



FRIENDS & FAMILY RESULTS – April 2024

Overall, how was your experience of our service?

Very good	78%
Good	17%
Neither good nor poor	3%
Fair	1%
Poor	1%
Don't know	0%

Main reason for the patient's response:

Friendly and helpful receptionist. Doctors knowledgeable.

Was seen promptly and got referred to Chelsea Westminster hospital very quickly

Extremely helpful staff booked an appointment and got checked very quickly

There was no waiting time the doctor was very efficient and got what I needed

Always an exemplary practice. Friendly helpful and professional staff who are always responsive and accommodating. Very impressed

All the staff are very helpful and very kind from the receptionist, GP doctor, nurse. I'm happy they do their job very well and I appreciate it for their efforts

Because everyone in the surgery are so helpful in arranging an appointment for you

Easy to contact. Professional and trustworthy.

Great care from GP Dr took time to discuss treatment in detail and I felt she took my input seriously.

Friendly and professional practice. The doctors are first rate and very caring

Friendly and efficient Always feel reception tries hard to find earliest appointment Dr is an exceptional GP professional but also great empathy and takes time to explain options

Staff are very friendly and helpful and give good advice on what kind of doctor or clinician or physio I should see

I love my surgery they are most efficient just don't want them to get too busy

The receptionist staff do so much to try and help the patients. It cannot be easy. I have found a GP in the practice I really feel comfortable with

Lovely staff and great NHS practice in general

Always felt safe and secure and friendly staff