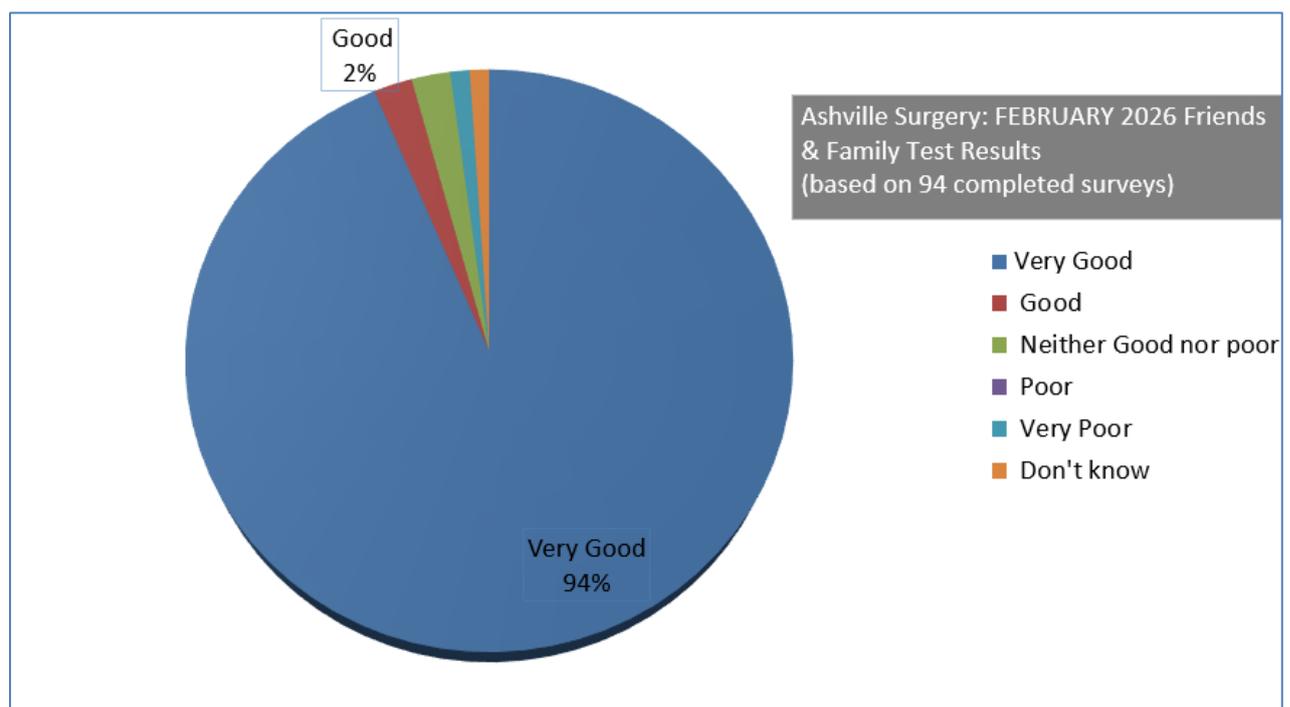
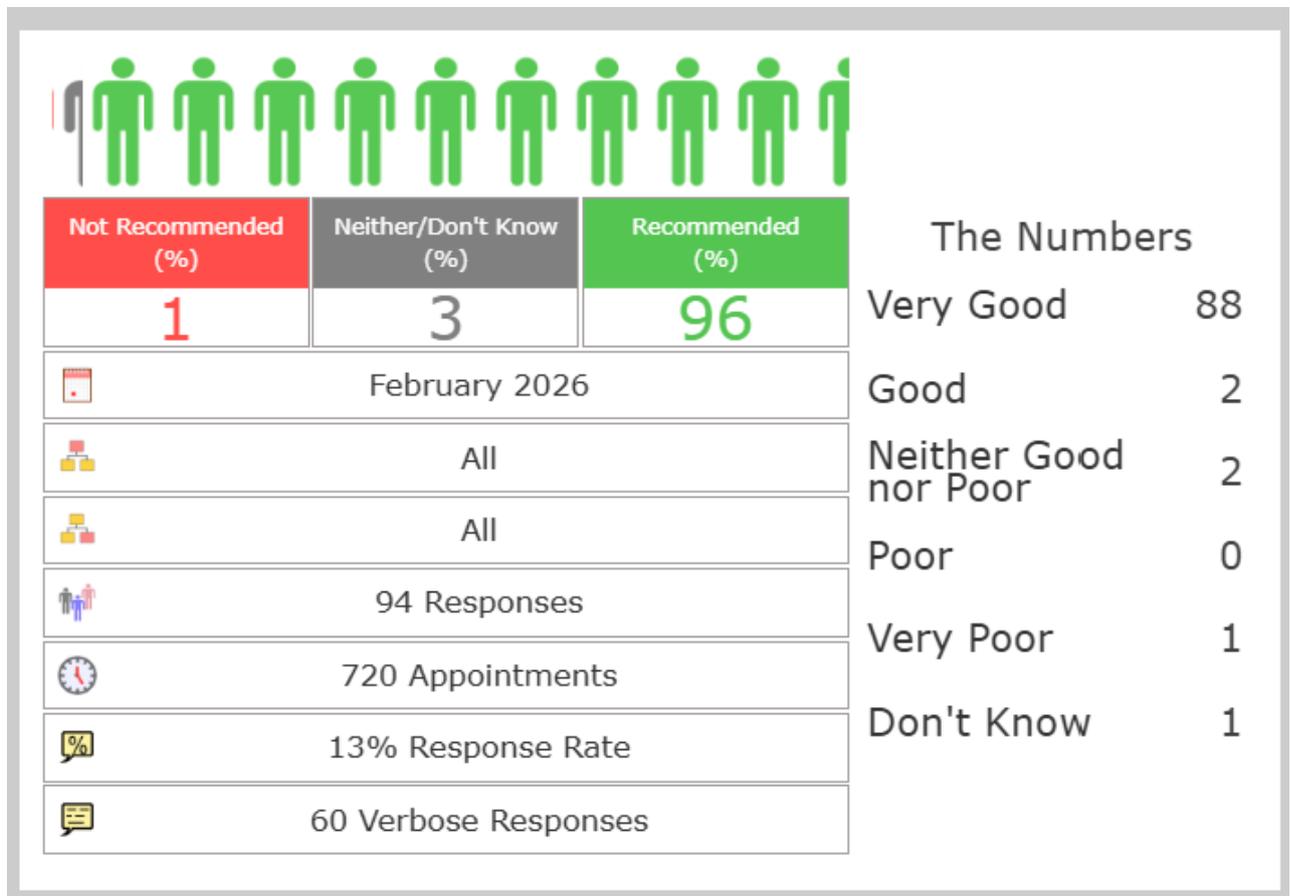


