



FRIENDS & FAMILY RESULTS – October 2025

Overall, how was your experience of our service?

Very good	86%
Good	12%
Neither good nor poor	1%
Poor	1%
Very Poor	0%
Don't know	0%

Main reason for the patient's response:

Staff polite and helpful. Doctors were competent and thorough. Overall excellent.

I have always found Chelsea Practice pleasant. Staff very helpful. Doctor so grateful for their help. Excellent professional and helpful service both by your reception team and medical staff. Thank you.

Staff were nice. The wait was short. And the individual who gave me the injection was terrific I felt no pain.

The nurse was really lovely and warm. I was seen right on time.

Staff all very welcoming friendly. Waiting area clean tidy. All my medical needs reports were discussed. Prescriptions sent to our local pharmacy. Very efficient in every aspect.

I had to wait over 45 minutes to see the doctor

Efficient booking system. Seen promptly doctor. Analysis of problem was careful and good advice on next steps.

Blood test completely painless and very quick but administered with charm.

It was easy to set up the appointment it was on time and the person was pleasant and efficient.

Feels like a private clinic super organised and efficient.

They brought an interpreter for me to be able to understand more the result of my blood test as well as what is needed to be done and the corresponding medication that I should take.

Brilliant care from receptionists and the health care person who administered my flu jab.

Easy to book an appointment and friendly experience.

Dr Toukan and the reception team are incredible Dr Scudder has created a caring professional healing practice. My family is incredibly lucky to be there.

Well organised professional team. Excellent service.

Polite service same day appointment at my request greatly appreciated.

Friendly receptionist, wonderful doctors and blood nurse.

Everyone with whom I came in to contact from arrival to leaving the Surgery was polite and very helpful.

It's immaculately clean tidy fresh and calm with an aura everyone knowing what they're doing and doing it. The addition of a little background jazz very calming too.

Always polite and extra careful at reception. Practitioner was excellent.

Rosa on reception was super helpful to sort my appointment on Monday. Dr May is always brilliant super helpful. Thanks so much.