



FRIENDS & FAMILY RESULTS – April 2025

Overall, how was your experience of our service?

Very good	89%
Good	7%
Neither good nor poor	2%
Poor	1%
Very Poor	1%
Don't know	0%

Main reason for the patient's response:

I was seen on time by the nurse who was very pleasant and efficient.

Prompt efficient polite service from all concerned.

Staff very pleasant welcoming. Dr very pleasant and thorough in checking all. New meds prescription sent off to pharmacy immediately. Excellent throughout.

The Doctors and all the staff at the clinic make you feel so welcome and the level of professionalism is of the highest standard.

My appointment was on time. The nurse was extraordinary professional and showed a genuine interest in my well-being.

Because the Chelsea Practice is efficient professional and very friendly.

Lovely reception staff very welcoming. Saw a locum Dr who really listened and made sure I was happy with everything before I left.

Been using this practice for over 20 years and I love it.

Dr Toukan was so kind and helpful and I can't thank her enough for her prompt response and help.

Dr Harshey gave me time. Listened to me and offered support and good solutions. Very pleased.

Dr Brewer is a doctor that goes above and beyond. And sometimes that just means listening and some empathy.

Well organised professional team. Thank very much.

Doctor was very helpful and friendly. Seemed very knowledgeable.

Reception staff very helpful. Appointment itself was excellent in every way.

The appointment was easy to make and I was seen at the arranged time.

I was seen promptly immaculate surgery and excellent nurse.

Wonderful staff. Kind caring and considerate. Excellent at their jobs and always provide a wonderful service despite being incredibly busy.

The staff is kind and accommodating.