



FRIENDS & FAMILY RESULTS – October 2022

Overall, how was your experience of our service?

Very good	89%
Good	5%
Neither good nor poor	1%
Poor	2%
Very poor	1%
Don't know	2%

Main reason for the patient's response:

Dr Scudder is excellent at her job.

Timely, efficient and courteous service

Easy to booked and Reception were all polite and attentive

The Chelsea Practice is the best GP practice in the world. Care is second to none.

I was seen at exactly the time of my appointment, the reception staff were welcoming and friendly, the nurse who did my flu jab was reassuring, put me at ease complete with his warm humour, altogether an exceptional and positive experience. Thankyou

Dr.May and Dr.Scudder were both lovely, very keen on answering my concerns and took immediate action on my health. Feeling the support and understanding of your circle means a lot especially when you are pregnant. Sincere thanks!

Very polite and ne on time. Lovely new space

The GP was attentive and caring and dealt with my serious issues. Also send me the referral to the specialist via text which is ideal. Thank you.

I was able to get an appointment easily, the appointment was in person, and the doctor was obviously interested in helping me - suggesting appropriate next steps etc.

I had an appointment for a routine blood test. My session began exactly at the appointment time, and was carried out quickly and efficiently. Very satisfied.

The nurse was amazing, so so kind, fast & knowledgeable.

I have very attentive confident GP who answered to all my questions on full. Thanks a lot.

Excellent front desk and great nurse. Love the doctors too. Thank you

Dr May couldn't have been kinder or more helpful - just like the old days. The receptionist equally so.

I have a high regard for professional qualities of Dr Sophie May. She always provides a thorough analysis of my medical issues and provides access to required tests. She is highly trusted by me. Reception staff also very efficient.

On time. To the point. Calm. What a difference with my previous NHS practice.

Very pleasant nurse

Very impressed with how easy it was to get an appointment, how kind and friendly the receptionist was and how supportive, caring and kind the doctor was. Medicine as it should be!