



FRIENDS & FAMILY RESULTS – March 2024

Overall, how was your experience of our service?

Very good	77%
Good	16%
Neither good nor poor	2%
Fair	3%
Poor	2%
Don't know	0%

Main reason for the patient's response:

The doctors including the part time doctors are excellent as is the pharmacist

Efficient friendly staff at all levels

There can still be significant delays getting appointments particularly with specific individuals. More appointments should be made available online

We have a wonderful surgery We count ourselves lucky

Our family is incredibly blessed and lucky to be registered here. This is how a community practice should be.

The practice is proactive and access to healthcare.

Think this is an outstanding practice Lovely friendly and professional staff and a welcoming atmosphere.

Always friendly and very helpful staff

They make feel heard and that they care

We have been very impressed since moving to The Chelsea Practice from a practice in Kensington approx 2 years ago.

Friendly and efficient practice quick to refer me for hospital examination

Very high quality of care and kindness at all levels

The waiting time is not that long and very helpful

Prompt sympathetic expert treatment and advice

Excellent customer service and a caring professional general attitude

I have always been able to get an appointment staff are very accommodating.
Healthcare is excellent. Practice well run and efficient. You are kept in touch by text. The medical staff are friendly and really try to help Reception are friendly helpful efficient and nice. The place is clean.