



FRIENDS & FAMILY RESULTS – June 2023

Overall, how was your experience of our service?

Very good	81%
Good	15%
Neither good nor poor	0%
Fair	0%
Poor	2%
Don't know	2%

Main reason for the patient's response:

The doctor who saw me was very patient with my questions. Very friendly and professional.

The friendly staff and the quick help from the doctor

Because the Chelsea Practice has excellent staff and they always deliver in a professional, cheerful and thoughtful manner. The best NHS practice in the Royal Borough!

Dr May knew and remembered me. She came across as warm and caring. I felt heard and respected.

The receptionist and the nurse are very helpful

Nurse was amazing, Adrian at the reception amazing

Personalised and efficient

I was received in time. The receptionist and the nurse were polite and friendly.

I thought the nurse was excellent

I had to see the Dr. Scudder. She was very helpful and patient with me, who explained everything thoroughly. Most reassuring. And also the reception staff are friendly and efficient.

The doctor was caring and genuine

Dr Scudder... always attentive and supportive...

I have just joined and compared to my last practice you are amazingly helpful

Great follow up, efficient process, quality of all the team (doctor, nurses, reception)

The doctor was aware of my condition before I entered the consultation which saved time and she answered all of my queries. The prescription was given and filled within 30 min at the pharmacy!

Very efficient and sympathetic doctor.

I was seen quickly and had an informative helpful and positive consultation.

Clear, on time courteous and efficient

The doctor listened

It's a great relief to finally find a practice that is efficiently run with a good manner and feeling All round unlike the previous practice that was a fight on every level... doctor scudder and her team are wonderful kind and attentive!

Great service from start to finish.