



FRIENDS & FAMILY RESULTS – February 2024

Overall, how was your experience of our service?

| | |
|------------------------------|------------|
| Very good | 81% |
| Good | 14% |
| Neither good nor poor | 3% |
| Fair | 1% |
| Poor | 1% |
| Don't know | 0% |

Main reason for the patient's response:

Very helpful friendly admin staff the GP/nurse/ healthcare workers I have seen are all very patient and friendly

Remarkable empathy and attention to detail. Always proactive

Latest apportionment was great, lovely to feel listened to, and very reassured

All the support staff are very helpful and polite and do their best to get an appointment quickly if needed. The medical staff have been very attentive.

I was seen Dr May who I have seen on a few occasion who I find an extremely likely doctor, and the staff are always polite and helpful.

I've always found everyone at the practice to be very friendly and knowledgeable. The receptionists, nurses and GPs all work as an excellent team. Very happy with the Chelsea Practice.

I am 100% happy with all the team in the Chelsea practice and feel they give excellent service

Happy with everything. Very helpful staff and doctors

I have no complaints at all regarding my gp surgery - The Chelsea Practice.

Very efficient but friendly and helpful reception staff. Medical staff always follow up as promised. Good clear advice. Just never seem to get the same GP twice.

It's a good clean well run friendly professional surgery and clinic

Despite being unwell with multiple conditions I always enjoy my interactions with everyone working at the practice. The reception team are happy helpful and friendly. Everything seems efficient and well considered.

All staff & doctors extremely efficient & friendly.

All seem to work & run smoothly as far as I can see. Well done.