



FRIENDS & FAMILY RESULTS – February 2023

Overall, how was your experience of our service?

Very good	70%
Good	21%
Neither good nor poor	5%
Poor	4%
Very poor	0%
Don't know	0%

Main reason for the patient's response:

Incredible new nurse - really caring and clearly genuinely interested in her patients and her job.

Good reception. Very good consultation.

Reception team give world class service. Better than 5 star hotel receptionists. They're patient, open, receptive and decent.

Excellent doctor who spent the time to answer all my questions Dr Brody

Felt comfortable and the doctor was very nice and friendly

Efficient knowledgeable. Kind empathetic

Appointment on time and very efficient and helpful doctor

Long time on the phone queue to book an appointment

Phoned on time and good manner and answered all my questions

The Doctor was friendly & helpful as was on the staff of the reception.

Very efficient booking system with incredibly friendly and helpful staff. This was my first visit to the Chelsea Practice and I couldn't have been more impressed. Dr Brodie was very approachable, listened carefully to what I said about my problem and dealt with it very satisfactorily. An excellent experience all around. Thank you.

It was professional

The service was excellent the nurse was wonderful

Very good bunch of staff from reception to nurse Doctors very good bedside manners

I had a number of issues to discuss with Dr May who was very patient and extremely considerate.

The surgery is very well run and clean. The Dr was professional and personable

Excellent GP.