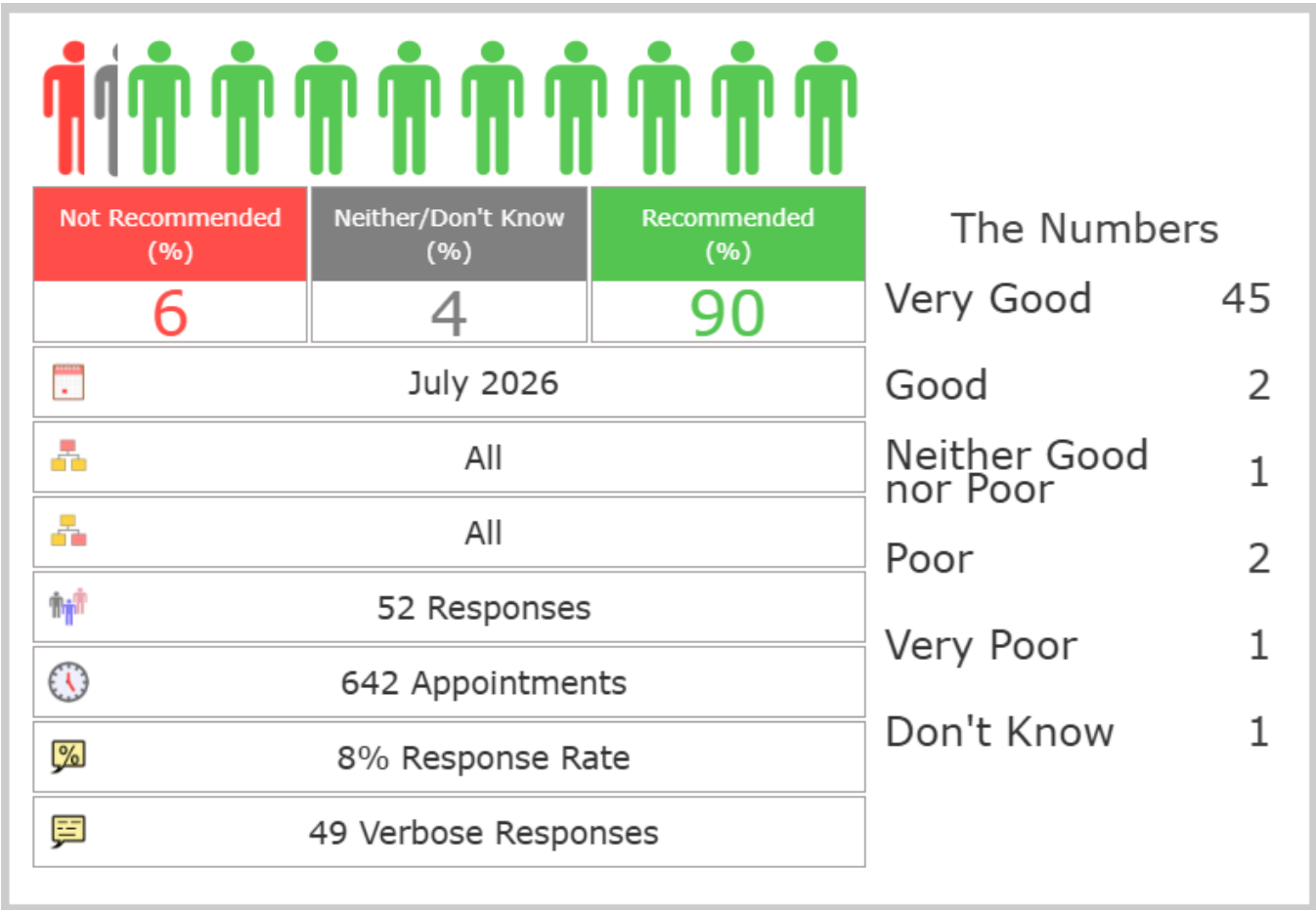


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from July 2026



Department	Response
Pharmacist	I got a call which was friendly, supportive, well informed and helpful. I felt heard by the called and my needs were met.
Health Care Assistant Clinic	Because im satisfied with my visit?
GP Clinical Session	The doctor is not very helpful
GP Clinical Session	B?c s? th?n thi?n , nhi?t t?nh C?m gi?c nh? m?t gia ??nh Well although I waited a bit longer for my call to come through the pharmaceutical he was very nice and my prescription is all sorted and I ask him a question and he gave me a very good reply
Pharmacist	Every worry that I had was covered and will be actioned either at the surgery or through a medical referral. The doctor really listened to me and was very supportive and understanding and noticed my that I had a slight impediment post stroke
GP Clinical Session	
GP Clinical Session	
Nurse Clinic	Health issues were discussed in detail. An appointment was immediately arranged.
Health Care Assistant Clinic	The nurse was very good
GP Clinical Session	I finally found someone there that understands medication and side effects Staff members there very cooperative Dr are very good keeping calling time explain clearly.
GP Clinical Session	
GP Clinical Session	The doctor answered all my questions Didn't rush took time on asking me how my health was and if i had any problems with getting about i was very happy thank you
Nurse Clinic	
Health Care Assistant Clinic	Friendly, professional, efficient, thoughtful and thorough.
Pharmacist	The person on the front desk ,was very helpful, and polite.
GP Clinical Session	On time and the Dr was helpful
Phlebotomy	It was in time and all my questions were answered
Pharmacist	Seen Dr kan told him I have no saliva and he dent me for indoscopy 7 months ago and nothing happens since
GP Clinical Session	Used Patches to put through appointment request and it was dealt with within an hour and I got an appointment the next day!
GP Clinical Session	I had no problems while there
GP Clinical Session	Because the doctor listen to my problem. Dr. Hashmy was reassuring, an empathetic listener, and addressed my concerns thoroughly and professionally. Thank you for your kind assistance once again.
GP Clinical Session	
GP Clinical Session	Very easy to book appt with my chosen GP. Reception team and Dr Hashmi are amazing I received help at an acceptable level. There was no need for any exceptional exceptional intervention.
GP Clinical Session	
GP Clinical Session	Friendly, approachable, carrying and consistent staff.
Pharmacist	I was told ,last week, a doctor would call me between 10-11 I had to call the surgery and was told no appointment, only for a pharmacist to call me about my past medication. This would not have happened if Damion was on duty.
