



FRIENDS & FAMILY RESULTS – March 2023

Overall, how was your experience of our service?

Very good	76%
Good	14%
Neither good nor poor	4%
Poor	6%
Very poor	0%
Don't know	0%

Main reason for the patient's response:

Short wait for the doctor who gave me time to talk about my various concerns.

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

I was seen on time and the staff are pleasant

I was 10 minutes late and was not able to be fitted in, on the day.

As ever exceptionally helpful and kind.

The usual friendly yet very professional service

Because service gave me Russian guy so I can speak my language and that simple for me.

Overall excellent service from the reception to the cleanliness of the clinic, to the actual care being taken. Professional, quick and easy could not ask for a better GP clinic

In and out on time and welcomed by practice nurse

I was extremely anxious prior to coming but soon as I got to surgery I was relaxed and the doctor that I saw was very kind and warm in personality.

Dr Potter was wonderful and explained everything clearly

Everything was well organized, on time, knowledgeable professional attendance, procedure efficiently executed

Doctor Scudder could not have been more caring and interested in me. We covered a lot of ground and I felt very well attended to.

I am always happy with the attention I receive from the Chelsea practice

Dr Brodie is one of the best GP's I have had in the world

Quick appointment, very good follow up, wonderful helpful receptionists and nurse.