



FRIENDS & FAMILY TEST RESULTS

August 2023

Number completed: 540

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: 430

Likely: 73

Neither likely nor unlikely: 17

Unlikely: 13

Extremely unlikely: 3

Don't know: 4

Comments made by patients:

Dr Julian Smith. Extremely kind, good eye contact, and listened. Receptionist whom answered the phone also excellent.

The Dr listened to me checked me out gave me helpful information in a calm no rushed way.

Doctor really listened and had a very good manner and was helpful.

Appointment time kept. Doctor wasn't judgemental and satisfactory conclusion.

Because the first practitioner I saw was helpful and friendly and I didn't feel rushed.

I didn't have to wait very long

Quick phone answer. Same morning appointment with GP

Needed an urgent appointment, the receptionist was very helpful, managed to book me in that day. Doctor was brilliant and I have a way forward.

Dr Sibley was helpful

Seen quickly. Efficient service

No waiting - seen on time.

Waiting time was good. The consultation with the doctor was excellent. All my questions were answered in detail and I didn't feel rushed at all.

I didn't have to wait and nurse Elizabeth was very thorough and helpful

Everyone is always happy to help, the ladies in reception are all diamonds. Nurse Judy was fantastic and made sure my dressing from surgery was changed with as little pain and drama as possible. Thanks to them all. I appreciate you all.

The two lady doctors I saw were very thorough and pleasant.

Appointment made with no delay, friendly and professional staff, pleasant waiting room, easy parking

Simply because the treatment I received was 'very good'.

Great service and information at appointment. Reception desk also helpful as I am a new patient to the practice and helped explain a few things

The nurse that helped me yesterday was extremely kind and understanding of my situation. Her kind attitude calmed down my nerves a lot and she was extremely helpful towards me :)

Dr Rajdeep very efficient and informative and helpful

Seen promptly. GP very pleasant and gave helpful feedback and prescribed appropriate medication.

My need was met and I was listened to. Reception staff on the phone are helpful and friendly too.

V helpful receptionists. Nurse/HCA put me at ease & asked duty doctor to see me as I was worried. All round excellent service.

Would have been very good but appointment was 20 minutes late. Doctor very thorough and sent me to L & D now waiting for a scan there.

Efficient response

Got appointment easily was seen quickly. Music is hard to listen to when waiting for phone to be answered not at all relaxing! Apart from that great practice

The surgery was quiet. I was seen promptly and given lots of time to discuss things

i saw the Clinician, a very nice polish lady who solved my problem to my satisfaction ,10 out of 10.

Nurse was thorough and checked her analysis with a doctor to be sure.

Appointment very thorough

Personable and competent doctors

The nurse was very interested and I felt that she cared and gave me good advice.

Professional and handled well Also covered all issues

Very helpful and explained everything. Felt like I wasn't being rushed.

Friendly gp, understood our issue, and quick to produce a letter for us to collect

Would have been v good apart from waiting 20mins

Kind and friendly staff, very helpful and reassuring!

Short wait to see doctor who was very pleasant and efficient

Friendly staff who put my son completely at ease

Prompt and efficient service

Helpful and informative

Totally satisfied with the appointment.

Listened, suggested, engaged, knowledgeable

I called in a panic. I was booked in for an ecg with Luke (who is amazing btw!) then saw the doctor all within 6 hours. In the system already for checks. Receptionist I spoke to was very kind. I love this surgery. Thank you

The nurse was kind and put us at ease

I ended up being seen 35 mins late, although when I was seen, my experience with the doctor was very good.

Professional, friendly and patient nurse. Reception was friendly and helpful

The Nurse was very kind and gave me all the information I need.

I had to wait 10 days to see a doctor. When I did have my appointment, the doctor was superb.

The lady on the telephone consultation was very helpful and patient

The Nurse gave me some great advice about foot care and was friendly and very efficient. Being able to have blood tests at the surgery without having to go to the Red House was also very convenient.

Easy to book appointment. Nurse was professional, friendly and reassuring in her manner. Appointment was on time.

Blood test results were in and on the system (receptionist confirmed) but GP missed this and told me they weren't in. Asked me to phone back on Friday to get results and give them my current weight. Yet him seems to have booked an appointment with a nurse tomorrow to check my height and weight! First I heard of this was a text 'reminding' me of this appointment, which is not needed.

Nurse Clare was very professional and understanding. She explained everything she was doing and put me at ease. Faultless.

I rang for an appointment and was seen the same day. The receptionist and doctor couldn't have been more helpful.

Prompt and helpful advice given

Phone call was within 2 hour time slot. Physician Assistant able had sufficient time to listen to problem and advise on treatment.

Because they ARE very good.

The nurses are very friendly and extremely helpful. The front desk ladies were also very helpful.

Very helpful

Seen on time and given helpful information

Despite being a temporary patient, I have been treated extremely well by the nurses during my appointments :) Really easy to book online and after my appointment really efficient of the receptionist to arrange the next stage.

Prompt response to my initial online query. Appt a couple of days afterwards. Superb care etc from Dr Thea.

Was seen on time and the nurse that gave xx her jabs was fabulous

Nurse Claire was absolutely lovely with my son. So patient, kind and considerate. Outstanding service. Marking down the score as I found the receptionist on the phone very rude. She told me to go back to A&E (my son had cut his chin open a few days earlier), but it just needed checking over by a nurse.

