

Amwell Group Practice

Date

1st October - 31st
October 2017

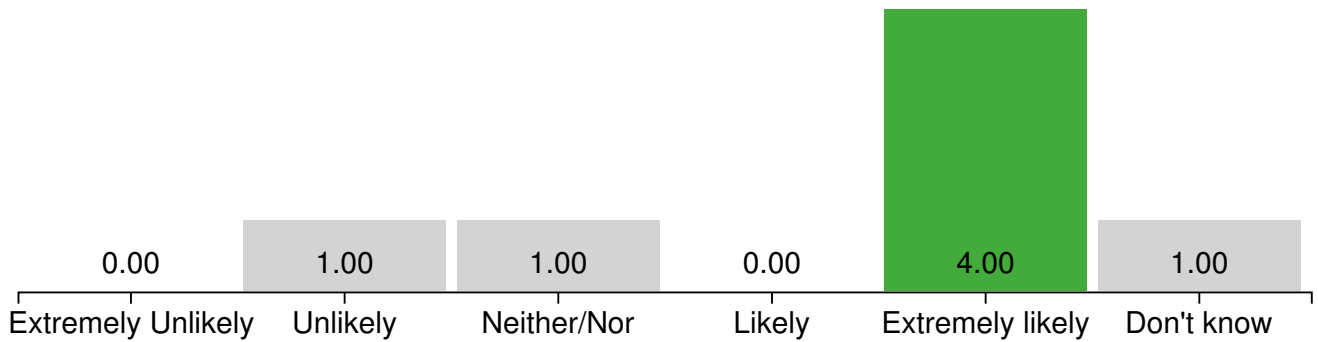
Average score this period



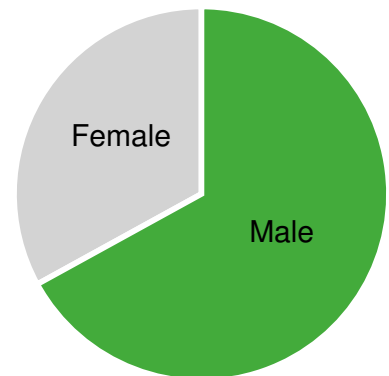
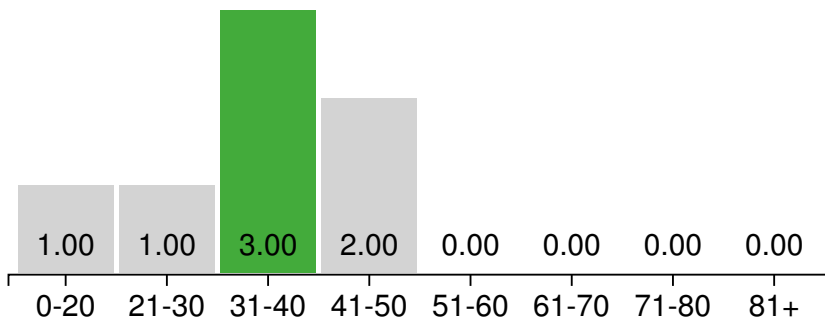
Reviews this period

7

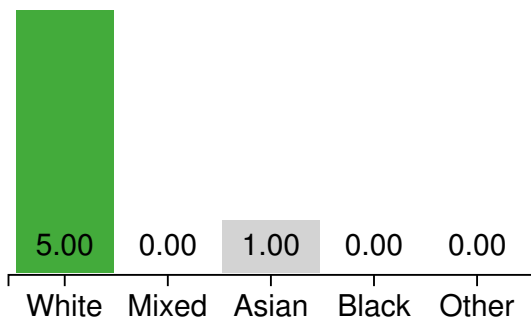
Reviews by score this period



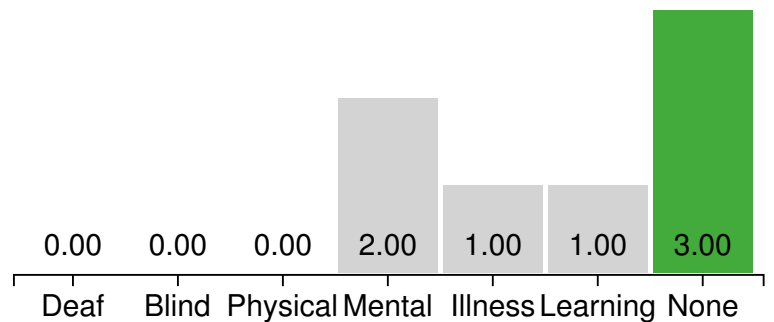
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement	3.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

- Friendly staff
- Good care
- easy to figure out where everythg was

5

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: offline

All Doctors have been really good, they have all listened and actually tried to help.

3

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	4.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

DR GLASS VERY UNDERSTANDING
Feel most welcomed in this
practice.

1

Source: offline

Getting the correct
bookings of appointments
is being messed up
alot. one receptionist
mixing them up.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Friendly receptionist.
Appointments can be made in reasonable
time.
Reception area is always clean & tidy - could
do with some newspapers.

2

Involvement	3.00	The Amwell Practice needs immediately to re-train their
Cleanliness	5.00	receptionist and doctor staff and upgrade in-house mail
Staff	2.00	operation systems who sends messages from receptionist
Appointment	1.00	computer to doctor computer and also upgrade the patients
		appointment on the system which has caused so much hassle to
		us who attend our GP.

Source: online