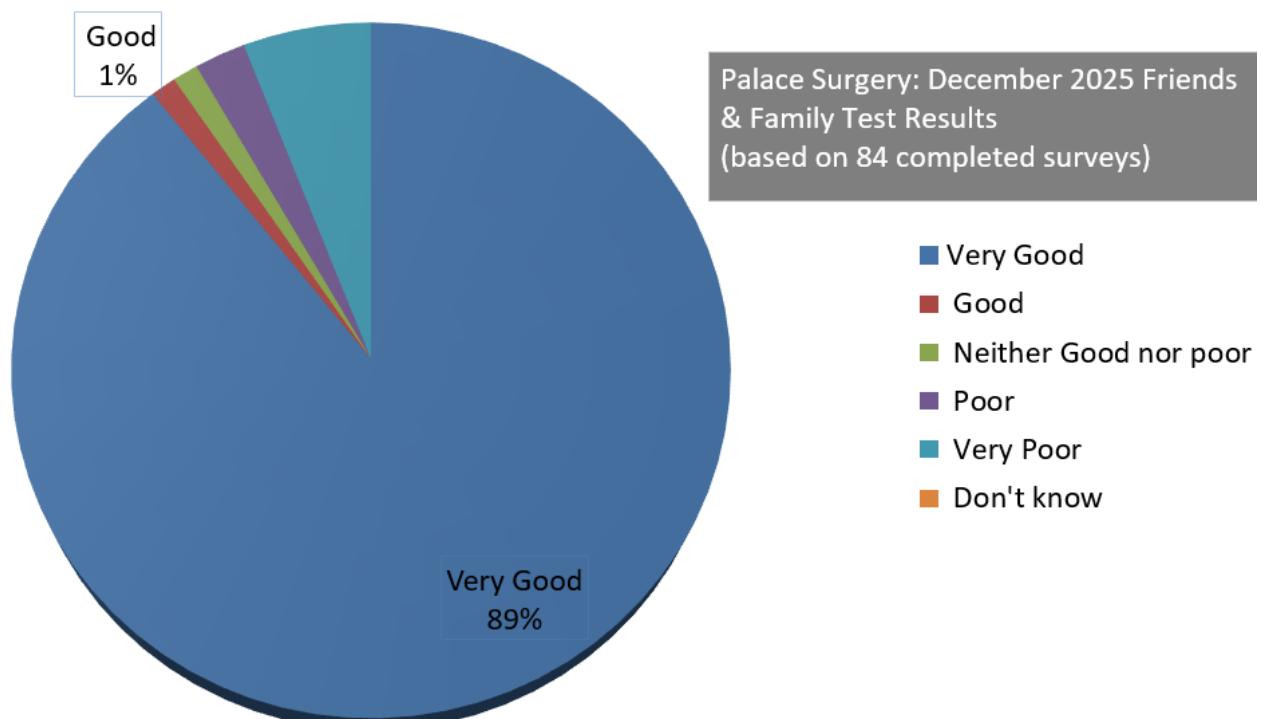
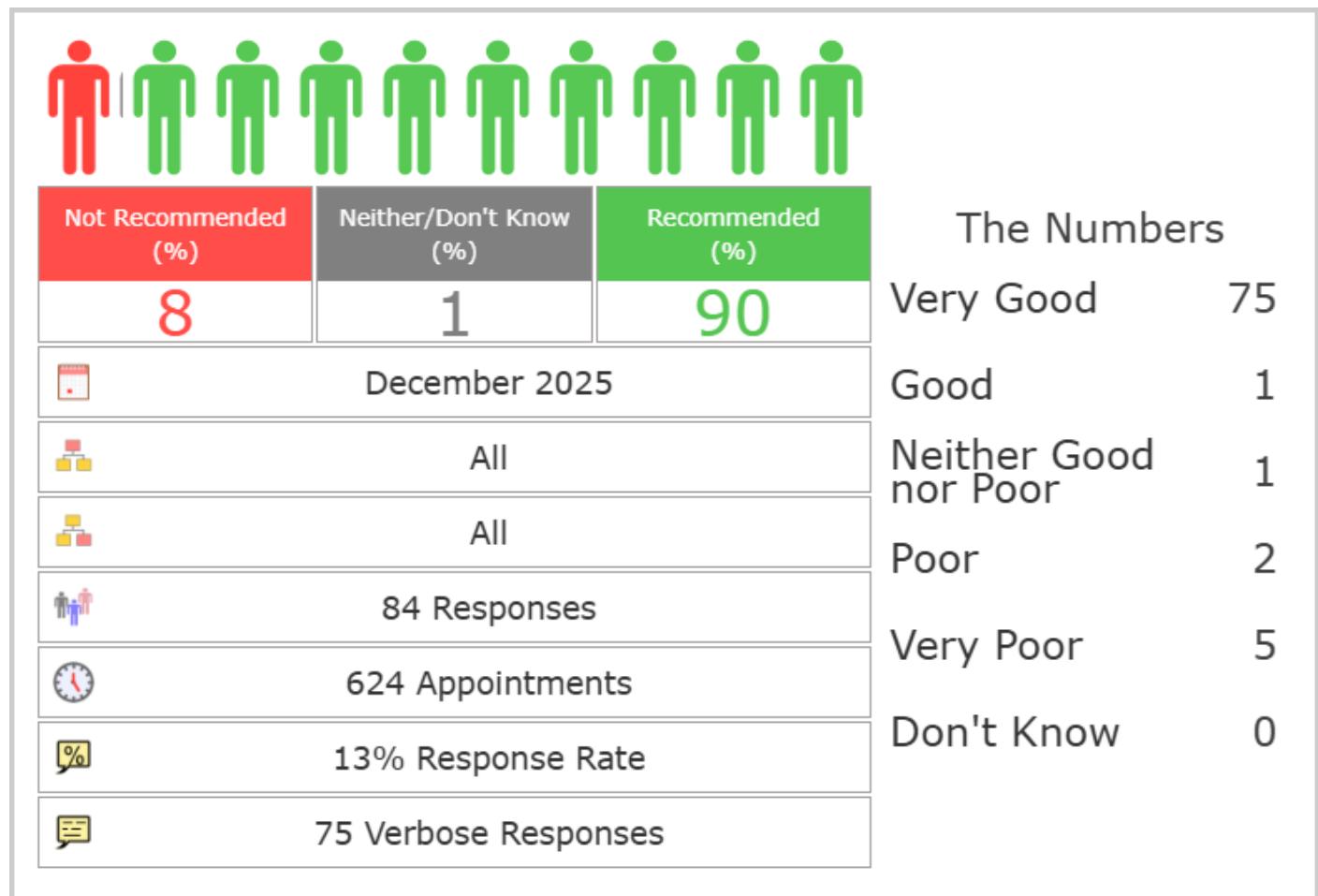


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from December 2025



Department	Response
QOF & IIF	Staff were polite
GP Clinical Session	Felt listened to and taken seriously - referral and medication given
GP Clinical Session	Dr was informative and listened and explained things to me.
GP Clinical Session	Respect n kindness from my Doctor,
Health Care Assistant Clinic	Easy to book and a pleasant experience
Health Care Assistant Clinic	Professional kind Nurse helpful and informative appointment on time
Health Care Assistant Clinic	Was seen punctually and assuring confidence in the procedure.
Phlebotomy	Professionalism of staff
Nurse Clinic	The nurse, Helen, was excellent in every respect
Health Care Assistant Clinic	
Health Care Assistant Clinic	Always responsive and pleasant. Put patients at the heart of their surgery and do the best they can.
Health Care Assistant Clinic	The nurse was very kind & helpful she answered all the questions
	Very professional
	On time
Health Care Assistant Clinic	Amazing staff
GP Clinical Session	Fast and professional.
GP Clinical Session	GP called within the pre agreed time slot and was very helpful
Phlebotomy	All aspects of my visit was magnificent. The gentleman I saw was kind and showed considerably understanding of my condition.
GP Clinical Session	Doctor was understanding and helpful
Health Care Assistant Clinic	Very kind the staffs and helpful , organise , I?m happy , thank you
