

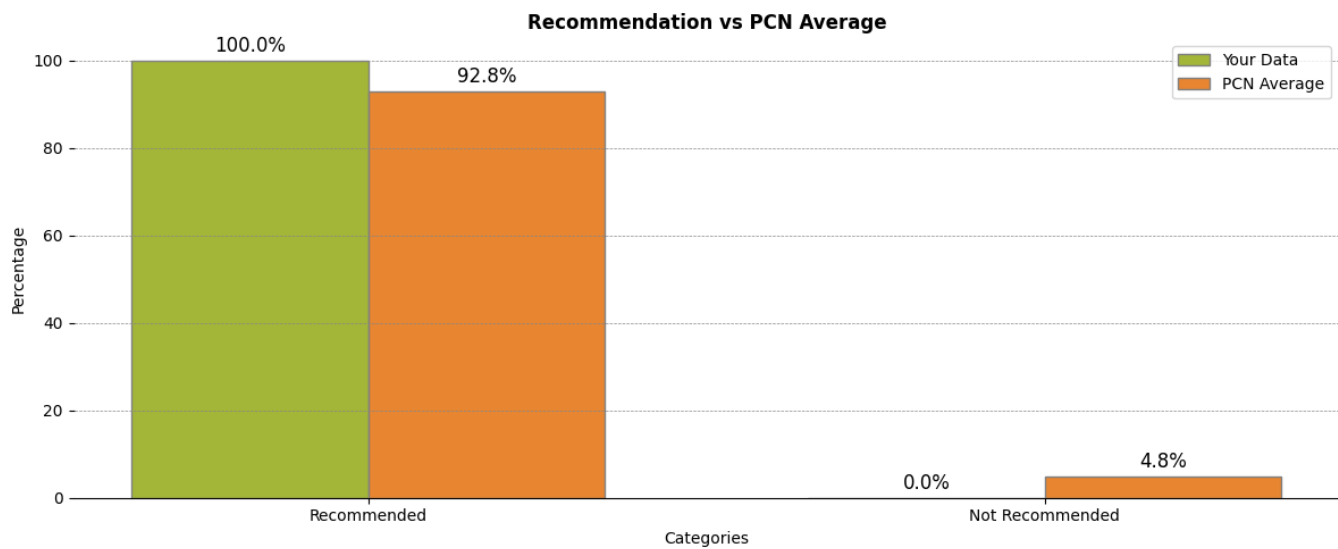
# The Chelsea Practice

## January 2024

### SECTION 1: Recommendation % and Rating Counts

The total feedback received during January 2024 was 2.

Recommended - 100.0% (PCN Average - 92.8%)  
Not Recommended - 0.0% (PCN Average - 4.8%)



