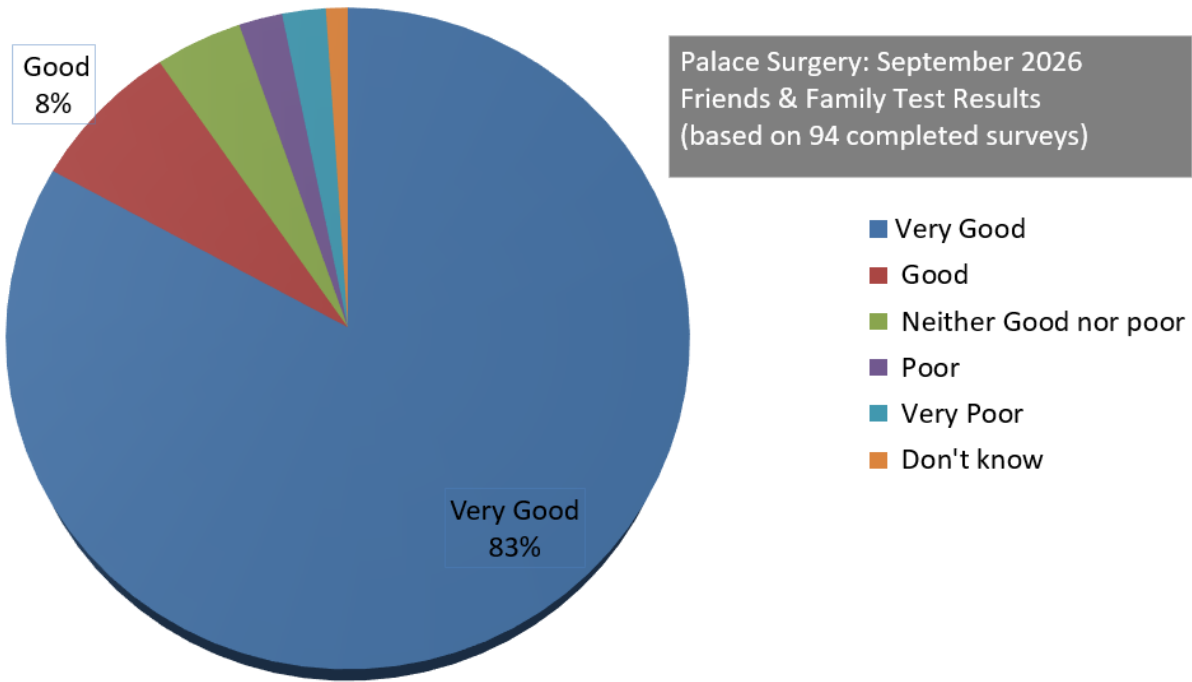
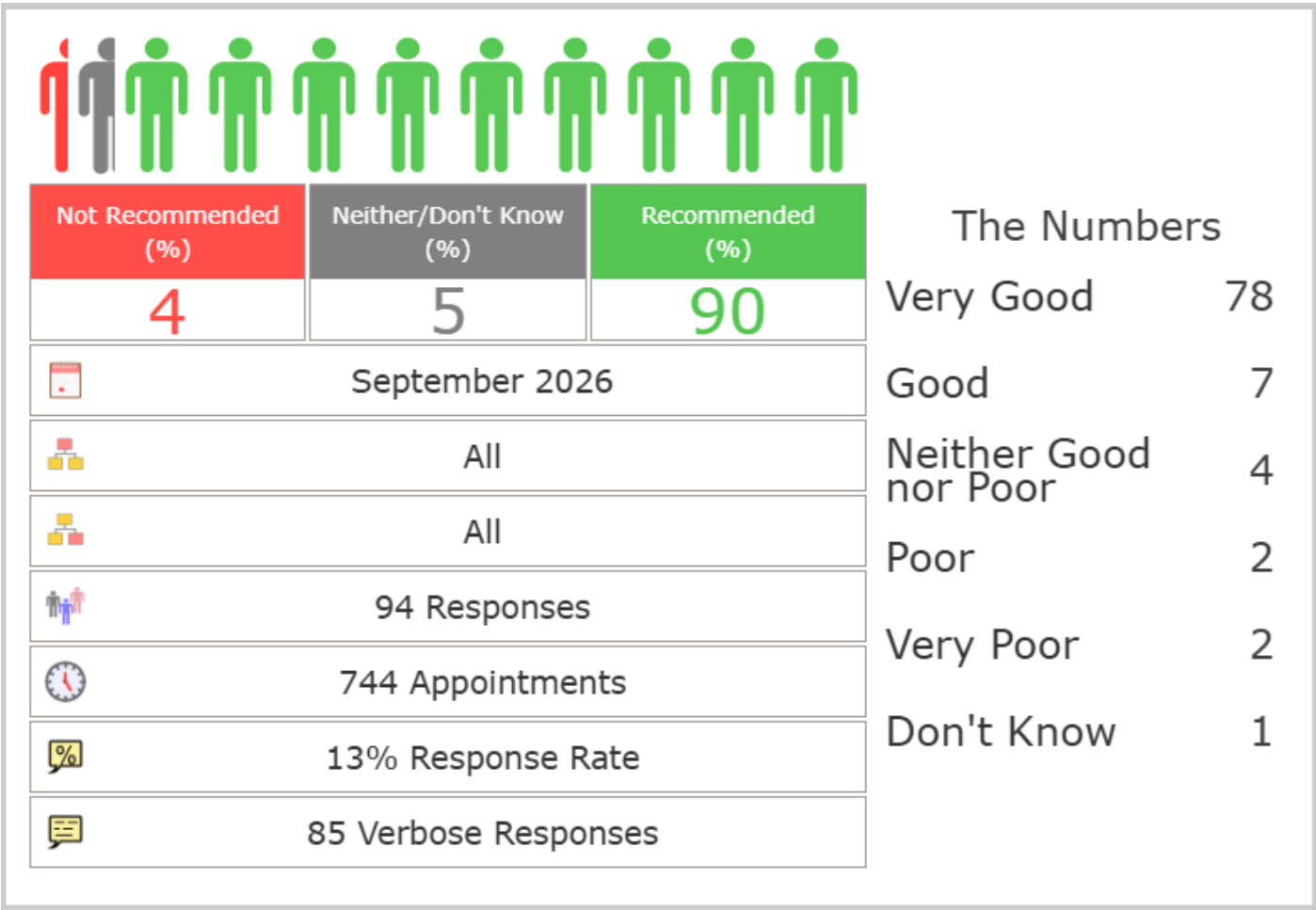


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from September 2026



Department	Response
GP Clinical Session	The reception staff listen to what the patient is saying and go all out to help you. They are all so polite and respectful, Damien in particular is extremely caring and has always been this way since I joined.
GP Clinical Session	Dr Nina was very good, explaining what the problem was and prescribed some medication for it. She also explained something that I needed to know about.
GP Clinical Session	Booking the appointment was easy and got called on day and time of appointment. Dr was attentive to my concerns. Spent time in analysing my needs. Diagnosed the reason of my fall ie low blood pressure. Advised to stay hydrated.
QOF & IIF	
GP Clinical Session	
Health Care Assistant Clinic	Visit was exceptional. From the moment I walked into Fulham Palace Surgery , I felt genuinely listened to and well cared for. They took the time to clearly explain the assessment, making sure my questions were answered without making me feel rushed.
Pharmacist	Nobody called me but then I've received this feedback form
GP Clinical Session	Dr patiently discussed my symptoms for diagnosis and advised the procedure to follow. It was a telephone appointment and Dr Hashmy was very understanding and caring of my situation.
GP Clinical Session	
GP Clinical Session	Lovely doctor great reception staff
GP Clinical Session	Palace surgery is a nice surgery. The receptionist are very accommodating especially the young black man. He goes over and above to accommodate the patient.
GP Clinical Session	Doctor was very helpful
GP Clinical Session	Prompt and attentive visit, NHS at its best
GP Clinical Session	GP listened and asked relevant questions and shown interest then explained course of action and provided prescription and notes to follow up
Pharmacist	The Monday appointment was cancelled last week by the person who made it and perhaps you weren't aware. I do need my iron test blood test and I am in severe pain pain from my hip and full left leg since my accident I was sent to St George's after th