I'd score nurse Clare 5/5 Receptionist and her attitude 0/5

Nurse Ruth is fantastic. She is knowledgeable, personable, caring and I felt heard, understood, and my problems were considered and solved - in a way that would benefit me. She's great.

I was seen on time and the doctor was super

Dina explains everything clearly and I feel heard and understood. I got my appointment in good time.

Arrived early. Easy check in. Called in early. Clear explanation of my results and resulting options. With some relaxed debate. A good experience.

I was seen on time, the staff were excellent, professional and reassuring

Doctor was kind respectful and helpful

Quick response, fast appointment, easy check in, friendly and informative doctor

The nurse Kerry and Dr Patel were brilliant

Helpful and clear

Help in making and trying to rearrange an appointment.

Always impressed with friendliest of staff from the admin team to practitioner. Always able to contact surgery and same day appointment.

Quick response to my query and I got to speak to a doctor the next day.

Prompt appointment. ECG fitted in on the day

Very prompt appointment and an empathetic doctor. Didn't feel rushed. Friendly receptionist

This Gp practise continues to provide a caring, efficient and professional service

Got an appointment without too long a wait. Appointment was on time. Doctor solved my medical problem.

I was offered an appt on the same day and my problem was dealt with quickly and efficiently! Very friendly and professional service!

We waited 45 minutes but once seen the paramedic was very helpful

Superfast appointment allocated, leading to quick referral

Not a long wait. Dr Smith was very helpful.

Very kind and understanding doctor.

Appointment well handled and met expectations
Cos it was just that good, Doctor good & staff very helpful x

Dr Smith was extremely helpful, understanding and supportive. He is an excellent doctor with a very nice manner. He never makes one feel hurried however busy he is.

I was able to see the nurse, who listened well, and prescribed the needed antibiotics. That was approved by Dr. Julian Smith who sent me a message that it was sent through to the pharmacy. I am not sure if it was just a generated message, but it ends with "kind regards". When you are not feeling well, and in a little bit of a panic, kindness goes a long way... you surely left me better than you found me. Thank you!

Much improved in terms of the booking system compared to previous experience. I booked my follow up appointment face to face - completed in a couple of minutes, rather than waiting on the phone for a long time.

Dr jolly man was very good but he was delaying (through a traffic accident) so I had to go away and return for my appointment an hour later . The reception staff were great and updated us as soon as they knew there was a problem.

Dr was brilliant.

Although, my appointment was late with Dr Smith, I was seen at a reasonable time, by Dr. Maton.

Dr was fine but running over 30 mins late.

Knowledgeable doctor but kept waiting for 15 mins

The GP was a couple of hours late for the appointment. But he apologised, so that is OK.

Service from the doctor was very good. He advised I needed blood tests before determining the next course of treatment. He told me to go to reception to book blood test and an appointment for 2 weeks to review outcome and next steps. I was given an appt for a blood test, but told I could not make an appointment with the doctor as there were none left. I advised the doctor had told me to do this, but she said if there was anything abnormal on the blood tests, they would contact me. The appointment was to review next steps, regardless of outcome of the blood test. She didn't listen.

Response within a day. Solution within a day

Cos it was just that good, Doctor good & staff very helpful x

Appointment was within 10 mins of time slot. Dr was knowledgeable and took time and care and referred for appropriate tests. I felt confident in doctor's ability

Very good service , the doctor was brilliant , I've already got an appointment at the hospital...

Got an appt that morning and seen nearly on time. Nurse was lovely. Picked up prescription that afternoon. Couldn't be better.

Quick appointment and good advice

Excellent manner, no nonsense approach, knowledgeable on general and acknowledged best to use specialists on specifics.

Very impressed with the service! I was able to speak to someone after a short wait on the phone and see a minor illness practitioner in person within 2 hours. All ran to time and really helped and reassured me that my illness was manageable as I was due to travel that afternoon. Thank you!

A nurse saw me she was really good

You can always be seen on the day in an emergency and receptionists and doctors are always helpful and courteous. I am very grateful I am a patient at the Elms

Very prompt efficient friendly

Appointment was fairly easy to get, on time and the GP was very reassuring

Very pleasing response to my request Monday am, for an appointment same day. Dr Vidya was excellent in assessment of the immediate medical issue and in deciding a path forward, plus useful information on peripheral issues, re. potential problems on diabetic avoidance. Many thanks!

I always seem to manage to get an appointment with the doctor that I wish
The practice is very efficient clean and tidy and very organised

It's great to find a doctor that understands me as well

I have recommended the practice to quite a few friends

Short wait Appointment on time Medical problem resolved.

Dr Smith suggested the reason for my discomfort and referred me for an x-ray to investigate further. He also kindly answered my questions on another matter.

Pleasant and professional doctor

The doctor was nice and kind. She answered all my questions. And listened to me

Telephone consultation- issue was dealt with well.

Received my test results promptly and fully explained.

My appointment was very thorough

Succinct and informative call from Dr Deb

Seen on time Very professional

Whenever I phone to get an appointment I'm always offered one on the same day and my appointment was on time, I was in and out in 10 minutes.

Quick response to my messages

Dr Smith very pleasant. Appointment reasonably on time

Always very helpful and professional

It was a phone call. I was pleased with the outcome as it was what I had suspected about myself and the outcome was what I was hoping to hear. Thanks.

