



FRIENDS & FAMILY RESULTS – July 2024

Overall, how was your experience of our service?

Very good	84%
Good	12%
Neither good nor poor	4%
Fair	0%
Poor	1%
Don't know	0%

Main reason for the patient's response:

The team is well done professionally and have a good service

The staff are always very polite and pleasant and waiting times in surgery usually very short. A very efficient and well run practise

I found the staff very helpful and friendly and the doctors also I am happy that I moved here

Prompt efficient expert treatment. Very polite and helpful reception staff

Dispute the pressure in the NHS as a practice I feel that I am a valued and well looked after.

My first visit to the practice was a most pleasant experience. There was no waiting time the ladies at reception were extremely efficient and helpful the locum doctor was compassionate and most thorough. Overall I was extremely satisfied

I think we are very lucky to be looked after by The Chelsea Practice. On this occasion it was a more minor matter but the attention was v good

Amazing Dr and amazing nurses. Very thorough. Couldn't have asked for a better service and care. Excellent service. Well done professional team.

I usually see the same GP who is familiar with and cares about my conditions listens attentively to me and is respectful of my opinions and feelings. The reception team make every effort to enable me to see a doctor when I need to and are unfailingly pleasant and courteous.

Relatively quick appointments and friendly GPs. I would recommend.

Always had good service from staff and doctors no problems at all.

The reception team obliging and attentive. The nurse very professional and new doctor very helpful and informative

I am grateful for the reminder system about vaccines and tests. It works very well and is efficient and reassuring.

I am happy with the services. I made an appointment and was seen that morning. I did have to wait a bit but glad to get seen.

Easy to get appointment with doctor of choice, clean pleasant surgery, helpful staff at front desk, not kept waiting for long.