

Amwell Group Practice

Date

1st January - 31st January 2018

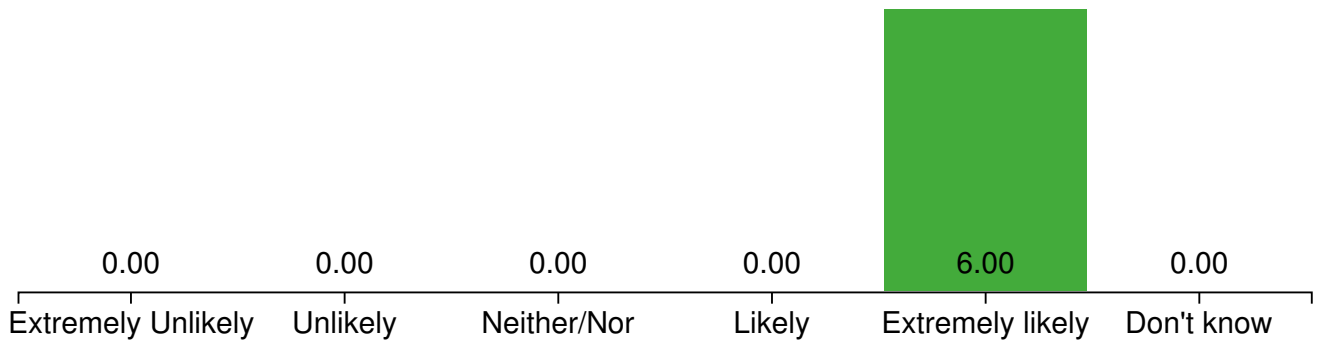
Average score this period



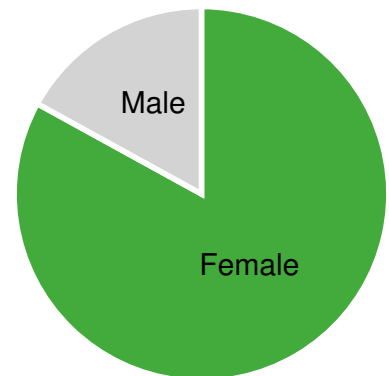
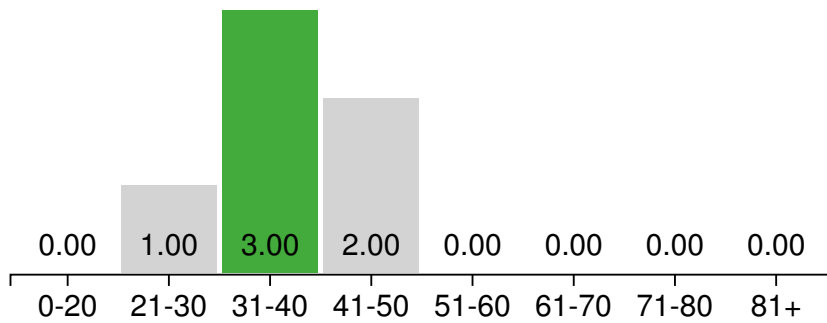
Reviews this period

6

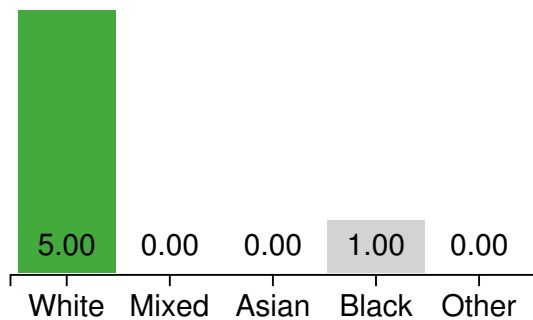
Reviews by score this period



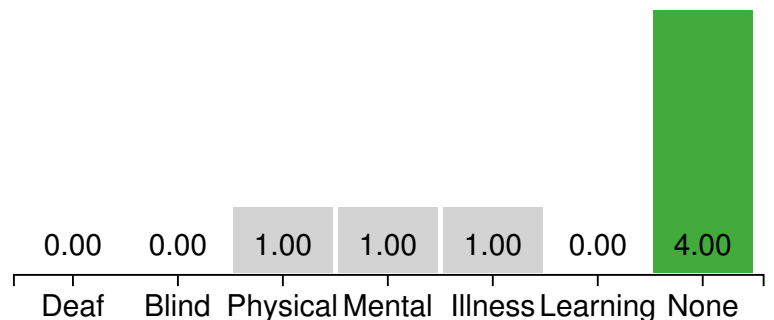
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Always kind and helpful.
Can usually get an appointment.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Friendly and professional.

5

Involvement	4.00
Cleanliness	4.00
Staff	5.00
Appointment	4.00

Source: offline

Lovely Staff.
Helpful even when extremely
busy.

please put Coat pegs in
toilets! (when doing Swabs &
got Coats bags etc &
no where to leave them)

5

Involvement	4.00
Cleanliness	1.00
Staff	5.00
Appointment	5.00

Source: offline

It's nice being able to meet with the midwife at the GP Practice & it has been easy getting same day appointments in urgent cases.

Appointments can sometimes feel a bit rushed due to short allotted time slots.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

I left Richie St clinic because it is so overcrowded and I often felt disappointed with the care I received.

I have been so happy since I transferred to this surgery.

I always feel doctors are understanding and don't rush me through.

only room for improvement is call backs from docs - don't always happen.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

The helpfulness from the staff in calling you back and trying to fit you in for appointments. very friendly.

improvements - maybe to text if your doctor is running more than half an hour late so you don't have to rush.