Recommended (%) =

extremely likely + likely

extremely likely + likely + neither + unlikely + extremely unlikely + don't know

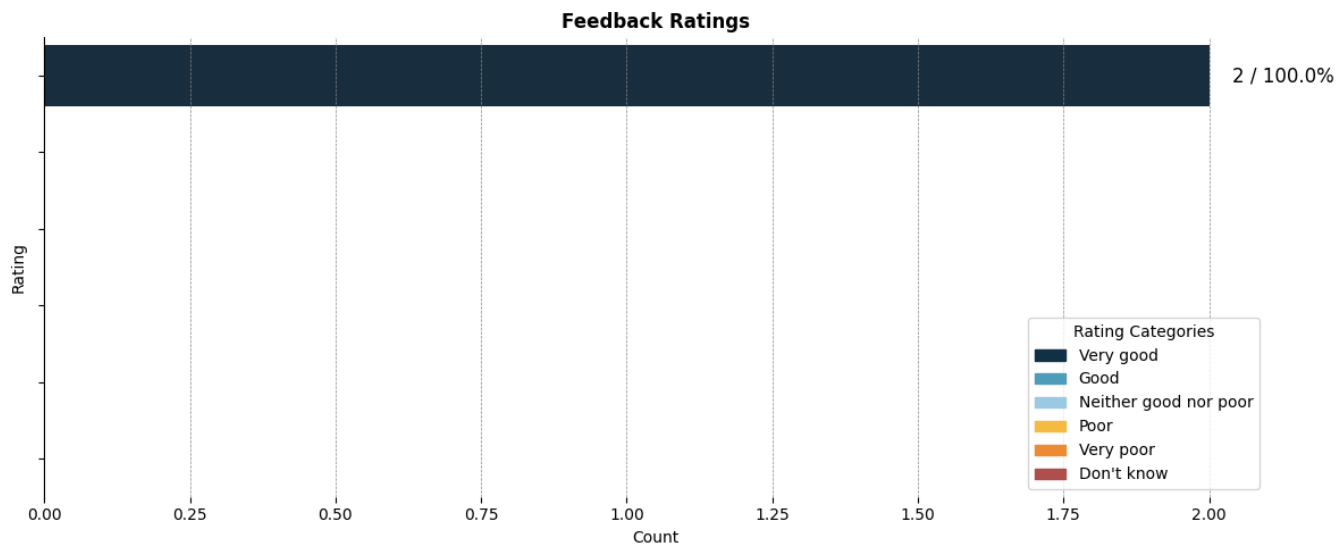
x 100

Not Recommended (%) =

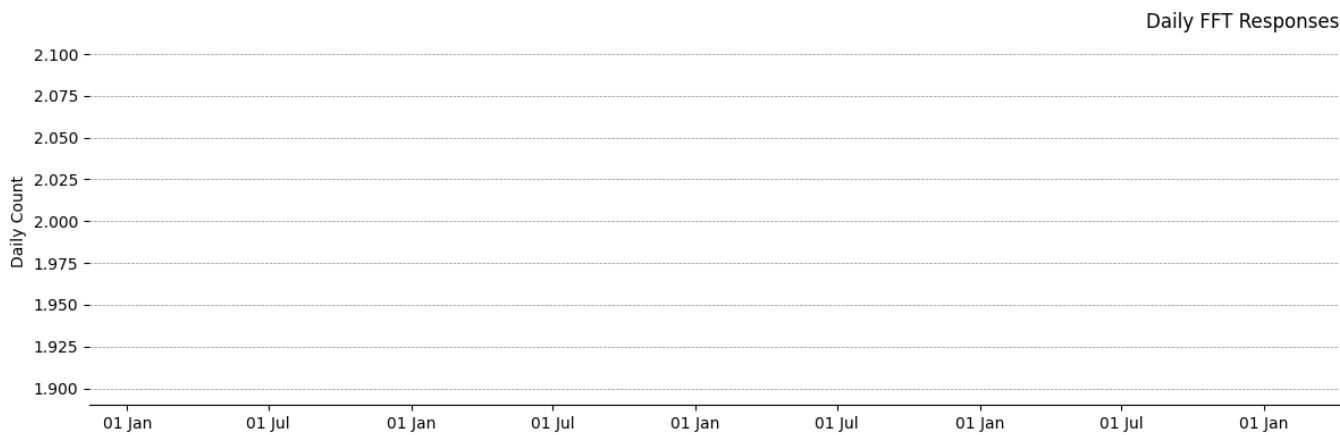
extremely unlikely + unlikely

extremely likely + likely + neither + unlikely + extremely unlikely + don't know

x 100



SECTION 2: Response Rate



## SECTION 3: Feedback - Responses

0: Friendly surgery and welcoming staff I have no complaints

### Feedback Insights by Groq LLM

Positive trend:

The surgery is described as friendly and welcoming with staff being kind to patients, suggesting a pleasant atmosphere and a caring approach to care.

Negative trends:

There are no major negative trends, complaints or issues mentioned in the feedback, as the patient states they have no complaints.

## SECTION 4: Improvement Suggestions - Responses

### Improvement Suggestion Insights by Groq LLM

However, I don't see any GP Surgery improvement suggestions in your input. Could you please provide them so I can summarize and identify trends?

SECTION 5: Word Clouds

