



# FRIENDS & FAMILY TEST RESULTS

July 2023

Number completed: 548

**93% of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.**

***‘How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?’***

**Extremely Likely: 437**

**Likely: 78**

**Neither likely nor unlikely: 15**

**Unlikely: 6**

**Extremely unlikely: 11**

**Don't know: 1**

## Comments made by patients:

Very efficient

Staff are very helpful and if you require an urgent appointment you can normally get one. The physician I saw was very thorough, had a lovely disposition and listened.

As a follow up appointment regarding breast cancer, it was a helpful caring meeting

Short wait for telephone appointment.

The doctor is very patient and nice.

Good prompt service

Appointment on time. Dr May very pleasant

Friendly and efficient

All my queries were dealt with in a very friendly and efficient way. Everything was thoroughly and professionally explained. All problems solved! Thanks!

Saw a doctor!.. and she was very understanding but also professional!

Good advice, patient and friendly. Quick to be seen. Easy to book. Huge improvement in the systems. Thankyou.

Call back was efficient and lady was very helpful and polite. Absolutely over the moon to get an appointment on the same morning. Dr May assessed my problem and wow I felt so much better this morning. Thank you so much.

Reception, nurse and doctor are very helpful.

I was able to be seen promptly and felt the minor injuries nurse did a great job in helping me.

Young go was thorough and professional

Dr Maton's consultation was excellent. It was thorough and I felt really listened to. She explained simply what might be going on and I trusted her. She had a lovely manner about her. Thank you

The clinician was v thorough and talked to ted very kindly and sympathetically

It fulfilled my requirements

Extremely friendly and helpful service from the reception staff and nurses making it a very pleasant experience, I'd like to take this opportunity to thank everyone there helping me through my journey back to recovery, many thanks,

The paramedic, Luke, who I saw provided the best service I have ever had from the Elms. I really felt listened to, and the advice he provided was thoughtful and comprehensive

Dr May was very kind and thoughtful and knowledgeable on my appointment

Swift and efficient

Good quick service Dr Allam is lovely.

My appointment was executed on time and thorough by a very pleasant young lady, Kerry

Always polite, efficient and helpful

Dr was helpful and listened and was really able to help me

Thorough, answered all questions and very patient and kind.

Receptionists are so friendly and empathetic. Doctors very knowledgeable and patient.

Nurse Judy - exceptionally professional

As soon as I arrived for my appointment, I was seen straight away by Dr Smith who was very easy to talk to.

Doctor will helpful empathetic and solutions driven

Great service from the practice in getting me an appointment on the day I called - and I called mid morning. Very thorough, caring and unhurried approach to my problem and my underlying health situation by Dr Maton. Her bedside manner is the best I have experienced from a GP.

The reception area seems very welcoming now and the doctor gave me plenty of time and asked lots of questions. Felt heard and understood

I used the online form outlining my medical need and got an appointment within a week. The nurse was very helpful and efficient. Great service

I was seen almost on time but had to wait some time to be able to book a follow-up appointment.

Got emergency appointment easily, was seen promptly and good advice was given re treatment.

I've been with the Elms for 45 years, they are excellent at what they do.

GPs at Elm's are excellent. My children are autistic and visiting the GP is difficult. I feel happy with how the surgery accommodate and support us

I went into reception with a skin infection after being referred on by a pharmacy. I was dealt with very professionally by your reception staff and had an appointment within an hour with your paramedic who again was very good in advice and practice.

Quick service, very professional and empathic

Very good and informative A through assessment

Very quick getting the appointment and great service

Receptionists always try to do their best. Doctors listen.

Called as expected. Clear advice.

Good discussion covering my present circumstances. Clear and concise questions from the doctor.

Doctor was patient, listened , understood my concerns. She was very helpful and her advice was reassuring.

The nurse was very sympathetic

The practice always seems very well run and everybody is helpful and kind

Prompt phone call , relaxed call with doctor who answered all my questions and advised on the best way to make changes to reduce my blood pressure. Very friendly and approachable doctor.

Saw doctor pretty much on time and was able to discuss problem.

Had a very satisfactory and good consultation.

Travel advice questions answered

Seen on time and as always by very pleasant doctor. Thank you

Thoughtful dr, good booking experience

Friendly receptionist and nurse Ruth was equally so - punctual, cheery and efficient.

Lovely staff. Good availability of appointments. Treated with care

Contact with surgery very helpful.

Quick and slick, appointment on time and the text reminders are useful

I always being treated with respect and support and help .

Very useful

Got appointment quickly paramedic was very kind helpful and reassured me , despite hearing people complain about other surgeries I feel very lucky to be a patient at the elms keep up the great service

Miranda was very helpful and I really appreciated seeing her

Dealt with the issues raised by a recent blood test

On time and efficient

It was mid morning and already 25 mins late

Everything was on time and very helpful.

Relatively straightforward to get an appointment. Walked in to the surgery rather than telephoned.

The appointment went exactly as expected

I was very worried about my ears making an awful noise and I was reassured that the two lots of spray prescribed would sort me out.

It was what I expected it to be!

Fast individual response

I was attended to even without prior appointment and the turnaround time was commendable. My 2nd appointment yesterday was also apt. The receptionists, nurses and doctors were quite friendly and the sessions was interactive.

