



FRIENDS & FAMILY RESULTS – January 2025

Overall, how was your experience of our service?

Very good	90%
Good	6%
Neither good nor poor	1%
Poor	1%
Very Poor	1%
Don't know	1%

Main reason for the patient's response:

Because the staffs are kind and helpful.

Soon as I walked into the practice nice atmosphere.

Did not have to wait long and the doctor was very helpful.

The Doctor was knowledgeable and gave me reassurance. She promptly dealt with my queries.

The receptionist is always very professional and friendly.

Receptionist are very accommodating. Services is quick with clear instructions.

The appointment took place as scheduled and I had a sensible and intelligent consultation with the doctor.

The staff seem to be caring and have a great bedside manner.

The efficiency and care friendliness of doctors, receptionist and nurses is so refreshing to what one reads in the press. The Chelsea Practice deserves an award. Thank you for all the attention.

Staff throughout were friendly empathy and professional I feel safe talking about issues and highly recommend this practice.

Proactively reached out to schedule a check-up. Was easy to book. Very pleasant and capable staff. Good range of times available to book.

All the staff are exceptionally kind and professional.

Always very helpful and attentive to whatever problem you have.

Everything was dealt with in a friendly and positive fashion.

Everyone is smiling and helpful just what one wants in a practice.

Everything happened as planned and the Nurse doing the injection was excellent and very nice.

My concerns were heard and everything was well explained to me.

I always get an appointment promptly. The staff are super helpful. The follow ups from tests are very good I rate the doctors very highly.

Saw Dr Scudder who was superb as always.