The paramedic was pleasant and helpful gave me an appointment to see a GP next week. BUT I would have preferred to see the GP at that meeting I probably have as much medical knowledge as the very pleasant young lady and I have more knowledge of my own body

Nurse Ruth was on time , very efficient and put me at ease before my procedure

Easy to talk to. Reassuring.

GP was very thorough

Dr Debs very thorough listened to what my problems were and acted accordingly

Your receptionist is pleasant understanding and tolerant. The medical staff and nurses are concerned and forthcoming with their findings. In other words your team is 'great'

My appointment was with Nurse Mayo who was very kind and professional and put me at ease. I waited over 20 minutes, otherwise I would have said that this experience was "very good"

Nearly helpful receptionists, kind and supportive. Very impressed and helped sort out appointments really quickly. Thank you 😊

Polite but innocent error

Dr Loweth listened to what I had to say. I felt she understood what the problem was and made a plan of action to sort it out. Excellent felt very reassured.

The receptionist was very friendly and helpful and student doctor was very attentive and made me feel confident in his prognosis all which was double checked by the doctor.

Nurse Judy really explained everything and was very nice.

The appointment was on time. The problem was addressed clearly. Back up info was readily available. A resolution was arrived at.

I've been with the Elms since it was in Redbourn, you haven't given me any reason to leave. Your service has always been first class.

Doctor was very helpful

Routine appointment

We seem to get appointments when we require them and get treated very well. There is one thing though that we have found difficult and that is that there are no nurses on Mondays and Fridays and we have been told to go to a minor injury unit where you have to wait 4 hours on average.

Professional and friendly receptionist, very caring doctor. All round good experience.

Patricia was kind understanding and very thoughtful. As suggested she sent me helpful information which I hope will help me to find myself again. Many thanks

Seen on time and very happy. Staff helpful and friendly as usual.

Could not book a flu jab but went home and did it online so all OK. Dr Smith was very kind and helpful...

Polite and helpful

Ok

Prompt, helpful, responsive.

I had a telephone interview so it was good to talk to doctor and get advice what to do

Very helpful and polite. Let me tell my story without interrupting

Both the appointment booking process and the actual medical session were efficient and without undue delays. Being during the school holidays undoubtedly assisted with a reduced demand but still a great improvement over previous visits.

Great communication at all times. Prompt and efficient

Dr was excellent

I appreciate all the blood tests, treatments, retests and referrals I've had (since Sept 2022 when I asked for HRT) which revealed and corrected other relating issues and I am significantly better as a result.

The Elms is an amazing surgery. Always accessible. Easy to get in touch via the different systems. Staff are so welcoming and helpful. Even through covid the surgery worked incredibly hard to see patients. Very happy patient.

Great listener and good advice

As always great practitioner.

Always friendly, helpful and accommodating

Nurse and paramedic gave me attention that was above and beyond what I had come in for

Easy to check in. No wait and doctor was very helpful, listened and was empathetic.

Had telephone appointment that was two hours late so by the time the doctor rang I was in a very noisy area making it difficult to hear. He went through test results very quickly and left me with many many questions. The tests had thrown up other perhaps more serious issues than the problem I had originally consulted for. I understand he is busy but I was left a bit shell shocked and with lots of questions. Next time I will insist on a face to face appointment. Telephone was not appropriate for this.

Waited over an hour to see the doctor & when actually seen the dr was rather dismissive & not very professional

Receptionists are so so helpful. Booked in an urgent appointment and very understanding. Doctor was fabulous and efficient and thorough. We feel very grateful to have such a great local service. Thank you.

Nurse was really good in dealing with my son and also doing the vaccine

The staff were friendly and helpful. Asked pertinent questions and asked if I had any questions. The treatment was handled well by (Jo) the nurse and I felt that she was sympathetic and relatable.

Kind and friendly nurse (which apologised for delay) and receptionist.

Prompt service, seen by friendly and professional staff. Thank you

The nurse, Jo was so empathetic and caring towards my son. She told him about the squirrels hidden around the room; she mentioned about super hero's getting the injections and this was so hugely appreciated it really helped him feel comfortable and not so nervous for his injection, she also got another nurse to come in which meant they were done at the same time! Your kindness and empathy won't be forgotten.

The Elms always make time for you when you need to be seen. I have had several appointments and contacts over the last few months and have felt very supported.

Appointment on time and good explanation by PA.

Expected delay with the Doctor did not materialise

Kind, caring nurse who was very helpful and supportive. Appointment time was accurate and treatment not rushed and professional.

The doctor was very nice and made me feel really comfortable and helped ease my anxiety over my issue

I felt I was given time, understanding, and exploration, Advice Thankyou

Prompt appointment. Immediate investigations and reassurance

It's really good that I didn't wait that long for a doctor

Email sent earlier, receipt acknowledged by you.

Explained everything. Received everything required.

The practitioner nurse Ruth was professional, polite and very efficient also. Checked the system that I was immunised against pneumonia and shingles She is a credit to Elms Medial centre

GP indifferent & did not leave feeling reassured.

The nurse was interested. I felt she understood and was happy to hear my side of the problem

The doctor called when y'all said he would, listened and helped me out. Very professional and kind

Very helpful and gave good advice

Mediation was great Good time too at weekend

Nearly on time and Doctor made everything easy to understand

There was a 40 min wait for the appointment . I was asked to attend by the surgery to get feedback on blood test results however the doctor didn't seem to think there was any problem so made me feel that the appointment was unnecessary.