The new system that offers online access to appointments has made the process of accessing help on the same day much easier. My son was seen and given treatment within less than two hours of me calling. The paramedic who saw us was very pleasant, caring and competent. The administrators, as always, were very patient on the phone, which makes all the difference. The first option on the automated call could be a little clearer as apparently it is for emergencies rather than 'urgent' calls and I ended up using it inappropriately. Thank you for all that you do for our family.

Because it has taken 6 appointments to get our jabs up-to-date & we are still not complete. I was told I could book my son in for one appt, to have three jabs, that was extended to another visit - which today she refused to give him the jab she told us to come back for. I'm now booking him in for a third visit, to have the vaccine he needs, whilst she is writing to some authority to prove he hasn't had a vaccine we don't even require... shambolic & utterly frustrating!!

Easy to use e-consult and had a phone consultation the following day. Medication issue sorted without needing to go to surgery.

Because the process of getting what I needed was quite straight forward and everyone I dealt with along the way was pleasant and helpful

Speedy response and flexible, fast appointment

I could park. The check in system worked, I was seen roughly as planned and the practitioner was great.

Kind efficient effective helpful available

Ruth the nurse was very kind and helpful. Please extend my gratitude to her.  
Thank you.

Ruth was very kind and thorough. Please extend my appreciation to her.

Excellent support from Dr Khanti

Had a phone consultation with the Doctor and all my questions were answered. My doctor had all the relevant information to hand.

Extremely professional and pain free smear test.

Really appreciated dr Smith calling me back when I could not take the call !! Thank you

Easy check in Appointment on time Wonderful nurse Excellent information Thank you

Such a lovely nurse who gave me time.

Both nurse and Dr friendly and efficient

The doctors are very helpful. Dr Smith explained that I could continue shared care as it was already in place. He also gave me antibiotics for my tick bite.

Efficient if not quite immediate

Knowledgeable nurse, efficient reassuring.

I was seen on the day and had a good discussion with my Dr about my problem

Prompt attention. (Drop in appointment offered)

Excellent response - quick friendly and efficient. Very impressed.

The Dr I came to see was very friendly and understanding.

Not a moan just feedback- I booked an online appointment explaining that I was concerned about some moles and sent a picture too- the dr looked but said that he wasn't an expert in moles and that I would need to see dr Impey- and I have now had to book another appointment. It is difficult for me to get time off work and I feel I should have been given the appointment with Dr Impey to start with?

Sara was very attentive and put my mind at ease

Everyone is so nice and the experience with my physician was excellent she took her time and was ever so helpful and patient thank you

I asked about a lump I was concerned about and got an appt to check it quickly and a quick examination to follow which was ok and put my mind at rest , thankyou

Booked appointment online. It took a while to set up the account but after that it went really well. It was only a routine check for my HRT. GP sent me further reading about other options.

They are always very willing to help if they have got a space they try to get you in anyway all the doctors and receptionists are great

Efficient, prompt and courteous service all round.

Everything on this visit was impressive. The friendliness of the receptionist when booking, how quickly I was called to my appointment. The experience when having my appointment - friendly, informative and very helpful with my various questions.

Almost on time and very thorough.

Mine was an last minute appointment for 10.40am and obviously the Doctor had to give a previous patient more than the allowed time. I was very pleased to be seen at 11.15am by a very sympathetic lady doctor.

Doctors and support staff always very welcoming and helpful.

The treatment from & bedside manner of the doctors has been exemplary & beyond what I'd expected through this illness I've had recently & I have felt reassured through it all, thank you!!

Excellent response from the switchboard to my emergency request. I saw someone within 15 mins who was superb and managed to stem the bleeding and catch me when I fainted!

Doctor called at time arranged and explained my results in a manner I was able to understand

Quick appointment time and catered to my needs

Because the doctor I saw was the same doctor I saw previously and I only waited a week

Explained mindfulness well

Short wait time to make appointment; friendly and helpful receptionist; nurse practitioner Liz is always stellar - knowledgeable, kind and pragmatic; efficient but never makes me feel rushed

Because it was.

The staff, have always been, more than helpful, and gave me a appointment on the day ,or next, more than amazing

I felt that the practitioner was patronising and communicating in a way that was for the benefit of the student in the room rather than for me.

Disappointed in the palaver for blood tests, inability to make appointments, Drs tone.

Easy to book appointment and no drama when I got there

Staff on desk and I have seen are polite and been very helpful ! Not all staff are polite they can be abrupt!

Getting appt was difficult and I find your reception staff generally unhelpful

All staff very nice and efficient

I could of done with a little more feedback on my xray results. But the doctor was nice to me.

Claire very caring

It went as expected

Managed to get an appointment quite quickly and a blood test the following day

Good process of getting our three year old comfortable with his injections and getting them over with quickly. Great selection of stickers!

Dr May who I saw was very caring, helpful & explained what my symptoms could be & put me on the right pathway. So thank you for helping me

We were seen on time and our GP was lovely. She listened and was very thorough

Lovely nurse. Skilled, put me at ease and explained everything

Not long to wait and Dr May was amazing

The surgery was calm and organised, the appointment more or less on time, brief and to the point. The receptionist was also helpful in planning the follow up.

In on time, lovely nurse.

Excellent as usual.

Doctor was fantastic, she listened, understood my problem and we found a solution. Waiting 2 weeks for an appointment could be improved.

