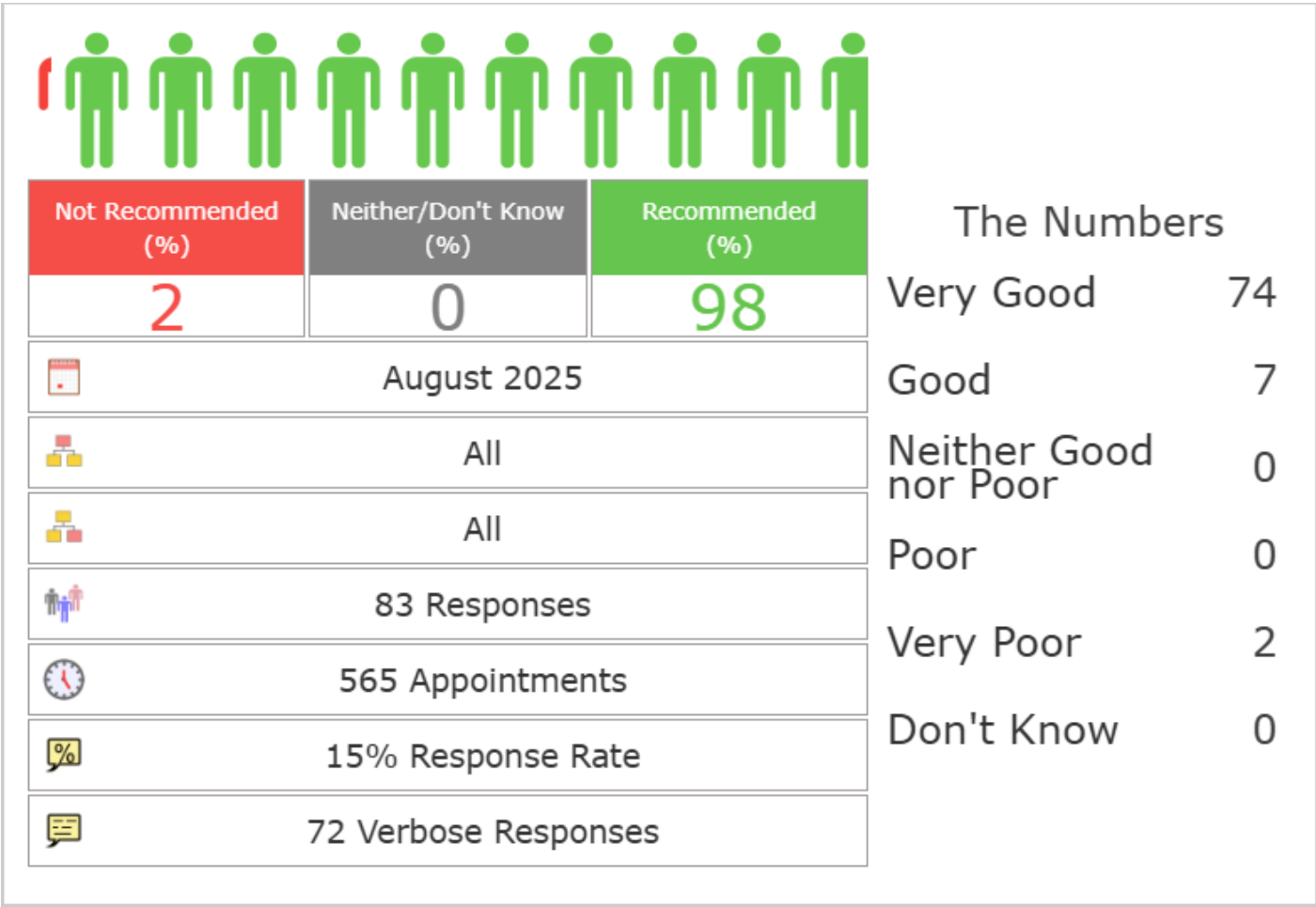
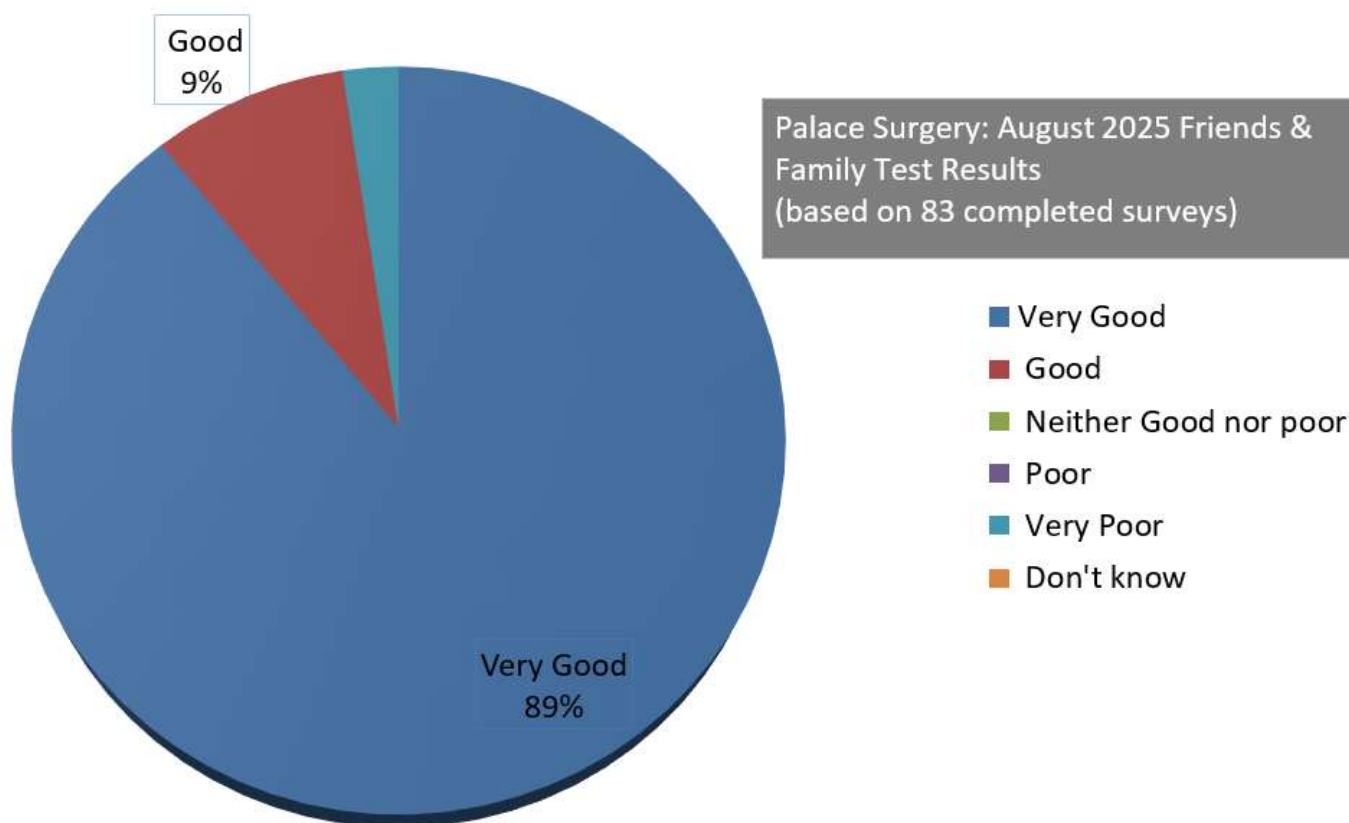