Very helpful and attentive staff.

I used the online request and received a call within 2 hours from a doctor

As usual excellent service from the receptionist to the doctor. As patients my husband and I feel lucky to be registered with this practice.

Paramedic was understanding and confirmed the actions I was already following

I felt the service offered (mindfulness taster) was very helpful to me.

Very efficient with appointment booking. Contact with Dr was exactly when promised, and a very thoughtful and supportive conversation. Thank you

I was a little bit surprised that our child with a rash was not triaged to see a doctor. When we arrived for the appointment and asked a receptionist, we were very grateful that she re-triaged to see a doctor. Very happy with the consultation.

Professional and informative smear test

Dawn the dietician rang me on time .she explained everything well and was very informative. It was a very productive appointment .

No problems at all

Quick , prompt and same day appointment

Prompt and informative advice and guidance. Faultless.
Doctor May was very helpful and patient.

I was seen within 10 minutes of waiting, the dr was very friendly and helpful.

All the staff are friendly, you leave feeling reassured and nothing is too much trouble

I was put at ease and received good advice.

I needed urgent attention and the surgery provided me with a quick appointment same day.. and Luke the paramedic was very supportive

I was able to get an appointment quickly and found the receptionist most helpful.

Fast appointment excellent doctor

Dr May was excellent. She was extremely helpful and gave me very good advice .

I was seen early despite the auto check in facility not working

Got appointment when i explained problem paramedic Luke did everything required and gave advice for extra care

Because my prescription which I was told to collect after 4pm from the chemist was not there on Friday and still not there the following day Saturday. I now have to wait Sunday and Monday to chase this up!

I did t have to wait too long to speak to reception

The online form was straightforward to use. The automated confirmation was helpful and arrived quickly and most important, I received the help I needed.

The visit addressed my issues, and I feel I can have a better quality of life, should the course of treatment prove successfull. Time will tell

Appointment booked easily via online service.

Quick triage review and offer of appointment, and the quality of care by the GPs is excellent.

Extremely helpful, kind and provided a lot information and assistance

Dr Smith handled two issues for me, which included an onward introduction to a consultant (for my knees); and a prescription for a throat problem. Additionally, a recent difficulty in securing assistance for a catheter replacement had been considered by Dr Smith and a copy of his letter to Luton & Dunstable hospital attempting to resolve this was provided to me. I was seen promptly and assisted quickly in a very helpful manner.

Because I was very pleased with the service I was given. No complaints.

I completed the online booking request for an appointment for something worrying me and received a message with an appointment time for that afternoon. Responsive admin, empathy from doctor and onward referral made. Thank you.

As I am a frequent visitor to the surgery I can only repeat what I have said before, Dr Allam is the best and helping me in every way possible.

Friendly and helpful

Great to have the blood test at the Elms, all efficient

Good advice from nurse Ruth about new HPV injection and very supportive of nervous patient.

Dr Jollyman very thorough

The doctor was very thorough and helpful although I have come away not understanding the results of a blood test

Nurse Judy was very kind and gave me lots of information and reassurance

I did go in to the doctor a good 30 minutes late, but once in I found Dr. Deb very clear and precise. He made myself and my wife feel very much at ease. The visit went well and as usual I felt he had our best interests to mind. All in all very satisfying.

Very friendly reception staff. Doctor was very helpful too.

Very pleasant understanding doctor

I had a telephone appointment and didn't receive the call until around 4 hours later than the suggested window. I understand how busy the practice must be and that things don't often run to schedule, but I didn't even get an apology or any kind of explanation. This was disappointing.

Efficient phone call. Not too long a wait. Received in the time frame given.

Excellent treatment and advice.

Very knowledgeable & helpful

Polite and friendly staff

Both Dr Loweth and Nurse Judy were so helpful I am extremely grateful. Thank you so much.

First of all, it was a quick response to a request for an appointment which I really appreciated. The discussion gave me a way forward with extra painkillers for a persistent knee problem which I hope speeds up returning to normal walking. Thank you.

The receptionists both on the phone and face-to-face are so nice, patient and caring. Are you seeing quickly a doctor that showed interest and I felt reassured with my appointment. Thank you

Dr Loweth was very professional. Listened well and answered my queries fully. Her explanations were detailed and very informative. I left feeling very satisfied with my medication review.

Staff are always helpful, efficient and friendly

I saw a new doctor who was extremely helpful and gave me all the answers and more!

I got an appointment within a week. I was waiting less than 30 mins for my time to see the doctor. I was listened to a prescribed what I wanted.

I got an appointment promptly and was seen promptly. The doctor was helpful.

I had a phone app booked for some time between 8.10 and 10.10, for which I was available. Unfortunately the call came at 10.40 while I was busy, so why did I bother making an app!

Still waiting for chest xray invite

An appointment was offered quickly with further investigations arranged and Dr Allam made me feel at ease.

The receptionists are helpful and friendly. The doctor I saw was approachable, listened and gave excellent information.

Very satisfactory visit, explained everything I needed to know to me.

Quiet and polite people

I have been to the doctors twice this week and on both occasions could not fault the service. I contacted the surgery via the triage system on Wednesday morning and by 8.45am was text to say I would be receiving a phone call at 11.00am. Very grateful for the excellent service that is offered at The Elms. Outstanding!