Always made to feel important and get treated quickly whenever I visit

Quick and efficient response. Impressive.

Seen on time and very proficient.

Didn't think was 100% listing but still appreciate the appointment.

I got the appointment on the same day and my named was called on time. The doctor was very friendly and able to access my case very quickly by referring to my records.

The people part was very good. I was able to have a same day appointment. The consultation was very productive. I did however try to log on to the app and couldn't access any appts which wasn't very helpful

The GP took time to listen to my problems and gave me excellent advice and sign posted me to other parties that can offer more help. They were considerate because I called to say I was running late because I was attending a hospital appointment before my GP appointment and still saw me on that day. I was very grateful for this as most places turn you away.

Reception good always feel rushed for gp app

I was seen on the day I phoned for an appointment which was excellent. I saw the paramedic Luke who was very thorough with my examination, asked questions about my condition that were relevant, then put me on a course of antibiotics and told to come back in a week if I hadn't improved.

Quick listened to and felt validated

A satisfactory appointment with the doctor

Very helpful

Good doctor

I was worried about a wound from a mole removal and was able to get a same day appt. Receptionist was great as was the doctor

Completed a request on line for an appt - quick turnaround with physicians associate following up after blood tests with a face to face consultation all within 10 days.

It was nice to see the doctor face to face and explain my medication after I have been struggling to talk on the phone because of my hard-of hearing

Doctors, nurses and staff are always helpful and being able to contact online is useful.

Seen before my appointment and excellent care

Taking the blood sample was very straightforward.

De Smithers was excellent. It was the 30 minute wait that was disappointing

A very timely phone call following my request. Thank you so much Dr Allam.

Doctor was very friendly and took her time to explain things to us. The appointment was on time too. : )

Ruth was very professional

Appointment was Reasonably On Time. The Doctor was knowledgeable and took time to educate me on the Treatment Options.

Always treated with kindness and understanding

Saw the physio and she gave very helpful and expert advice and this has helped me recover from the acute impingement - thank you so much

Nurse very good, appointment ran on time

Helpful,friendly,efficient,punctual.Very pleased thanks!

Very speedily dealt with my appointment request. Thank you Dr Allam.

Excellent friendly professional service

Requested a telephone appointment between 12-1 ( my lunch hour at work)... got sent a reminder to say it would be between 11 -1 , received a call from doctor at 2.00 .

Seen quickly and paramedic was great

Efficient service, friendly.

Seen at my appointment time . Doctor was lovely

Got to see Dr on time

The doctor telephoned me when stated, understood my problem and immediately solved it by issuing a prescription for missing medication and renewing my repeat prescription. It took longer to get through to a receptionist to get a telephone appointment than it did to remedy the problem.

Excellent same day appointment

I had a vaccination appointment for my 3.5 year old and nurse Jo was great and both nurses did jabs at the same time to make it easier which was fantastic. They made a slightly traumatic experience as good as it could be

Dr Impey has explained it very well and gave me some warning

My nurse was Knowledgeable , efficient and on time

I got seen early for my appointment, nurse Kerry was so lovely and kind and made me feel at ease for my foot check.

An informative consultation.

I really appreciate the fact that it is nearly always possible to see a Doctor on the same day which lets you get on with treatment as soon as possible.

Reasonable wait for telephone to be answered. Appointment booked quickly for the same afternoon. Appointment with Doctor very satisfactory.

Quick appointment, good advice

Ever since I've been a patient at the Elms my appointments have never been on time and always over 30 mins late but I stay because the doctors are so good and listen and do not just palm you off

Easy to use website, friendly helpful receptionists who dealt with my queries. An appointment with the nurse practitioner was made available very speedily and my complaint dealt with. All in a very friendly but professional way. I was even offered a phone call appointment to follow up on treatment at my convenience. I couldn't fault the service I received.

Polite and efficient reception and subsequent appointment with doctor after raising my concerns

I was seen fairly promptly and Dr Smith answered all my questions and referred me on when he advised

As usual Dr Impey was kind and very thorough.

The waiting room was clean and tidy and staff were friendly. My dr was running about 30 minutes late but apologised when I went in to see her.

Everything is very well organised, all staff are very helpful, getting appointments is easy and there are no delays.

The nurse came to take my blood test at home she was good it didn't hurt and I am 89 years old and she made sure I was comfortable before she left

Very kind and thorough examination and explanation with reassurance

Long delay to appointment. However the appointment itself was very detailed.

I had a very in depth consultation with Dr Rees

Prompt. Professional and precise.

Kerry who I saw was very caring and helpful

Easy to book via online service, appointment was on time and nurse was excellent

I was very happy to be given an emergency appointment to see Dr Smith on Wednesday 12th as he is monitoring my treatment for irregular heartbeat. He gives me confidence. The Reception lady was also very helpful.

Very helpful and friendly nurse

Very professional thank you

Very attentive and competent

Always receive helpful, sympathetic and excellent treatment from all staff and Doctors. The receptionists are particularly helpful and efficient.

Easy to check in, and the nurse is very patient when answering my enquiries.

Kind, attentive, professional

Efficient, clean, good advice.

They were very helpful

I received excellent, well communicated care.

