



## FRIENDS & FAMILY RESULTS – May 2024

**Overall, how was your experience of our service?**

<b>Very good</b>	<b>85%</b>
<b>Good</b>	<b>14%</b>
<b>Neither good nor poor</b>	<b>1%</b>
<b>Fair</b>	<b>0%</b>
<b>Poor</b>	<b>0%</b>
<b>Don't know</b>	<b>0%</b>

**Main reason for the patient's response:**

Courteous and on time with professional advice.

Very friendly and efficient and professional medical team. Appointments are respected with no long waiting.

Great service I was seen with my baby in the day Receptionist are great.

They always answer the phone and are willing to give you options not just turn you away due to no bookings. They will help you find the help you need.

Efficient and friendly no rude gatekeepers at reception.

After all my visits to The Chelsea Practice I feel that I am listened to. I am given wise advice in an unhurried courteous professional way. This is a very special surgery in the middle of Chelsea. We the patients are very fortunate to be cared for by the Doctors Nurses and Staff.

I was not kept hanging on the phone for ages. The staff member who took my call was very sympathetic and helpful and proactive.

As always I was looked after in a most professional and courteous manner. A first class service from the Chelsea Practice.

The reception was friendly. The doctor was attentive and interested in me as patient and he was kind.

Nice and polite reception, best doctors, good management, best Dr Scudder.

They always deal with my needs effectively and with good spirit.

Reception staff are nice. Helpful and efficient. Clinical staff are first rate are kind, thoughtful, polite, caring and really try to help. Waiting area is clean.

As always I was treated with the greatest degree of courtesy and professionalism it could not have been better.

All staff are brilliant, good care from doctors, quiet easy to get an appointment which is amazing. So very happy grateful with the service. Thank you.