Staff very helpful

Receptionist was helpful . Appointment on time. Doctor was great

Very helpful GP

Called to make an appointment with a particular doctor who I considered best for the symptoms I had. Was offered next day slot. Waiting time to make the appointment was around one minute and consultation was thorough with blood test, medication and follow up appointment made at the same time by the doctor herself. Can't have better service than this!!

Quick & concise diagnosis with prompt text support providing further details on rehabilitation.
Days delay in getting appointment & waiting 30+ mins on appointment day after meeting time disappointing
Doctor Dev's manner & communication were excellent

Had time to listen checked all that I asked about and more. Phoned later in day after checking with GP on follow up and plan

Doctor was lovely very understanding

The receptionist was great ,she listened and asked relevant questions. She made me an appointment the same day with an excellent nurse. Very good experience all round . 🙌

Appointment on time, nurse really helpful and fully sorted

Had good service since we were born with a couple of gaps when we weren't living in the area. Dr. Loweth was most friendly and helpful

Very helpful doctor

Because all the staff are always so helpful, so many thanks to the receptionist (not sure which one, but they are always very nice) and of course to Dr Jollyman - would recommend to anyone. The cream prescribed is already giving a good improvement. Kind regards,.

Quick response to appt and the nurse practioner was very helpful

Pleasant health assistant. Although I did have to wait about 30 mins after appointment time

Dina listened to what I had to say and seemed to understand adhd traits in girls. I felt taken seriously and with a next step. Thank you

My daughter was nervous about visiting the doctor to discuss her eating disorder however Dr Smithers could not have been kinder or more caring. As soon as the appointment was finished my daughter said how kind Dr Smithers was to her and how much better she felt for talking to her. THANK YOU!

I am a new patient and I am so glad that I have joined The Elms Medical Surgery. I have found everyone that I have come across to date working at the practice to be caring, professional, sensitive and efficient. Issues that I had with my medical file being not being sent over from my old practice, being inaccurate and incomplete have been highlighted to me so that I can address these. The Prescription lead intervened so I was able to get my medication. Receptionists are warm, welcoming and helpful. I have seen two Dr's and found both of these to be excellent. The medical concerns were addressed with timely tests. Consults were clear, concise and I was listened to and empowered to take appropriate action to address the condition I have been diagnosed with. I have a clear identified pathway to follow and know that if I need further support I can go back. I am very grateful for all the support offered that makes such a difference.

Quick and efficient system to make appointment and very pleased with the quality of care and advice I was given.

This is an excellent practice, I have been here years and there is none better. So well run, the GPs and nurses are amazing and the staff are always so friendly, kind, caring and basically lovely. The online consultation service is brilliant, no login, so easy to use and I get a response so quickly. Wonderful! Thank you Elms

It did take a while before anyone contacted me regarding my blood test results also as I had cancer I would like Dr Alum to deal with my results and be the one to contact me.

Appointment on time, easy to get appointment

Calm and pleasant atmosphere, friendly and helpful staff, highly efficient process. Thank you.

Prompt response to my request for an appointment and your suggestion of a shingles jab with a same day appointment for that Pleasant and efficient inoculation service

Straightforward very practical and helpful.

I only had to wait a little beyond my appointment time before I was seen. The GP listened and explained what might happen next and the possible alternatives. The receptionists were friendly and helpful.

Consultation with GP very thorough

The paramedic was very helpful and got right on my request

Booking, reception, time to respond all poor Doctors and nursing staff generally good

Dr Allam was able to answer my various questions

Delightful staff and service

I thought Catherine was really helpful and kind Oops I meant Sara . I got her name wrong on the last form submitted

Seen promptly and the doctor was thorough and understanding

Appointment was fairly rapid. Doctor was very understanding and helpful

Dr May was absolutely lovely. It was a personal issue and she made me feel very comfortable.

Dr Patel was pleasant, but a face to face appointment was unnecessary and there was little time to discuss additional health issues other than the initial one.

The doctor kindly rang a third time to speak to me. (my phone was accidentally off)

Doctor listened, sensible next stepd and follow up agreed

Doctor helpful and explained next steps Reassured me

Very helpful and reassuring

Dr Smithers was very pleasant and helpful when checking my medications

I was late for my appointment and was still seen quickly

Very satisfactory consultation with the GP.

I was seen pretty much on time & Sara was very patient & helpful. I didn't feel rushed.

Quick response to request for help. Luke the paramedic was very helpful and friendly

Very professional service

Because I was given excellent Service and treatment by all staff

Thorough discussion. On time. Not rushed.

I was given an appointment within a few days and the Doctor who saw me was very helpful and pleasant too. A good experience overall.

I had appointment with the nurse to receive a 'shingles' jab. The nurse asked the relevant medical questions and explained everything fully; she was professional and friendly.

Requested appointment online. Reply saying no appointments but that I would be contacted when one became available. Emailed with appointment within the week, had treatment and everything was carried out with no problems. Fantastic service, thank you.

Dr great. Getting appt hard. Reception not at all helpful

Helped me

Satisfied

Receptionists very helpful

A very friendly, personal consultation where you feel that your concerns are fully heard. Brilliant doctor (dr impey)

The doctor answered my questions and was most helpful

Wait for appointment was short, timing was reasonable and doctor was excellent.

I cannot fault the kind and reassuring service provided by the doctors and reception staff at The Elms - excellent practice.

Doctor was lovely and we didn't have a long wait to be seen

Had to wait 35 mins to be seen so thankful not a working day Dr Allum was superb. Thorough and kind

Efficient

I had my first diabetes review with Dr Patel and she gave me good advice on controlling my blood sugar going forward.