So lovely and quick and reassuring

Good professional service and medical support needed , Thank You

I was booked in for a telephone appointment , at the time of the booking my mobile number was given as the contact number. My phone was on and in good reception for 2 hours before and after the allotted time but I received no phone call. I phoned the practice and was told the doctor had tried to ring 3 times - but I had no missed calls in the phone log . I was then told perhaps the doctor tried our home phone - but my wife works from home and she received no calls on that number. Perhaps someone could check the doctors phone records, I understand that we are all busy and delays can happen , but i do not believe the doctor tried to call.

Great care and advice.

Dr Rees explained everything clearly to me and booked me in for a scan

Receptionist explained when I arrived that Dr Rees was running late and apologised. When I saw Dr Rees she apologised for the wait. Dr Rees made me feel welcome and I did not feel rushed. She explained everything to me in detail. I did not mind the wait as one day it might be myself that needs the extra time. Well done to everyone.

Ruth is so caring and understanding. She really listens to what you need and helps

Always looking out for patients needs and referring them on to appropriate secondary care

Receptionist was pleasant and helpful.

Kerry the nurse was brilliant

Appointment at very short notice for urgent repeat prescription

Dr Impey is a very approachable and professional doctor.

Always prompt with replies to email and messages

Lovely doctor

I got a face to face appointment within 10 days of my request. The doctor I saw listened to my concerns and acted accordingly.

GP put my mind at rest

I was treated with great courtesy and was relaxed while attending the excellent doctor who put me at my ease.

Dr Kanthi was very kind, understanding and efficient. She explained everything to me very well, answering my questions and examining me and finally did 2 referrals one which was not done previously. I did not wait long either! I am very satisfied with her service

Nurse Ruth was brilliant removing my clips, coming in early on Friday

i saw a clinician who got straight to my problem. i was very impressed with her. I think she done a great job.

Very easy booking in system. I had to wait 10 minutes longer to see GP but I know they are busy

Dr was very good when I spoke to her but it's taken since April to get to this stage.

Thorough telephone consultation with Dr Kanthi who was helpful and efficient as always

On time and straight forward

The receptionist was great as usual but my appointment was 15min late despite it being the first appointment of the afternoon. I find lateness extremely stressful and upsetting.

Long waits getting through on the phone. Could you consider getting another land line dedicated to just making appointments .

Had no contact with anybody 'real' just used automatic checking then sat & waited to see my name appear on screen to go to see Dr Kanthi

Because it was very good

On time and clear

Appointment was an hour after the scheduled time. Dr was very pleasant

Dr Smith was on time and very attentive

Because my doctor is doing everything to help me , have a lot of trust in her , the receptionist are so helpful , jolly Professional even though the injection hurts!

I had to wait over half an hour. Dr Bhardwaj understood reason for visit and emailed me immediate referral so I can make appointment with Neurologist. As I was shocked at diagnosis of possible TIA I can't remember all he told me and will have to call and ask whether I should go to A&E if episode recurs  
I called late in the afternoon for an appt and was given one the same day with lovely Dr Impey.

Easy to book the appointment online (which is brilliant) and phone appointment was all I needed

Urgent appointment made for me

I called yesterday at 15:40 after realising my 4 year old daughter had ulcers on her tonsils following a temperature for 2 days. I was given an appt for 16:30 to see the paramedic. We arrived at the practice at 16:10 and were seen straight away, diagnosed with bacterial tonsillitis and given a prescription for antibiotics. Dominika was lovely with my daughter, friendly and gave her stickers for being a good girl. Honestly so happy with the service provided by this surgery. Had to call again today for my son (same issue), called at 15:00 and was offered an appt for 15:20 with the paramedic which unfortunately we couldn't make so was then given an appt for 16:50 with a GP. Again, couldn't fault this practice for how they deal with children needing to be seen at such short notice.

I needed an emergency appointment and I was given one with a lady doctor as requested, she was extremely thorough and I felt put at ease with her, many thanks.

This last week was the third time in 2 months we were refused an emergency appointment for one of our son's. We have been part of the practice for 6 years and have had such a great experience but the last few months we can't get our children the care they deserve. This week, we came in due to a sprained hand. We asked for an emergency appointment and the receptionist completely refused to give us one and was trying her best to push us to go to a&e till we begged and begged for an appointment. Our son who is only 9 years old asked 'Why do our doctors not want to help me. Isn't that their job? Why does she not want to help?' Just to provide another example as this wasn't the first time. Just a few weeks before our other son had extreme conjunctivitis where he couldn't open his eye. All we needed was drops - a 10 min emergency appointment for drops due to pharmacy not giving it to us due to his age. For 2 days - 48 hours - you refused us an appointment pushing us to go to a&e for drops! Luckily we had a parent to help us. We have been so sadden by these experiences at our trusted community doctor practice.

Friendly, efficient and timely. Have been very impressed by my recent multiple interactions with the surgery at how quickly my needs have been met. And everyone seems to have a ready smile.

Received a prompt appointment after calling for my daughter & she was treated/medicine prescribed, which appears to be doing the trick. Only complaint is the awful grating jazz hold music on the phone to the surgery.

I was relieved to get a same day appointment. I saw Dominique who was very attentive and reassuring. She advised also that she was going to pursue my query relating to a respiratory clinic referral. Hopefully she does.

A really prompt appointment was made for me by the paramedic. The doctor I saw was thorough and professional and reassuring. Further tests and a referral were organised immediately and a timetable for follow up explained clearly. The waiting room is also a clean and pleasant space.

