



## FRIENDS & FAMILY RESULTS – July 2025

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

<b>Very good</b>	<b>88%</b>
<b>Good</b>	<b>9%</b>
<b>Neither good nor poor</b>	<b>0%</b>
<b>Poor</b>	<b>1%</b>
<b>Very Poor</b>	<b>1%</b>
<b>Don't know</b>	<b>1%</b>

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

The staff are very helpful polite and friendly. Ready to assist or help when needed. The nurse who took my blood sample did it professionally and with no bruising.

Lee was efficient clear personable.

Excellent fast health check by Lee. Follow up with Dr Harshey.

Can't ever fault Chelsea practice always get help.

Quick to be seen. Effective advice and solution. Excellent communication.

Helpful reception and excellent GP advice.

Everyone at the practice is very nice professional caring. Was seen on time. I was given a repeat prescription left feeling happy well looked after.

Dr Brewer is empathetic and understanding.

Well organised professional team. Excellent service. Thank you very much.

Staff are always helpful and polite.

Easy to make the appointment. Ran on time. Helpful doctor.

Seen promptly had blood pressure checked procedure explained well and all very friendly.

Well organised professional team. Excellent service. Thank you very much.

Seen on time nurse Laura was polite and professional. Explained everything clearly but equally put me at ease and made feel comfortable.

From making the appointment to the actual appointment it is excellent always helpful It is an excellent Surgery. I feel very lucky to have such a good Surgery so close to me.

It was my first meeting with Dr Toukan and I am very impressed by her service and inspiration. Thank you.

All of the Chelsea practice team are professional friendly and very well trained.

Very calm and professional doctor. Very friendly receptionists.

No waiting clinician was professional and a good listener followed by effective action.

Excellent practice seen right on dot of 9. My concerns taken seriously and acted upon. Lovely reception team.

Friendly efficient receptionists and was seen on time by a friendly GP.

Proactive approach from the surgery and prompt and courteous appointment.

Excellent communication and great medical advice.

Friendly reception. Little waiting time. Very efficient Doctor.

Friendly professional reception. Doctor on time very patient to listen to my issues and explaining medication and tests.