The appointment was on time. I was seen by Miranda who did a good job screening my knee injury and setting up a forward diagnosis process

The appointment was on time. The nurse was attentive and caring My questions were answered No complaints

Received a prompt in person appointment

Everyone very helpful

I think we are lucky to have such a high team of professionals from how clean the surgery is to receptionist and all the staff that keep the practice ticking also the team of GP's

Offered an appointment the next working day and seen by an excellent GP

I've always found the receptionist very helpful and I can get an appointment quiet quickly.
All doctors are good, the doctor I saw, listened to me and helped with my medication by changing a few to help with my symptoms.

The receptionist was unnecessarily curt but Luke was warm empathetic and very helpful.
I thought it was a very good way of providing patient support whilst making the most of precious GP too

Rang at 08.00 appointment given 10.45 - went in early and problem resolved

Was seen on time and Miranda checked me well. Now waiting for x-ray tomorrow

Not too much waiting around to be seen and helpful staff

Efficient, call within the timeframe expected, helpful advice, worked out really well.

Appointment was made quickly for my child and dr listened and spent time working out next steps for her.

I was not told that 2 creams were to be prescribed, or how to use them. The label instructions were to use as prescribed by the doctor!

Quick response to my on-line request and an appointment the next day.

40 minutes late wait for appointment

The doctor was nice and polite, the appointment was on time and the nurse was just amazing she was so caring and helpful, thank her for being so kind

I got the information I needed, the GP is helpful and friendly. Only reason I didn't put very good is that my appointment was over half an hour later than when it was scheduled. But o didn't mind waiting.

Got a face to face appointment. Medical issues resolved

The assessment wasn't particularly helpful, some questions I asked weren't answered and the pharmacist wasn't able to listen to or assess my chest and said I would have to make another appointment - seems this increases workload. Wasn't able to explain the tablet medication which would be the next step in control so I declined the meds. Was helpful in taking peak flow and prescribing a peak flow for home.

Appointment given within 3 hours for face to face

Doctor was pleasant, he listened, checked thoroughly and gave good advice.

GP was so nice

Ease of booking, quiet redemption, Kerry was excellent and helpful.

My appointment was for 14.50, wasn't called till 15.10 Good service once I saw the doctor

The doctor was very professional and helpful.

Everyone is always helpful and polite

It was quick and people were nice

I couldn't believe the service! Online enquiry, a while later, text offering an appointment! Perfect service

Knowledgeable and very helpful GP

Luke who I saw was brilliant. Extremely knowledgeable and couldn't have been more helpful

Fast appointment, lovely paramedic.

Appointment offered same day. Thorough conversation about symptoms, great practitioner

Prompt appointments and always given the time to explain myself. Aldo felt listened to.

Able to get an appointment easily - reception staff very understanding about my condition. Very impressed with practitioner who treated me - extremely efficient and answered my questions

Pleasant doctor. took time to listen and gave me time.

I gave this answer as I find everyone at the practice very helpful & friendly. They always try to do their best with any requests. The answering of the phone when calling has greatly improved recently. Thank you to all at The Elms from the Receptionists, HCA's & Nurses right up to the amazing Doctors. I have been registered at The Elms for over 58 years. Regards

Efficient and personable

It seems that due to the nature of my symptoms there was not much the nurse could provide other than some medical observations and suggestion of using paracetamol for any pain. She did advise waiting for a couple of weeks and if the symptoms persist to contact the MSK practitioner. However, upon waking and the symptoms persisting and causing extreme restriction in mobility I will seek further support from the MSK practitioner much sooner.

The doctor was very kind and understanding for a teenage boy to talk to, as well as, obviously very knowledgeable. Thank you

Nurse Mayo is extremely caring and provides excellent health support and advice

I asked for an appointment about 9 am and was given one for 11.35 the same day. I was seen by the doctor and was out of the surgery by 11.35! The prescription for antibiotics was sent to the pharmacist and I was able to start treatment later in the afternoon. Thank you for such prompt action. Cystitis is very painful but was quickly resolved.

Nothing to find fault with. Excellent care.

Excellent treatment by the nurse.

I have been trying to sort a medical problem out myself for months, as reluctant to bother doctors, but finally I decided to ring and make an appointment last week.

Fortunately there wasn't a long queue to wait, as I rang late afternoon.

I've found in the past, waiting to be answered ringing in the morning takes a long time..

I asked to see Dr Smith, as I like continuity with a doctor I've known for many years.. I was told he had just gone on holiday and not returning until September. Because of holidays there weren't any other doctors free for the next few weeks. A rather negative response, I felt.. However, Dr Colomeda was free yesterday morning, if I would like to see her. I hadn't met her before, but I found her friendly, professional and only needed a short time with her to decide what action I should take first to get to the root of my problem. She apologised for the long wait (over half an hour), but I do know how much pressure doctors have. (My aunt was a GP). It did concern me that should I have an urgent medical problem, what the outcome would have been, if no doctors were available. I have been with the Elms Medical practice for over 40 years and I must say that when I've needed an urgent appointment in the past, you have always fitted me in on that same day. I hope this would be the same at this present time...

Efficient system; friendly and helpful reception; professional doctor.

Really easy to check in. Clear announcements of one's appointment. Really helpful and friendly staff.

