



FRIENDS & FAMILY RESULTS – January 2024

Overall, how was your experience of our service?

Very good	84%
Good	10%
Neither good nor poor	3%
Fair	0%
Poor	3%
Don't know	0%

Main reason for the patient's response:

Friendly reception staff, short wait, Doctor is caring and shows interest in not just the problem but you as a whole. Appointment was efficient and doctor listened.

Nurse was brilliant, kind, helpful, proactive in discussing next course of action.

Seen promptly and doctor explained a lot to me from which I was grateful.

Is the best surgery in London, very good and professional doctors. I always got the right advice and treatments. Thank you.

Knowledgeable GP.

Very good professional advice, quick access, no problem with appointment

Front desk/reception excellent.

Polite on time and efficient

Doctor was clear in asking about my issues and outlined a clear follow-up.

Prompt pleasant and excellent service

I was seen by the doctor very punctually at the appointment time. The doctor gave me clear and understandable answers to my questions. The reception staff were friendly and seem like a happy team. The practice is clean and tidy.

Had to wait over 1/2 hour for a 10 min appointment.

Quick and efficient and friendly.

Got seen very quickly and the nurse was nice and friendly. So was the receptionist.

Doctor was friendly and kind and still.

Clinic rooms are nice and clean and airy. Waiting area is nice and clean and not too many people. Receptionist is friendly.

I got to see the GP on a Friday before the Practice closed for the weekend. I was coughing badly.