Would it be possible for me to be referred to as X when announcing my name on the practice notice board? I feel a little bit silly being referred to as Miss when I am 55 years old!

25min wait. Doctor listened carefully and made me feel comfortable. I have had many sessions with Dr Allam over the last few months and as usual her care and patience is exceptional to me for which I am so grateful. I would also

wish to thank the ladies who do the prescriptions. I have many tablets to take and I never have to wait for my prescription to be sent to the chemist and then delivered. It is very much appreciated.

Had a phone consultation with doctor who was running late but gave me a quick call to warn me. Very impressed!

The Dr I saw always listens and is reassuring

I waited an hour to see the doctor for a regular appointment.

Easy to book the appointment online (which is brilliant) and phone appointment was all I needed

Didn't have to wait very long. Nurse Kerry was lovely! She explained everything very well and was helpful and friendly.

Miranda was very thorough when asking questions and found tests on my joints and leg. She provided lots of useful information and advice

Efficient, professional and friendly manner of the consultation

Miranda was thorough, provided options to consider and had time to examine my foot to establish the cause of the issue.

I found Miranda very kind and helpful.

I received an appointment at short notice which resolved my problem  
Lovely doctor , helpful advice , hopeful for complete recovery

Excellent service

Patient and understanding

Lovely lady and listen to what I had to say

The visit to the Dr was very helpful thank you.

The person at the reception and the practitioner were both very nice and answered all my questions.

Saw Dr Carolyn appointment was on time. After examining me she spoke to L&D and sent me there to be assessed by a surgeon. Very speedy professional service.

Quick appointment and very helpful DR.Thank you.

The e-form was easy to use. The response was swift. The Dr called during the times I was told he would and the issue was dealt with very well over the phone

Doctor listened to me and gave me good advice.

I felt that Dr. Deb really listened and understood my various medications and took onboard the fact that timing needed to fit in with my annual visit to my son in America in August.

Every thing was explained properly so it was easy to understand

The staff member at the desk was so helpful. I arrived late for my appointment , she listened to my circumstance and offered a better solution for my needs from the doctor and followed up with me later in the day with a work around. I really appreciated it, it was a very personal service and interaction for my case and saved me (and the doctors) a lot of time!

Always helpful on reception, and doctor listened

Online enquiry service which led to my appointment is a great improvement. Better if the tech could be slicker or as part of the NHS app. Very professional and good service from the doctor.

Excellent consultation with GP. Listened, explained, empathised and adapted her style to mine. Everyone was very helpful and good natured to me

Service provided

Changed to Elms 7 months ago, I find a big improvement now in my medical care. The doctors and staff are very efficient and easy to talk to.

X was seen very quickly . The Doctor was very kind and had clearly read his notes and took the time to ask about his symptoms .X has ongoing issues with his ears and we are never made feel like we are wasting time or an inconvenience . We all the negative press around the GP we are very lucky to have such a great practice

Practical sensible advice was given

Very friendly staff

Dr very considerate

Seen quickly, nurse was professional and friendly and put me at ease.

Very prompt response and clear advice from Dr

I waited 76 min

Always so

All staff are always friendly, helpful and comforting.

I had a satisfying meeting with the doctor regarding my symptoms

Always good, though check in machine not working so tried qr code, that also doesnt work after inputting all details in correctly. Saw Dr smithers for the first time. Excellent doctor, listened and understood and set up next steps

Immediate text message after inputting my info. Phone appt within a week with assurance I could get an earlier one if needed. 2 hour window for call very helpful. Phone call within this time. Call was not rushed and the Gp Dr Smithers was helpful and supportive

GP excellent. Receptionist a bit casual and allowed herself to be distracted by colleagues

The receptionist was very helpful and welcoming and Dr Kanthi as always makes you feel comfortable and able to talk openly about concerns.

Lovely staff. Helpful doctors. A fairly easy system to book.

Good allround

Excellency and friendly staff

Good communication with paramedics also he was very patient with my little child and very friendly .

All staff friendly and helpful I felt looked after Thank you  
Had time for a little chat after my appt

Very efficient service from reception and the doctor. Very kind too

Ease of booking, timely reminders and no waiting.

The reception staff are pleasant, polite and helpful and I was able to get an appt with my chosen doctor without a fuss.

Very helpful staff

Friendly welcoming lady at reception. Fantastic appointment with Dr Impey. Wonderful wonderful doctor!

Excellent service both by reception staff and Doctor very clear on all points raised I am a happy boy thanks

Friendly staff, wait not too bad, nice environment and appt went well.

The doctor I saw was great but the receptionist purposefully was being difficult. One of those people who feels like she has power in her position and likes to wield that power to make herself feel important. I arrived a few minutes late from school pick up. When I tried to check in the screen it gave an error and said please check in at the desk. There was a queue so I waited. After 5 minutes waiting my 8 yr came to me and said doctor just came in and said my name but he didn't catch the room no. So I went back into the line. After 15 min of waiting I got to the receptionist. First thing she said "what do u want!" I explained I was a few minutes delayed and I have an appointment but screen wouldn't check me in. She took my details and then said so u haven't booked. I said I had. U didn't go to the screen. I said I had and explained again. Then she said so u just arrived. I said no I had been in the line for good 15 min. So u haven't booked. I explained again. Ok and what u want me to do book an appointment now? In the meantime two elderly patients came over and said your name just came on the screen u need to go to room x. As I turned around I could see everyone looking at me kindly and nodding. I think everyone could here I was in trouble. That's how I got to my appointment with the help of lovely patients at the Elms. I said thank you to the waiting patients who all nodded and smiled.

