



## **FRIENDS & FAMILY RESULTS – February 2025**

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

<b>Very good</b>	<b>91%</b>
<b>Good</b>	<b>4%</b>
<b>Neither good nor poor</b>	<b>3%</b>
<b>Poor</b>	<b>1%</b>
<b>Very Poor</b>	<b>1%</b>
<b>Don't know</b>	<b>0%</b>

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

Always welcoming friendly and professional. Procedures fully explained.

The Chelsea practice is very proactive with my health care which is often complex and I am grateful for their support and care.

I have been a patient of the Chelsea Practice for a number of years. They have always been professional kind caring and excellent in all areas of medical practice. The NHS should be proud to have such an exceptional team.

Excellent thoughtful and helpful consultation with Dr Scudder.

Did not have to wait very long and Dr Brewer, the GP was so incredibly nice and reassuring.

Dr May is always very professional knowledgeable and helpful.

All the doctors there, Dr Scudder, Dr May etc are always attentive and address the issues efficiently and as fast as it can be.

I only waited a few minutes the doctor had read my notes and already knew what I wanted I was in and out within 10 minutes.

Really helpful and swift service from Receptionists and personal too. You know your patients and that shows great care and attention. Much appreciated.

Saw Dr Harshey. He was extremely kind. Explained what my problem is. Super doctor.

Receptionists very helpful. Doctor was excellent.

I saw a very good doctor. Explained everything. Felt reassured.

Polite and informative reception staff and usually very quick to be attended to

Dr Brewer shows real empathy and concern I'm lucky to have her as a doctor.

Reception staff were friendly and polite. Waiting room had lovely calming music playing quietly in background. Dr May listened and addressed my concerns well. Very happy and so lucky to belong to this surgery.

Booking process good. Nurse timely and very efficient. The practice gives me a high level of confidence in how it is run and quality of care.