Pharmacist	Obi was great - took a lot of time and was very helpful.
	On going issues of being referred to Cardiac Unit since August 2025.
	Request from Chelsea and Westminster for Holster ECG obstructed.
	Admitted to Hospital by Ambulance twice in one week by Ambulance 111
GP Clinical Session	Once from GP surgery, who failed to assist.
Phlebotomy	Well trained and presented staff.clean and tidy venue.well done to all.
GP Clinical Session	The person who saw me was super lovely and knowledgeable
Health Care Assistant Clinic	
Phlebotomy	Everyone at the surgery are always so helpful, cheerful and charming
GP Clinical Session	Received call at appointed time and issue quickly and satisfactorily resolved
GP Clinical Session	Fulham palace surgery are always so good to quickly arrange appointments and follow up. The doctor was sensitive and insightful to the issue presented and actioned a prescription together with a treatment plan.
Nurse Clinic	Very informative and efficient.
GP Clinical Session	He was very helpful organising some medication and was very kind in my minimal talking due to my asthma
GP Clinical Session	Fantastic tretment
Health Care Assistant Clinic	Palace Surgery is, & always has been an amazing practise!!
	Call between 10-12 told I would be called first.
	Called at 11:30 to find out if I was receiving a call today, at which point I was told someone was looking at my notes and should be calling in minutes.
