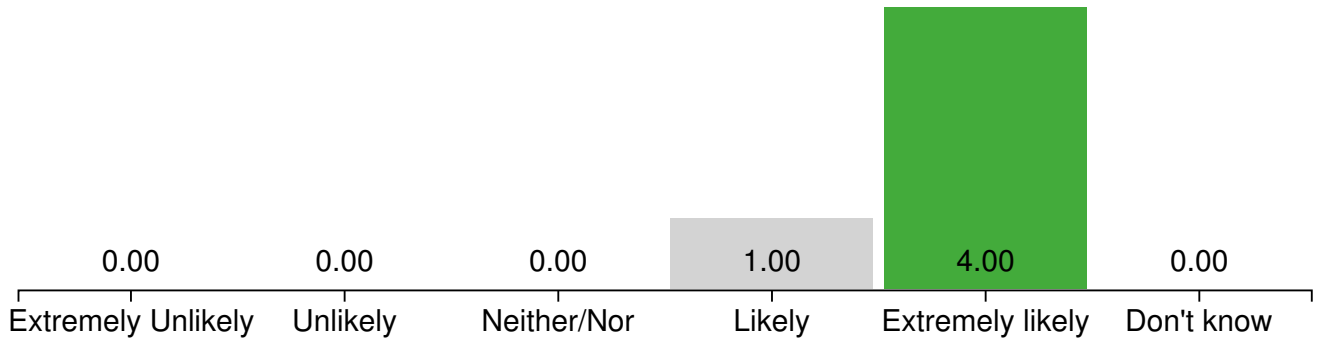
Average score this period



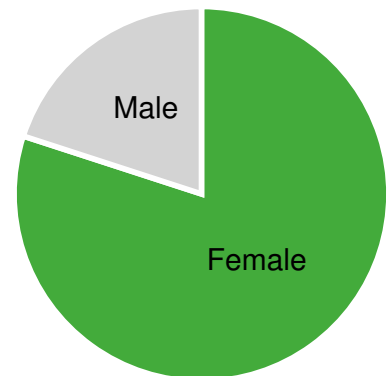
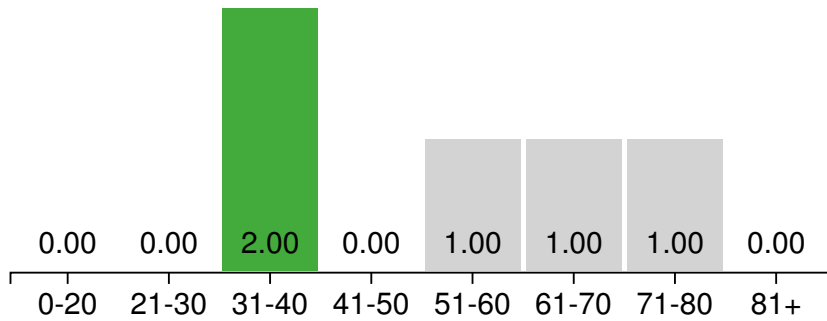
Reviews this period

5

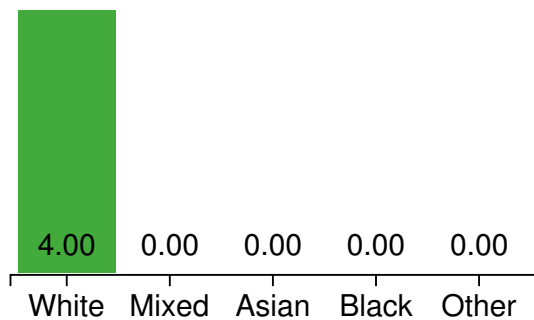
Reviews by score this period



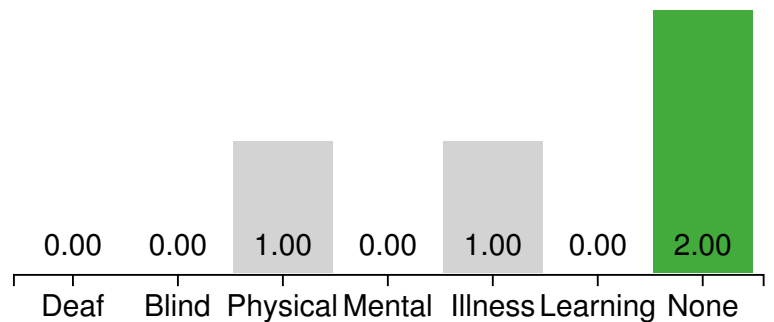
Reviews by age



Ethnicity



Long-standing conditions



5

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

Source: offline

Obtained emergency appointment easily

4

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

Source: offline

The practice and staff are generally very good and efficient, and it is a nice practice. However, sometimes I've had to wait over an hour for my appointment. The emergency appointment system works well, but general appointments have to be booked too far in advance - often around 3 weeks.

5

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

Source: offline

Everyone has been totally wonderful. Whether it is routine or emergency everyone has been fantastic. The reception staff are hugely welcoming, caring + kind as well as all the GPs. I have been so impressed with the lengths everyone goes to help and it has made such a difference to me + my family.

5

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

Source: offline

HELPFULL CARE FROM ALL
STAFF CAN. NOT BE
IMPROVED.

5

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

Source: offline

VERY HELPFUL, FRIENDLY RECEPTION
STAFF. NURSES + DOCTORS EXCELLENT
- PATIENT, CARING + THOROUGH