Prompt appointment

I had to wait over 40 minutes for my appointment....

Dr Kolamala was very patient but thorough with myself and my husband this week. Receptionists busy but helpful

Nurse Jude has known me for a few years and she is absolutely excellent. Always shown care and professionalism.

I felt reassured by my appointment. Thank you. Only problem was quite a long wait.

Doctor explained everything well . Quite a long wait though.

Great bedside manner

Excellent service

I booked appointment online, and everything was on time when I turned up. Ruth was great and I was in and out the surgery within 5 minutes. Fabulous service

Discussed relevant issues

Hi all, how disappointing. A very empathic approach by the duty GP but not responding to the client's immediate needs. I reported that I was hit by a tennis ball which triggered my migraine, and had dizziness as well, but no Sumatriptan has been today issued when I went to collect my medication from Boots. The clinician was preoccupied with his agenda, in terms of what needed to be addressed, and my actual complains were gently dismissed. Sadly the time was not enough for any further discussions. I mourn the loss of my previous GP obviously.
Best wishes,

GP was excellent (Dr Smithers), the only reason not very good was inability to see the GP of my choice. I was fortunate in seeing Dr Smithers.

Doctor was very knowledgeable, listened to my concerns and was very reassuring with his opinion.

The doctor I saw was helpful, knowledgeable and interested in my problem

Telephone consultation on time and very helpful

The reception staff are very helpful, Miranda the physio was excellent .

Nurse Mayo was very professional, lovely personality and did a great job clearing my ears

Staff were friendly and professional, even though it was first thing in the morning. I was satisfied with their answers.

Same day appointment swift correct diagnosis and immediate treatment with appointment for follow up made by consulting doctor. All aspects first class

Dr was very helpful but frustrating that you cannot make future appt when the dr has asked you to. Also when asked about an over 40 check for myself to be told that I just had to wait and could take years?!? If it's important to have these check then why is the wait so long? My friend at another practice was invited in just after her bday.

Helpful and professional staff.

Lovely doctor and nurse, caring and proactive.

Got appt quickly. GP was friendly and attentive. Had read my case notes beforehand. On time.

I was seen on time . The paramedic was pleasant and sorted out my problem.

Able to get an appointment very quickly

It was helpful but time will tell with my current problems

It's taken a very long time to diagnose the cause of the problems I've been having which has made things worse. A long long wait for a telephone appointment to take place and now probably a long wait for a referral.

We were 6 minutes late to our appointment and the doctor would not see my 9 year old. I'm disappointed that appointments run late so frequently, but when patients are late, there no Lee way- even though there were still a few minutes of my daughter's appointment technically left. I do realise I should have been on time (I'd muddled the time on the text messages).

Received treatment during the appointment which I didn't expect to happen. Thought it would involve having to return

Appointment on time Reception staff friendly and helpful Nurse was excellent Quick in and out - efficient and friendly

Because the doctor was excellent

Friendly and knowledgeable Healthcare professional for my appointment.

GP and nurse advise given helpful

has been suffering from what I believe to be clinical depression, OCD and a probs eating disorder. He says life is pointless. He says some mornings he wish he wouldn't wake up. He came away from the surgery without any kind of diagnosis or plan. He says the doctor asked him very little and he was prepared to talk about what was going through his mind but he wasn't really asked. I just wanted to feed this back in case things could be handled differently next time. He will be 18 in 2 weeks and so I probably won't be involved.

Amongst many of the problems I mentioned to the doctor I took a urine sample which showed an infection but apparently no treatment required. With my history of UTI problems surprised I have to just drink water! The cyst at the back of my knee is very painful but apparently that's common so guess I just put up with that too. Bit disappointed with the ourcome

The staff are always cheerful, friendly and thorough. Thank you.

Nurse was informative and understanding

Caring and thourough

Got seen on the same day and got treatment I needed asap

Dealt with very professionally, & gave me very good information regards my medical issues & concerns

The online service to secure a call back is excellent, as was the call to deal with my issue. Thank you!

I was dealt with very efficiently and the staff were helpful and friendly

Clear booking in and receptionist helpful on another matter.

Consultation with Kerry very professional.

Caring and thorough

Used your web service to enquire about pneumonia vaccine. Txt back from yourselves within the hour, appt next day. Thank you!

Everybody was helpful and pleasant

Very prompt appointment. Very attentive nurse Claire and Dr Allen

Very optimistic response about getting an appointment. Very caring and sincere voice

V competent Paramedic assessor.

Doctor gave me time to ask questions, and I felt I had been listened to, and not rushed.

The nurse that saw my daughter was fantastic. She explained everything really well and even though my daughter was distressed having her injections she left the room very happy

Friendly & efficient

Dr Kolimala is always reassuringly calm and thorough.

Although it is sometimes difficult to get an appointment, I find that there is excellent care when it matters. Thank you.

The Dr was very pleasant and helpful

X was able to see a paramedic on the same day and he seemed to be very thorough

The Dr was so nice and helpful

Unfriendly doctor, showing being annoyed while I was explaining my symptoms

Staff and doctors are all friendly very professional, understanding and helpful, this experience for me was exceptional as my Doctor listened to me and has now out a guidance plan in place for me

Easy to have an appointment, very helpful once there

Very helpful and quick on getting scans

Personal touch

Rapid response to my online enquiry. Friendly receptionist, wait in waiting room not long

Difficult to get appointment but worth the wait!