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from August 2025





Department	Response
Nurse Clinic	Helen was very clear about my care plan and explained everything as she asked each question. She was very polite and kind.
GP Clinical Session	
GP Clinical Session	On time and took trouble
Nurse Clinic	The staff was friendly. I didn't have to wait too long and it went smoothly.
GP Clinical Session	Full of valuable information and insight.Good GP
Health Care Assistant Clinic	The nurse and the Doctor both were very professional and through. All the annual check up issues blood test was done. The Doctor saw me and discussed medication matters and explained explicetly the reasons.hence I was happy.
Health Care Assistant Clinic	Friendly staff. Good explanation of what was being done. Did take too long.
GP Clinical Session	The Dr was great. She listened and was attentive and professional. The Dr was also very reassuring and prompt in her diagnosis. I felt heard and seen.
Pharmacist	I spoke with Obi who as usual was really helpful and helped with a suggestion for a problem I've been having. Obi is an assest to the surgery .
Nurse Clinic	Attentive, informative,kind, efficient
Pharmacist	Because the person I spoke to was very clear and professional.
GP Clinical Session	Receptionist listen to my situational need, suggested I call next morning for phone consultation appointment Later a cancelled appointment was available and Receptionist called to offer me the evening appointment. Dr called, hospital letter was ready
GP Clinical Session	I was able to see a doctor in person just after a few hours from calling the practice. He was kind and competent A very positive experience all around