GP Clinical Session	I was seen within 10 minutes of my appointment. The doctor actually listened to me and checked my record for a previous blood test I was worried about but had received no follow up.
Nurse Clinic	As always very helpful and friendly
Health Care Assistant Clinic	Because It was quick and not painful
Nurse Clinic	Helen is just amazing. And also all the staff at Fulham Palace Surgery. A friendly and courteous doctor who knew and understood the purpose of the call from the outset, providing sound advice and next steps.
GP Clinical Session	
GP Clinical Session	
Phlebotomy	Damien at reception arranged my blood test quickly, he always gives 100 % not just with my family, but I have heard how he speaks to patients at the surgery and on the phone and he really tries to help in every way. A credit to the surgery
Pharmacist	
GP Clinical Session	The surgery staff and doctors are always patient and friendly
Health Care Assistant Clinic	Efficient & professional

GP Clinical Session	Doctor called promptly and I was able to make a follow-up appointment for the same day.
Nurse Clinic	Nurse was lovely and very helpful and professional. On time. Gentle when performing smear.
Pharmacist	I felt heard and my requests were acknowledged and completed.
Nurse Clinic	The nurse was very professional and informative and was able to immediately conclude what my problem might be
GP Clinical Session	Because I was able to express my needs and have them met at ease and even had the opportunity to exchange some words in my own language with Dr. Dinal.
	Was supposed to call between 5 and 7 pm but I did not receive a call and there has been no voicemail or missed calls on my phone.
GP Clinical Session	Usually, the service is excellent.
GP Clinical Session	As always staff friendly/super competent + truly know their patients. Astoundingly Quick face-to-face appt enabling timely advice?.I am so grateful
GP Clinical Session	Dr Dinah is very helpful and clear.
GP Clinical Session	Because it was very good. The doctor was listening and seemed to ask the right questions and promised a house call.
GP Clinical Session	Helpful discussion and advice
Health and Wellbeing Coach	The staff are very helpful at the surgery
GP Clinical Session	The reception staff are the nicest I have met, very courteous and helpful, along with Dr Khan who takes the time to listen to the patient and is very caring.
GP Clinical Session	The service was very good,thank you.
GP Clinical Session	Dr was helpful and assured me that the letter will be sent to the hospital as requested by me.
Health Care Assistant Clinic	Fast and efficient staff were so friendly plus reassuring
Health Care Assistant Clinic	Very friendly, very helpful and obliging.