Pharmacist	No call at 11:50 called up again returned call12
Phlebotomy	The nurse was very helpful
	Reception friendly and
	Doctor kind and
Health Care Assistant Clinic	Good enquiry about my current health
Phlebotomy	
Pharmacist	Got an appointment slot very soon, and the practician was very knowledgeable. He ensure I asked any question I had.
GP Clinical Session	This was a shocking appointment where the doctor was unqualified, unknowlegable and made me feel very uncomfortable. I will be issuing a formal complaint.
Pharmacist	Always nice and very helpful
Phlebotomy	The prompt friendly and caring service from the receptionist up to the other team member specifically to mention Anjalee with her smile and genuine caring manner? thank you so much?
Health Care Assistant Clinic	Easy to book. Friendly staff. Knowledgeable and professional people. Excellent
Health Care Assistant Clinic	Excellent as usual. Been with this practise for many many years and never any problems. Helpful and Kind Team.
Health Care Assistant Clinic	Because I could never fault the staff doctors and nurses as they treat us with special care... however trivial the problem is
	It was a good consultation .we went over everything and I will have a new blood test
GP Clinical Session	
GP Clinical Session	No need to
GP Clinical Session	Excellent

Nurse Clinic	
GP Clinical Session	Promised a call yesterday and didn't receive one (still haven't). Rather sums up the service when you ask about my recent appointment when you didn't actually give me one.
Health Care Assistant Clinic	I was in and out quickly for my flu jab
GP Clinical Session	The best GP Surgery I have ever attended. The office staff are very helpful and the doctors always treat you do well.
Phlebotomy	On time, very efficient, good manner, knowledgeable, friendly
Health Care Assistant Clinic	They support me and everything was excellent
Health Care Assistant Clinic	Got there five minutes early for appointment - had to wait thirty minutes.
Health Care Assistant Clinic	
Phlebotomy	Mr Aruna very friendly?
GP Clinical Session	I was seen on time and the doctor was very professional and arranged my medication
	Very satisfied with the reception service
GP Clinical Session	Very pleased with the Dr's support. Consultation was offered at the earliest possible time.
	The practitioner was efficient. He ran 20 mins late but caught up with me and was very knowledgeable.
Phlebotomy	Thanks very much.
Health Care Assistant Clinic	
GP Clinical Session	Dr khan very kindly addressed my concerns very well.
QOF & IIF	Quick attention. Thanks.
Phlebotomy	The blood extraction want painful ans the nurse was very kind.
GP Clinical Session	It was excellent
	The Doctor listened! However Doctors shouldn't charge pensioners who are dieing ?45.00 for a medical letter to stop a work order by Guinness the landlord.
	NHS has standard rates of ?25.00 for letters.
GP Clinical Session	Shame on you. We're is your gift of giving.
	No help
	Called late
GP Clinical Session	If I were to be late my o would have to rebook another appointment!
GP Clinical Session	Excellent service
GP Clinical Session	
Health Care Assistant Clinic	The health care assistant saw me at the scheduled time. She was kind, patient, and gentle.
GP Clinical Session	The service was prompt, helpful, and met my needs effectively.
Pharmacist	Obi as usual was very helpful and understanding
	Call was very positive understood exactly what the Doctor was talking about ,, answered my questions positively
GP Clinical Session	It was efficient and professional
GP Clinical Session	
Health Care Assistant Clinic	She was very polite, even wished me a happy birthday. Listened to the question i had, very pleasant to deal with.
	I was given an appointment by efficient helpful receptionist
	The doctor called me at the arranged time
	He was very understanding made excellent suggestion regarding my problem and will refer me to appropriate clinic
	This was all on same day!
GP Clinical Session	
Health Care Assistant Clinic	The nurse was a very warm friendly person who put me at my ease with the blood tests . Very efficient too .
Nurse Clinic	The receptionist Damon very pleasant also.
GP Clinical Session	Very friendly and knowledgeable nurse
GP Clinical Session	He answered my questions
	Was informed that I would be having telephone consultation with doc at 11 am no body rang & I had to phone to see what was happening only to be told .. that the doctor was doing admin work
Phlebotomy	Friendly staff. Managed to squeeze me in, which was much appreciated. Also were able to give me my flu jab at short notice. Thank you for great service.
GP Clinical Session	Early response to request for appointment and excellent diagnosis
Nurse Clinic	
QOF & IIF	The nurse was very polite and answered all my questions
	Efficient and kind sympathetic and knowledgeable doctor
GP Clinical Session	
GP Clinical Session	The Doctor that saw me was thorough and clear but did not mention any kind of following up. Perhaps she did not consider it necessary or convenient
Nurse Clinic	Reception is fantastic they continue to go above and beyond for patients