Appointment was on time and as usual, the reception staff were kind and helpful. I cannot praise them enough. I often hear stories about GP receptionists and how awful they can be but this definitely doesn't apply to those at the Elms. They are always so helpful and pleasant. Thank you!

Very helpful receptionists and my health check was done by Kerry who was wonderful kind and very understanding

Very efficient, friendly and thorough service from reception and gp

Staff were efficient and helpful

It was what I felt. It was good and. helped people to make a sensible decision.

I was helped in every way possible

It was easy to check in. The waiting room was comfortable. My appointment time was met well. Doctor Loweth was attentive and interested in my concerns. She arranged for an immediate test and ensured the result was normal before I left the surgery.

The Surgery runs smoothly, well administered, ,not a feeling of panic or confusion existed Doctor was welcoming and professional and did not rush the appointment . All Surgeries should be run this way . They were busy also ..

Caring , positive , calm Professional, busy without the panic

There were regular texts confirming my appt which was early in the day enabling my work not to be too disrupted and the call happened between the allotted time. During the call I didn't feel rushed and felt listened to.

All the staff are friendly and approachable. Was able to get a blood test for the same day with guidance from receptionist- thank you GP made me feel listened to and gave very clear explanations and advice

I felt very listened to and given a professional and reassuring response.

Dr Smithers was EXCELLENT and very caring and kind. Unfortunately the receptionist was far from user friendly when I visited the surgery to make the appointment because I was unable to make contact by phone despite many attempts.

Very professional

Dr may really took care to assess my situation and gave me lots of advice on top of the treatment

I spoke with a paramedic who was able to help with my problem

Very helpful receptionist and very supportive and dedicated practise nurse

fast efficient and caring

Takes too long cuts out.

The nurse was brilliant

The consultation with the PA was excellent but I was told that I would receive details of the diagnosis and treatment by text. I have not received this yet. I have submitted a request for it.

Seen in time and given time and attention ‘

Great doctor

Speedy response to telephone Same day appointment with doctor Good advice though two calls from doctor

Every year I just email the practice for one single minor prescription but because of new rules now I have to waste my time and your's on (a very early) morning call to ask for them.

Make you feel at ease and answer all your questions

Very pleasant doctor, easy to talk to.

Friendly and very helpful advice.

I saw Dominick who was very attentive I, listened intently before examining and deciding on what medication would be required. Excellent consultation.

I was fitted in with the practitioner Assistant Sara. A very thorough approach with covering all aspects of my health. The student was very good as well. My thanks to both.

Very quick and efficient

Doctor Kanthi is always very approachable, helpful and knowledgeable. The reception staff are calm polite and helpful.

Very helpful staff

Efficient

All medical and receptionist help was excellent, thank you! Waiting time far too long.

Polite, freindly and very professional- couldn't ask for a better GP

There were no appointments available (at all, even in several weeks time) so last week I used the online form on the website. A mental health practitioner, Joyce Mbarathi, phoned me and concluded the call by saying she was going to arrange an appointment with a GP to look at my medication (implied it would be early the next week, which I was happy with, it didn't need to be same day I wasn't expecting that). Then I received a text from her to say to look at some webinars and contact peace hospice or cruse for counselling (even though she knew I was already having counselling), nothing came of the appointment. Having told her how bad my mental health is, which was really hard to do, to change her mind about the appointment and replace it with a text to watch some webinars instead left me feeling a lot worse and that I should never have got in touch. My feedback is that it would have been really helpful to have known that the online form should not be used for mental health issues if you need to see a doctor, and that it's a sign posting service to self help only. Just a note on the page would cover it with something like 'For mental health concerns, a practitioner will be in touch to sign post you to webinars, courses, counselling services and helplines. If you need medical help please contact a GP instead.'

I really wish I had known this as I would never have submitted the form and put myself through this. When people are experiencing a mental health crisis, it's not appropriate to dismiss them with a text to some webinars. The impact of doing this is detrimental and makes things worse. As my mental health deteriorated, on Tuesday my manager at work then arranged a same day appointment. Unfortunately this didn't turn out to be with the GP that it was booked with, it was with a trainee doctor that didn't go well. Overall I just wanted to see one of the practice GPs and there's been an unfortunate series of events which meant that didn't happen. It's not a reflection of the practice generally, it's just been a distressing experience on this occasion. I'm really sorry if this is annoying feedback, as I know that the surgery is really busy and inundated with people to see so it's not always going to be an option to be able to see a practice GP.

My appointment was conducted professionally and follow up documentation available immediately.

No problems at all

Helpful and patient consultation

Quick and honest discussion. Also helpful.

The HCA is very helpful and patient in checking.

Felt all options were considered. Good to be asked what I was worried about, especially as this question was asked after symptoms had been discussed

Dr Bhardwaj who treated me was very good and knowledgeable and addressed all my concerns.

Usually prompt and polite service

The actual consultation was good with concise information and feedback from my various blood tests Everything was explained and future action discussed However the one hour and thirty minutes I had to wait past my appointment time until seen was very disappointing

Short time to get appointment, surgery is really nice and comfortable, appointment was on time.

