



FRIENDS & FAMILY RESULTS – May 2023

Overall, how was your experience of our service?

Very good	77%
Good	14%
Neither good nor poor	5%
Fair	0%
Poor	4%
Don't know	0%

Main reason for the patient's response:

My appointment was on time, very friendly reception and excellent Dr and follow up. 5 stars

Seen promptly, Dr May very kind and arranged tests quickly for me.

From the receptionist - very pleasant and professional Dr Scudder is a very kind and understanding

Admitted on time with no waiting. GP was very helpful and gave me options for treatment of my pain.

Appointment within a few days. Was seen on time. Both Doctor May and the nurse who took blood were friendly, professional and competent.

Dr Scudder and the receptionists are first class

Prompt, efficient and polite

Dr Brewer was very helpful

Dr Scudder and team are very attentive always there for me

Punctual, high quality professional stuff

Very friendly kind and efficient service!

Punctual, efficient and friendly

Everyone was nice and kind, I had my appointment fast and on time

Lovely caring practise nurse who really listened.

I was seen exactly on time. The nurse was charming

Doctor Brodie is very thorough and thoughtful.

Very efficient- I was telephoned by practice, given an appointment, and discussion was clear and concise

I had to wait a bit longer than expected but overall good

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

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!