A bit rushed

Seen on time, stitches removed and clear guidance on managing the wound

Kerry was really good when my ecg showed a problem. She dealt with it very professionally but kindly. She spoke to my husband and nephew to organise my transfer to WGH and helped keep me calm. Dr Jollyman explained things very well and simply. Ruth too, was very supportive. I really appreciated all their support. I am very grateful that swift action was taken.

The appointment was helpful

Always nice to be seen by Dr.Impey

It was no problem to get an appointment for the same week. Both the admin staff on the phone and at reception were very friendly. The doctor we saw was very helpful, caring and attentive and explained everything very well. Thank you.

it would have been excellent if the receptionist has first said there were no appointments and for me to complete the online form to then be offered an appointment on the same day.

The process of booking an appointment via the online triage form was very good and saved a lot of time in comparison to telephoning in the morning (found form on NHS website). Dr Impey was absolutely brilliant, I couldn't have asked for a more thorough and professional examination.

Welcoming at reception- late with appointment, but I fully understand why. I am having problems trying to access the patient access on computer if you can send me email address would be great.

Overall I feel The Elms very good but wish there wasn't so much pressure both on theGP and patient to try and have more time to speak to them about a condition when time is so short.

I got an appointment within 4 days using the online service which I found less stressful than calling. Dr Impey was very helpful as always. She knows I'm a worrier but she's very good at calming me. She also gave me some great tips for my sinuses which are working already. Thank you

Always friendly receptionists and very pleasant helpful doctor

Everyone I spoke with was so helpful and an efficient check in.

I think that the doctor identified my problems and ordered the right tests.

Got the appointment at time I wanted and nurse was running to time

I was given same day appointment and spoke to a very helpful GP who was able to prescribe from photos and we were able to collect the prescription within the hour. Very efficient service, thank you.

Professional, polite, swift, caring

Dr May listened carefully and gave really helpful and good advice on the phone, many thanks

It's nice to see the doctor face to face, and get real examination. Thanks

Dr Impey was great as usual.

Dr Smithers was just so kind and caring and I felt I could really talk to her thank you !!!

Helpful, friendly staff

All staff have been very helpful. Being able to talk to somebody face to face was very comforting. Patricia helped to put some things into perspective

Prompt service. Caring nurse Judy. Very informative & respectful

Thorough and understanding

Very helpful and informative. The advice and medication given excellent. Also being able to use system of not having to wait in queue but phoned back is excellent.

The service is very good, very good

The doctor I saw was very thorough, reassuring and knowledgeable. The only problem is getting an appointment these days

Doctor was very sympathetic. My son would not eat or drink. After doctor's appointment. He started to eat and drink. So very grateful for their help and support

Pretty much on time appointment and the doctor was very thorough with excellent communications and very courteous and pleasant

Pretty much on time appointment and the doctor was very thorough with excellent communications and very courteous and pleasant

Considered all the options that can be used to help me explaining everything well. Kind and courteous

Excellent as always..

Nurse was kind, competent and helpful

Appointment was fine but waited far too long.

Overall service

The new "return" call feature was great! saved all that frustration of waiting in a queue for 30+ mins. And the digital check-in makes the whole process very streamlined. I just wonder if there is a way of updating the timings for the appointments. Similar to a parcel tracker - so I could see that my apt was running 20 mins late. Means I can plan my time a bit better.

Used online appointment service and got same day response and appointment, despite the bank holiday.

Dr Allan was very attentive, friendly and responded in a very sensible and professional manner and suggested what I thought to be the best course of action.

Although the queue on the phone was long, The receptionist was friendly and helpful, I got an appointment the same day and I did not have to wait too long in the waiting room. The doctor was great

On time, kind and efficient

Nurse explained my condition (post nasal drip) , gave me time. Was understanding and told me what I could do and what I could buy from the chemist (sign of the times!!)

Staff are friendly and well organised. Dr May was thorough and friendly as always. The Elms still feels like a family general practice not a group of locums outsourced by a large health care conglomerate.

New Dr I saw was very thorough checking me to work out a diagnosis

Easy to make an appointment, lovely receptionists and very helpful doctor. Thank you.

Easy to deal with and some great team members

Excellent care

The booking-in system was confusing

Thanks for getting me an appointment so quickly and for GP referring me so quickly for tests. Much appreciated.

Miranda was very helpful and attentive.

After seeing the practice MSK practitioner in mid July I had to go for an X-ray early August and it took about 4 weeks for my follow up appointment only to hear the X-ray is all OK and we shall refer you on which may now take another 2 months

The nurses were very kind and helped me to go through the test which I had to take.

Person gave good advice for me to research condition and take steps to improve / cure it

Almost impossible to book an appointment. I was told I had to phone at 8am and it would be a lottery to get a non urgent appointment. I was also told I could not book one online. I did however try the online booking and an appointment was arranged for a few days later.

Always an appointment available and treated very kindly.

Appointment offered on time and was no delay on the day. Advice given was thorough and dr talked me through the whole screening and when and how I would get results, felt comfortable.

All great, except the supposedly relaxing music in the waiting room!

My on line enquiry was answered quickly and efficiently . I was offered a phone appointment the next day which was helpful .

The nurse is excellent.

Doctor was very helpful

All good except waited over half an hour for appointment.

Prompt and professional service thank you

My appointment was on time with a lovely nurse

Prompt appt and treatment

Very thorough and clear advice from doctor Kalamata.