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from FEBRUARY 2026



Department	Response
HCA	All good
Nurse Clinic	All good thanks to Sally, caring, kind and helpful.
Session	All great
Nurse Clinic	All was great
HCA	Always super happy with care I'm receiving
Nurse Clinic	Can't really think of anything to add
HCA	can't think of anything
HCA	Can't think of anything to change.
HCA	Couldn't be better
GP Clinic	Dr Beach has been an exceptional help - informative, helpful, and kind. I am very grateful to her.
HCA	Everything was fine But it will be very nice if some time to see or to speak A doctor when patients need help . Thanks for everyone.
Session	Everything was top Quality service
GP Clinic	Fix the tv monitor in the waiting room
HCA	Friendly and professional staff. Also I wasn't keep waiting. Thank you
GP Clinic	Hilarious appointment this morning. But slightly worrying as my record is wrong. I don't has A vein issue .. there's been A mix up. Can my records be updated to remove this?
HCA	I can't think of anything as I am always treated with kindness and care which makes my visit not so stressful thank you
Nurse Clinic	I didn't have an appointment. All I did was to ask them to make a photocopy of the shingles vaccines that I had paid for elsewhere. The head nurse in the practice told me that because I was over 80 I couldn't get AND did not need. Rubbish.
GP Clinic	I didn't have to wait long for the appointment the doctor was great very understanding and helpful
Session	I think it is impeccable the way you deal with patients, on time, and welcomed.
GP Clinic	I was helped very well by your receptionists, pharmacist and especially Megan. So I can't think of anything
HCA	I'm very satisfied..
HCA	I'd like to go back to the old way of booking appts. But I'm 70 yrs old so.. not happy having to try to do everything online.
HCA	It was very helpful
HCA	Just keep up the good work
HCA	Lack of human interaction at a medical facility is disconcerting.
HCA	Make it easier to communicate with the surgery
Session	Met the new pharmacist, his name was Blo.. very nice individual with great interpersonal skill and very informative! He give information about my medication!
GP Clinic	More talking less texting

HCA	My appointment was cancelled after a delay of 10 min
GP Clinic	My phone blocks calls it doesn't recognise so blocked the Drs call. It would be wonderful if that didn't happen. Obviously the Dr doesn't want me as a patient knowing her personal tel number.
GP Clinic	N/A - my experience could not have been improved. Dr Jenny Beach gave me a helpful face-to-face appointment to follow up my 'out of hours' care/treatment just over a week earlier in A&E at Charing Cross Hosp. for a nasty chest infection.
HCA	Nil
GP Clinic	No - prompt and thorough.
GP Clinic	No, I'm good.
Nurse Clinic	Nothing
Nurse Clinic	Nothing
GP Clinic	Nothing
Nurse Clinic	Nothing
Nurse Clinic	Nothing
HCA	Nothing to add it was very good
Session	nothing to change
Nurse Clinic	Nothing, all very easy, helpful and polite staff in reception and friendly nurse.
Session	nothing, everything was good
GP Clinic	Nothing, very happy with the service and everyone was very nice.
GP Clinic	Nothing. Dr Beach was brilliant and took the time to make Evie at ease and answer all my questions. Thank you!
Nurse Clinic	On the self check in, it would be helpful to show both the patient name and the name of the doctor as I was unsure if my appointment had been checked in successfully
Session	Overall great experience. Only 15 minutes waiting time which for me is totally acceptable.
HCA	Provide tea and biscuits
HCA	Scott is always very friendly and professional. I was happy with the experience I had today.
HCA	So far all good
HCA	So far, the experience has been great. Good telephone conversation with the GP, Anna, and Scott was great and helpful with the bloods and ECG
HCA	The receptionist and Mr Owen were very professional and friendly
Session	The whole appointment went exceptionally well and from today's visit no improvement is necessary.
HCA	There is nothing to change.
HCA	This test should be part of my routine blood tests and not subject to special request. I have been monitored and have had several procedures by/at Chelsea and Westminster for prostate issues for many years now.
GP Clinic	To make easier to make an appointment F2F
HCA	Very good staff
GP Clinic	Very happy with conversation with Dr Beech and her advice

HCA	Well pleased, staff are friendly and welcoming. Doctors are professional and kind. I give my surgery Swan House Top marks
HCA	You cannot