Pharmacist	Receptionist was professionally friendly and helpful. Appointment was fine, but call came after 5pm when it should have been 3-4pm. I understand medical slots can run late, but it is inconsiderate not to (at least) send a text to affected patients.
QOF & IIF	I always find Dr Vilath so helpful and all staff at the Clinic are friendly and go out of their way to answer any questions posed to them
Nurse Clinic	I was able to discuss my health issues properly and with empathy .Thanks
Nurse Clinic	Extremely friendly and helpful staff, plus nurse was very informative and put me at ease
GP Clinical Session	Great service
Nurse Clinic	
Pharmacist	Had medication query which I discussed with Obi who was very quick to help and we've hopefully sorted out the problem? also great service .. been a patient for as long as I can remember? brilliant!!!!
GP Clinical Session	The person, I spoke to on the phone was very patient and kind. I know it was busy, my Request was resolved at the end of the day.A spaiaThank you everyone at the Fulham Palace surgery for look
Mental Health	GP listened, gave advice and was generally supportive
Nurse Clinic	Nurse and Reception Was good
GP Clinical Session	Damien on Reception is always excellent and GP very clear and reassuring
GP Clinical Session	Easy access to the service, GP called within the timeframe advised, was empathic when I explained the issue and explored options to help aid my recovery
Nurse Clinic	Helen was brilliant. Took the time understand issues, was very knowledgeable and helpful with solutions. Came away feeling cared for. I'm always impressed with the level of care from this surgery.
GP Clinical Session	My doctor listened and actually explained me every questions I had clearly. She was also very understanding about my concerns and tried to check and solve them.
Health Care Assistant Clinic	The staff are always very helpful and friendly, and explain everything really well.
Pharmacist	Staff were very polite also he always follows up when needed ,
GP Clinical Session	Very good thang you very much k Millard
Pharmacist	They were accommodating and catered to my needs
GP Clinical Session	Friendly and reassuring.
Nurse Clinic	
GP Clinical Session	I had no appointment but still the receptionist let me see a doctor, and then I got the antibiotics I needed for my chest infection. Very professional and caring staff.
Health Care Assistant Clinic	No comment
Phlebotomy	1pm appointment seen at 1.25pm
GP Clinical Session	They treated me a lot ad some tie when I confused y appointment to see doctor or by phone. Appointment like yesterday eaary they remind me by phone thank a lot . The understand very well our problem that health issues thanks a lot
GP Clinical Session	Results explained very thorough
GP Clinical Session	
GP Clinical Session	Called mon am and spoke to Damion who was very helpful, and booked a telephone call with Dr Hashmi in the afternoon. She called and on hearing my symptoms asked me to come down to see her. She then arranged an appt at CX for tues am. Great service.
GP Clinical Session	Damien the receptionist is excellent and will always go that extra mile for patients. He should be running the surgery.
GP Clinical Session	Dr Kan is lovely and always books a follow up if needed.

	Thanks Guys for the support with all my Health Conditions
Nurse Clinic	
Health Care Assistant Clinic	Nurse was very helpful
Health Care Assistant Clinic	I've been looked after very well by your lovely Angelic ???????
Health Care Assistant Clinic	Excellent customer service
Nurse Clinic	Nurse was very good and reception polite
Phlebotomy	Professional. Friendly.
Phlebotomy	The greeting when I arrived was very friendly. The nurse was excellent explained the process was warm and friendly. Advised follow up instructions.
GP Clinical Session	Nina and Damien are always do accommodating and helpful going above and beyond and the Dr was very professional.
Health Care Assistant Clinic	I arrived early and was seen almost immediately. Nurse cleaned and dressed the wounds very efficiently and then I was on my way
GP Clinical Session	Discussion was helpfully
GP Clinical Session	
Nurse Clinic	Usual(for the Palace practice unlike most others) efficient, prompt and friendly interaction + service
Pharmacist	Spoke to the prescriptions? manager who was very efficient at following up my blood pressure management and also very caring with a friendly attitude.
Nurse Clinic	Very nice and lovely people, happy to help
Nurse Clinic	Very efficient and pleasant service
Health Care Assistant Clinic	
Nurse Clinic	Helen explained what she was going to ask me and then clearly told me the outcome of the care plan
GP Clinical Session	Very quick, great people both doctors and front desk staff
GP Clinical Session	Individuals who answer my phone calls, listen carefully to my requests. They all seem to know and use the same procedure each time; this is what gives me confidence in this service.
Nurse Clinic	Helen and also the phone/Admin/reception team are ALL excellent.. brilliant service! So grateful.
GP Clinical Session	Because it was good
Nurse Clinic	Nurse was so helpful and reassuring.
GP Clinical Session	The doctor was as always very helpful and listened to me. Finally advised to go to hospital which proved to be the right course of action.
GP Clinical Session	First time seeing this Doctor and she explained things to me about my health and it was easy for me to understand
Pharmacist	I had an appointment with the clinical pharmacist 10-1PM today Friday on the phone arranged by the surgery . Nobody phoned by 1.30PM . Medication review not done- disappointing.
Health Care Assistant Clinic	Quick, efficient and helpful.
GP Clinical Session	Dr Khan and Team surgery has been helping my condition for over 4 years and I don't know what would I do without them.
Phlebotomy	Very prompt. Quick and people were very kind and supportive
Nurse Clinic	Everything excellent
Health Care Assistant Clinic	Angeli was very friendly and efficient. She takes time and the whole experience was good.
GP Clinical Session	
GP Clinical Session	Very empathetic discussion about my health and the Dr was very reassuring
GP Clinical Session	

GP Clinical Session	
GP Clinical Session	Timely, professional , thorough and compassionate. As always.
GP Clinical Session	All information clearly communicated.given time to explain my problem.problem resolved.
GP Clinical Session	Seen on time. Examination and clear explanation given
GP Clinical Session	Dr never checked my record, gave more antibiotics, no questions about my symptoms
GP Clinical Session	Actions were taken to get to the bottom of my health issues.
GP Clinical Session	The staff and the Dr are very nice
GP Clinical Session	
Health Care Assistant Clinic	A very pleasant experience today, thank you