Dr Rees was attentive, compassionate, gave me a considerable amount of her time and was most helpful and supportive. Thank you.

Reception unhelpful getting follow up appointment as requested by GP for ongoing bad ear infection

Waiting time was too long.

On time. Friendly. Helpful. I like the appointment reminder texts. Thanks

Not too long waiting time and Dr Rees was very thorough Friendly reception staff too always lovely

The doctor was kind and helpful. However, I had to wait almost one hour to be seen by the doctor. Was heard and listened To

Prompt appointment and advice

I had to wait an hour. My appointment was at 1210pm and I got seen at 1310pm. This is the second time this happened. I was not eve late. I came there well before my appointment.

Receptionist was abrupt, almost rude because I was unavoidably late for my appointment. Everyone else earned 5+ stars.

Booking process was great, very friendly and helpful. Felt the advice I got could have been better with someone more experienced

Every thing was fine thank you for your help

I felt that my concerns were listened to and my questions answered.

From the Receptionist through to nursing staff, Liz Godfrey, operated in a professional, yet caring manner. Felt valued as a person!

Easy to request appointments around work schedule using online portal. Ample parking. Spacious waiting area. Seen promptly.

Very prompt and polite

Very prompt in supporting my needs. Very impressed. Thanks 😊

Very efficient friendly and thorough

Your paramedic is lovely , has this infection a few times

I like the approach from thr calls being answered to the consultation

The appointment covered everything

Having Waited over 2 weeks for an appointment ( either telephone or face to face )I waited a while for GP who then said I would need to come back and be examined by a female Doctor which was a shock ! I tried to make an appointment but the receptionist told me that she could not book an appointment at all but to telephone at the end of the month to TRY to book a future appointment . She also seemed to be puzzled when I said I needed to provide a urine sample for a routine test and said I should have been given a form . She asked me what type of specimen bottle I would need .Having been a patient for over 40 years the service has always been good so this is very disappointing and worrying

Very efficient

I was seen within 3 hours of putting in my request and the Paramedic was very thorough

Nurse Kerry was lovely and made an experience that I was so apprehensive about so easy and welcoming for me. She is an amazing lady and a true asset to the surgery!

I was given an appointment on the same day that i rang the surgery. The receptionist that i spoke to was friendly and helpful as was the doctor that i saw too.

Quick response to online query. Fully discussed and treatment advised. Call was at time specified

I had a comprehensive routine assessment which was fully explained and a short discussion about what happens next. It's friendly and hardworking Practice who supported me by explaining procedures. Very pleased indeed. As always. Thank you.

I originally came to the doctors with a pain in my abdomen. I was sent for a scan which revealed what the doctor said was a benign tumour and that I would get another scan. I don't feel that this was a conclusive answer to my original appointment.

Received the referral I requested, no problem. Thought I had arranged a phone appointment but Miranda phoned when I didn't go in person.

The doctor I saw wasn't the one I had booked with. She said she would arrange for me to see a physiotherapist and also gave me a schedule for taking the painkillers I already take, both of which were helpful.

Well organised practice Quick appointment Fit note sent fast Efficiency and team work Professional standards as it should be Thank you you're all great

I, stupidly, missed my face to face appointment, the Doctor rang and I had a phone consultation, she had a quick conversation with her colleague, and phoned me back very quickly. The advice she gave seems to have resolved my problem. Very impressed. Thank you

I saw the student doctor who was incredibly thorough and I'm really grateful that someone listened to the ongoing symptoms that have recently been dismissed.

Friendly practitioner, no long wait

I was able to get an emergency appointment at same time as scheduled B12 shot and a urine test.

Prompt efficient service, hardly had to wait at all

Dr Ranjan listened to me, explained new medication, apologised for the wait (not very long) and was generally helpful

Nurse Judy is very professional. She explained the information to us in details with patience. The overall process was quick that we didn't need to wait at all.

Lovely GP that I have not met before.very helpful and caring. Efficient booking and check in. Very short waiting time in the surgery.

Always kind and helpful, always quick to action any illness.

You are mostly consistent with us in a good way - positive and engaged , both staff and doctors. Thank you.

Great service

Efficient and easy

Dr Deb, Was very thorough in explaining in detail the process of testing and examination and next stage of testing. Whilst I would have liked to discuss another matter with him, I appreciate that time did not allow.

I feel heard and supported by the amazing DrSmithers. She's simply magic! Friendly reception staff and good GP experience. It's just a shame that I never see the same doctor more than once, so it always feels very impersonal. Thanks to all again

Hope it will help me to return to normal after being unwell.

Listening well and solution focused for my priorities

Dr Smithers was so nice and thorough she made me very relaxed and listened to what I had to say

Very pleased with the conversation with the doctor, thorough and reassuring. With clear next steps. Thank you!

Because I was able to obtain a same day appointment, I was checked out and Dr Maton is following up with me next week.

Saw a doctor and got what I was asking for

The doctor I saw was very polite, easy to talk to and helpful m.

Very professional and caring. I am very impressed

GP was extremely professional and efficient

Good understanding of the issues

The Doctor allowed me time to talk about my concerns, and suggested a way forward.

Miranda that I saw was very caring, I explained I suffered from anxiety and panic attacks and how hard it was for me to attend, she made me feel at ease, and went through things thoroughly, which I thank her for

Excellent advice and progress with dr Kanthi in the morning and a super comfortable smear test with Nurse Ruth

Very sympathetic doctor who took me seriously.