Pharmacist	Missed call for HRT review. My mobile is often on silent or not with me, and if I am home, the line is bad. Please default to 020 7381 1358 for phone contact in future. Must leave now, so could reschedule for tomorrow? Dr Khan arranged all my appointments at the hospital very quickly.
	He also takes the time to explain what the problem may be and then after diagnosis what my options are and also why the problem has happened in the first place.
GP Clinical Session	Excellent service
GP Clinical Session	
Nurse Clinic	Helen made me feel at ease
GP Clinical Session	Damien at reception is just wonderful. He is also soo kind, helpful and attentive. A true professional. Additionally, my Doctor was and is also super helpful, supportive and generous with his time and care towards me.
Health Care Assistant Clinic	Very knowledgeable and caring nurse. Took necessary time to look after me and explain things
Health Care Assistant Clinic	
Health Care Assistant Clinic	Doctor was very helpful
Nurse Clinic	Palace Surgery has been the medical facility I have used for very many years for very many medical problems. Not only are the doctors knowledgeable and helpful but all the staff are efficient, caring and helpful in all ways.
Health Care Assistant Clinic	Anjalee Dayawansha was very caring and showed such empathy I was overwhelmed. She is a great asset to your team and I hope she will continue at the practice for a long time to come. Very gentle whilst taking my blood and comforting. Thank you
Pharmacist	On time polite and always helpful
Smoking Cessation Clinic	Timely, efficient and great service
GP Clinical Session	
Health Care Assistant Clinic	Good Customer Care and Customer Service.
Health Care Assistant Clinic	Treated in a professional manner.

	The Clinician explained the tests that would be carried out including blood pressure and pulse rate, and at the same time I requested that we also check the weight, which was done.
Health Care Assistant Clinic	Any questions I had during the course of this visit were answered.
Health Care Assistant Clinic	Quick and well managed
Nurse Clinic	Staff were very friendly and helpful. Went out of their way to make us comfortable.
