



## FRIENDS & FAMILY RESULTS – October 2024

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

<b>Very good</b>	<b>88%</b>
<b>Good</b>	<b>10%</b>
<b>Neither good nor poor</b>	<b>1%</b>
<b>Poor</b>	<b>1%</b>
<b>Very Poor</b>	<b>0%</b>
<b>Don't know</b>	<b>0%</b>

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

When I was feeling unwell I was able to schedule an appointment promptly. The doctor was very kind and professional providing a lot of patience and support especially considering my limited English skills.

Well run office. Nice staff. Quite reliable.

Very well run practice. Staff are v friendly.

This is how a GPs surgery should be. I get the impression the team feel valued and supported by each other. Dr Scudder is a fantastic person as are all the GPs.

They followed up when I cancelled an appointment and arranged a time I could make.

The whole experience was excellent. Everyone was very helpful friendly.

The staff are always very friendly and helpful even if they're very busy. They are cordial and have always made time for my family's needs.

The staff and doctor at the Chelsea Practice are always very courteous, make you feel very welcome. Always very helpful.

The practice seems to run perfectly.

The doctor was so good with me and communication. Speaking Spanish, I appreciate it so much for the services thank so much.

The doctor always listens to what you are saying and deals with the matter in hand and makes me feel relaxed.

The Chelsea Practice stands out for the professionalism, helpfulness and courtesy of all who work there. A first class operation.

Staff on reception very helpful with emergency apt. Doctor very welcoming. Thoroughly explained everything. Left surgery reassured.

Staff are always welcoming and helpful. Usually seen on time.

Speedy and efficient appointment booking. Friendly practice on arrival. Extremely engaging GP

Phone always answered promptly and helpful knowledgeable reception staff.

Perfect service. Well done to all concerned.

I felt listened to by the GP.

Friendly welcome by the reception team. No wait for my appointment which was on time. Very nice nurse.

All GPs and Staff are great.