From Booking the appointment to seeing the nurse all very easy

They are always very helpful

Dr smith is always great

The consultation was very good but I had to wait nearly 20 minutes

Because it's true. Thank you.

Miranda was very pleasant and efficient. Will be sorting out my problems soon.

Very professional but caring too

Didn't have to wait long for the appointment

Friendly professional service

I was able to see a doctor quickly and he put forward an email for me to be seen at St Albans ENT clinic I got an appointment for a couple of days later

Drs and staff are all really helpful.

It was a reassuring visit given that I am due to see the Gynaecologist again in September. My Immediate problem has been resolved by some antibiotics. Thank you.

Dr Bhardwaj was very helpful and understanding. I also received the appointment quickly.

Secretaries are very efficient And always managed to find me an appointment that's convenient to me

Punctual and very efficient and thorough service from all.

I was dealt with politely, helpfully and quickly, given a same day appointment with the nurse and an immediate appointment the next day after an allergic reaction to the prescribed medication.

Superb pain free smear test . Many thanks

Got an emergency appt straight away. Reception v helpful( I needed a vial for urine sample.)  
Doc v quick and to the point - got me correct medication which is working . Student present was pleasant .

I didn't include my friends and family as I haven't many that I have included that are local people. Many people are away on holiday too! September may see a change. I am grateful to people who were very helpful.  
The Physio was very good and gave me time to voice my concerns

Dr Bhardwaj was very helpful and is arranging for me to have an X Ray.

Receptionist Jo was extra helpful with an issue I had .

Good service

Friendly and efficient.

Every one doctor I see at the elms is different . The last five visits I have seen someone different . I use to be able to see the same doctor about the issue I had . Not anymore . I'm in a very stressful situation waiting for my husbands illness to be resolved . All doctors are very nice , but at 75 and with a sick husband I would like continuity in my life . Every time I visit I have repeat questions asked repeat questions , by different doctor . You need to see the same doctor ,

Efficient service and care

Everyone is always very nice and helpful at the Elms

As usual my appointment was kept on time and executed by the charming Kerry. Thankyou.

Very helpful and friendly doctor

Telephone consultation on time

I feel it was a waste of time for you and me

Nurse Mayo took time to put me at ease and explain everything to me

Easy to make contact and get a triage phone appointment followed by a face to face. Very efficient and good advice

its always good ❁❁❁❁❁

Dr Smithers was excellent, very kind and very thorough.

Did not have to wait long to be seen, friendly and helpful staff

I felt well looked after by all the staff I encountered.

Nurse was so friendly Easiest smear experience ever!

The nurse I saw was excellent, professional and such a lovely, caring individual. My experience with the receptionist and booking was also excellent

Treated with sympathy and respect.

Kind, efficient, professional reception and Doctor today when I needed a same day contact. Really appreciated that I could just have a call instead of coming in. Thank you very much.

Nurse Ruth is wonderful. She is empathetic, reassuring, kind and made my appointment for a cervical screening test far more bearable because of this!

Excellent advice and friendly nurse.

Everyone tries so hard to help. Phone appointment, follow up appointment. I'm in quite a vulnerable position and I'm really being helped and listened to. Dr. Smithers was excellent. Kind and reassuring.

Very good but had approx. 25 minute wait.

The test was easy and quick and Nurse Ruth made me feel comfortable and was gentle while doing it.

Really helpful receptionists. The doctor was excellent. So calm, reassuring, helping to explain what was happening and next steps. Very helpful with onward referral. Just a lovely person full of compassion. Will request to see her every time if possible

Very responsive, issue dealt with on same day and with many thanks.

You managed to fit me in for a dressing change even though there were none thank you

The doctor was very supportive and helpful for my son. He wrote a letter for us for referral.

was lovely but asked to see me for follow up in two weeks and I couldn't book this as Reception said there were none. Appointment registration system broken when I came in - had to queue to register which was so long missed appointment time. This was all for a health check that I had received numerous texts to attend.

Prompt appointment Care of doctor

I was able to see a medical person very quickly for advice and medication.

Thank you for helping me

Dr Kanthi was very helpful, giving me lots of useful advice

Efficient and diagnosed quickly

The mindfulness introduction gave me a good idea about how it is done and how it could help. I think this type of taster session is a great idea.

Lovely people giving the talks re mindfulness but even though I had said I am deaf, I could not hear very much at all. However I would like to continue following this taster session.

After surgery I was told to have my wound dressed daily for 10 days at my surgery. I could only get 1 appointment over those 10 days. Very frustrating as I then had to spend hours sitting in hospital drop in centres to have my wound dressed. Not an ideal situation.

Appointment was on time and effective.

I have always thought your service good, not very good for then you would nothing to strive for.

Dr Smith was very helpful and prescribed antibiotics for the infection

This was the first time I had seen Dr ??? and was really impressed with how he helped me with my problem. Very kind and very professional, he put me at my ease straight away. I would have no hesitation in making an appt with him if I needed to again. Thank you.

I was treated with dignity and the utmost respect. The Drs and nurses are efficient and very professional. Big thank you to Dr Amit and NP Liz.

I got an appointment the same day and the GP had a practical, respectful approach to trying to solve my problem.

Efficient and diagnosed quickly