Nurse Clinic	Very helpful & prompt
Pharmacist	Wonderful and caring service! The lovely receptionist went above and beyond to help me. I?m very grateful!
Pharmacist	Pharmisist helps with items the reception can?t do. He?s very good i
Phlebotomy	Prompt, efficient, friendly, professional
	I have been waiting since mid April for an appointment at Hammersmith Hospital with Dr Hajid and continue to wait with no sign of an appointment or explanation for the long delay
QOF & IIF	The doctor listened engaged have advice and helped with another issue. I got the appointment in good time as well
GP Clinical Session	Because when i got a call back the person was polite and understanding of what i was experiencing and that it could be one of my conditions playing up and if i needed to A&E if it got worse and they would also vontact gastro
GP Clinical Session	Very attentive. Knowledgeable an asset to the surgery.
GP Clinical Session	Helen was very informative. I appreciate her insights and support.
Nurse Clinic	Nurse Angeline was patient caring kind gentle & listened to me
Health Care Assistant Clinic	Very polite team.
Nurse Clinic	As always, the entire staff are welcoming and proactive in the discharge of their duties.
GP Clinical Session	Excellent service & care from Damian and Dr. Campbell, as ever.
GP Clinical Session	Anjalee was very welcoming and professional carrying out the tests and explained everything clearly regarding this new procedure.
Health Care Assistant Clinic	Excellent treatment
Health Care Assistant Clinic	Caring, informative call. Excellent.
Pharmacist	I was very nervous about the appointment however the nurse explained everything in detail and put me at ease with her kind and professional manner
GP Clinical Session	The full appointment was dealt with care and concern for my health. All staff was friendly and helpful.
GP Clinical Session	I had a face to face appointment.
GP Clinical Session	The Doctor treated me well
GP Clinical Session	The doctor was very informative
Pharmacist	Excellent service
Health and Wellbeing Coach	Very nice lady very knowledgeable
Nurse Clinic	I?d misunderstood the appointment email and waited at home for my phone call. I called in at the surgery later and was dealt with efficiently but I missed my usual doctor.
GP Clinical Session	Very quick appointment, didn?t feel like Dr even took a look at my issue and just immediately assumed
GP Clinical Session	Doctor was polite and reassuring also gave me advice about taking medication
GP Clinical Session	On time and very good advice from doctor. Very well explained
GP Clinical Session	Swift action of the required process.
Health Care Assistant Clinic	
Health Care Assistant Clinic	The nurse I saw was really understanding and listening to me enjoyed the visit
Health Care Assistant Clinic	My appointment was on time. The consultation was unhurried and positive.
GP Clinical Session	Dr Campbell is a very kind and professional doctor, and I am always happy to speak with her.
	Usually it?s fine but it was unsatisfactory
GP Clinical Session	And ultimately unhelpful
	The doctor had reviewed my notes and we had an open conversation. She allowed time for me to ask questions, listened and gave me options to choose from. I appreciated the plan to follow up in 6 weeks
GP Clinical Session	It was quick and efficient. The nurse spoke perfect English and was charming
Health Care Assistant Clinic	Rapid response, clear explanation and action plan.

Nurse Clinic	Had a C.O.P.D review with Helen ,, I really enjoyed our conversation she?s so nice , easy to chat to ,,totally understands me .. makes me feel at ease ,, so i?m happy ?.
Nurse Clinic	The people who know me at the surgery are very helpful and friendly. Service is quick and if any issues they?re always available to assist!
	Coz I?m still in pain. Was asked by the doctor to self refer to Phio online. Not heard from anyone there. Frustrating that nothing moves forward with NHS. Will have to repeat the whole process again and lose time from work. Just painful.
GP Clinical Session	
Health Care Assistant Clinic	I was very happy with the entire experience.
Health Care Assistant Clinic	He was extremely professional and answered the questions that I put to him, very pleased.
Health Care Assistant Clinic	Because was very good
Health Care Assistant Clinic	Greeted by receptionist at very good standard than the nurse was so atentative and profesional and very careing. Very good experience
Pharmacist	My questions were answered and sorted very well thankyou
GP Clinical Session	The GP called me with the test results and was really nice and explained eververy well
GP Clinical Session	Doctor was very helpful in diagnosing my problem and prescribed the correct medication.
GP Clinical Session	
Nurse Clinic	The surgery is very helpful and the staff are very pleasant with the patients
Pharmacist	Excellent service
Pharmacist	You are always very good and I can?t remember now why I needed your advice!!
Pharmacist	They've been always helpful to most elderly people like me. ???
Pharmacist	They did not keep the appointment
Health Care Assistant Clinic	Anjalee was friendly, patient and attentive
Health Care Assistant Clinic	Friendly, efficient and professional
Health Care Assistant Clinic	
	The GP was very impressive.
	The blonde receptionist was unprofessional, and seemed to be out of her head on drugs!
GP Clinical Session	
GP Clinical Session	Dr Kan called when he said he would and was helpful in answering my questions.
Health Care Assistant Clinic	It was as expected
Nurse Clinic	It was well explained and clear instructions.
Nurse Clinic	Excellent nurse very thorough and friendly