



# FRIENDS & FAMILY TEST RESULTS

September 2023

Number completed: 689

91% 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: 527**

**Likely: 103**

**Neither likely nor unlikely: 17**

**Unlikely: 19**

**Extremely unlikely: 17**

**Don't know: 4**

## Comments made by patients:

On time, and professional. I saw Luke.

Even though I wasn't able to have an appt with Dr Smith my regular doctor for my panic/ anxiety condition, I did receive a very prompt reply following my online appointment request. I saw a student doctor the same week, who was really excellent, and we discussed more

Really clear help and guidance without feeling rushed

Clearly explained and short and long solutions given. Comprehensive

Exemplary service etc from Nurse Ruth, as usual.

I cancelled the appointment by text I tried several times to call and reschedule the appointment but the hold queue was too long to wait and I wasn't able to reschedule online.

The staff we,re friendly and the medical advice was informative and precise

Seen on time. Staff amazingly helpful. I've recently moved from another practice and I cannot recommend your practice highly enough.

The check was efficient and there were no delays.

Improving for doctor appointments

Easy to book my appointment by text with a good range of times and dates to choose from. Claire was friendly and professional and gave good advice regarding my condition. The receptionist was also very helpful when I asked about booking an appointment for my son.

Luke (paramedic) assessed the circumstances and understood exactly what I needed

Because its the best practice and we have been with the practice 50yrs plus

Interactions with GP & Staff excellent. Appointment delayed by 40 mins. Understand difficulty in keeping to time but this is the reason why I gave Good rather than Very Good

Excellent communication and service

Fantastic Nurse. Great listening, receptive, supportive, problem hopefully solved and I feel supported. However, please bring back excellent air filters and requests to mask properly as the viruses season returns. I sat by the window this time, but it didn't feel safe and once windows are closed in cold weather it will be dangerous to vulnerable attendees.

Always very helpful and patient. A well run practise

I filled in the triage form online and got an appointment very quickly - much quicker than queuing on the phone for 45mins

Wry good famialy practice for us always help full

Very quick and efficient, nurse explained everything

Got a face to face appt swiftly and Dr was very thorough and reassuring

Quick appointment with the lovely Luke who was reassuring and very good with my toddler. Thank you!

Dr listen to everything I spoke about and sent me for tests

Seen on time, receptionists and nurse where all lovely and helpful

Useful advice given.

I was seen by paramedic Luke who was very thorough and explained everything to me

I was able to get appt on that day but the waiting time before I was called was horrendous

Easy to make an appointment

I submitted an online request for advice which was responded to promptly and an appointment allocated for the following day, which took into account the times I was unavailable. The GP was very thorough and reception was helpful regarding blood test appointments.

Called at 2pm for an emergency appointment and was seen at 4.40 by a rely lovely Dr. My first experience with The Elms and very impreased

Dr Allam very attentive and I have faith in her!

Got an appointment

The doctor I spoke to was very understanding and was able to prescribe some medication to help relieve me of the agonising pain I'm suffering. My problems are always dealt with professionally and I generally never have an issue with the practice, I'm very grateful of the help I receive.

Didn't have to wait too long, dr was very efficient and pleasant to visit

Helpfully advised on how to manage my medical treatment

Checking in was quick and efficient, I didn't wait long to see the nurse and she was friendly, helpful and generally great.

Yes it was really useful

Good

All staff were professional and Courteous. Although my appointment was rearranged the process was handled swiftly and helpfully.

Kind efficient knowledge staff

Clean surgery, efficient staff.

Saw Nurse Liz, professional, courteous, knowledgable,

As always very fast and professional experience

Staff are caring and responsive. They really look at patients as a whole and not just a tick box exercise.

HCA Kerry and Dr May were excellent. There is a real joined up service and I was treated as a whole person. Kerry and Dr May really gave me the time and care I needed. Thank you

It was a phone appointment, the doctor was friendly & informative

Got an appointment same day I rang. Very pleased, needed help before the weekend ahead !!

I don't understand why you need to attend physically to find your blood results were fine and nothing to worry about.

I was really happy with my appointment but I had to wait 25 minutes

Dr Deb was interested, understanding and knowledgeable with his advice and guidance.

All very efficiently organised the receptionist went out of her way to fit in with my "diary"

Next day appointment. Saw health professional on time who diagnosed and prescribed within minutes.

Very responsive to my question. Good discussion with Dr Patel who took forward my concern / request & delivered what I needed. Super.

Good receptionist and a lovely doctor who made me feel relaxed talking to her.

Dr Patel She was thoughtful Listen Knew what she was doing And just really lovely

On this occasion I was able to see a practitioner who was able to offer practical actionable medical advice for short and long term care of my condition in a timely manner.

On time. Good service

Helpful and efficient

Amazing surgery. Fantastic staff - all of them.

Fast efficient and kind service. Thank you

Dr Patel was very helpful and proactive.

I was able to get my daughter seen and treated within a couple of hours of ringing. Luke was professional and kind towards my daughter. Thank you

Dr Patel was helpful listened and did thorough tests then rang personally with feedback  
Excellent The Elms are outstanding as I have friends who are with other surgeries and don't get that level of service  
Thank you

Following recent BCG treatment I have not been able to pass water and when I have it is off strong colour and smell. The student doctor I saw was very professional, tested the sample I had taken and prescribed antibiotics. Still suffering but hope the antibiotics take effect soon

I walked into the surgery to book my appointment due to previous experience waiting on the phone for extended periods. I was given an appointment for that morning with the paramedic. Luke was excellent, took time to investigate my problem and gave me confidence in his diagnosis. He provided follow up information and was clear about what I should do if I had further concerns. Excellent service!

The paramedic i saw was very helpful and understanding

Phone appointment was on schedule, there were several things I needed advice and help with and it was a good exchange with Dr Maton. Thank you.

I was offered a number of appointments options and was seen within a day. Impressive.

Brilliant service as always ,got to see doctor same day with cellulitis in eyes and started treatment.

The doctor was excellent and very reassuring. I didn't not feel rushed like previously. Also the receptionist on the phone was cheerful and friendly

Helpful. Efficient. Friendly. Supportive.

I always find the doctors nurses and staff are very helpful at all times just like to say thank you for all the hard work you do for everyone

I got an appointment and help within 4 hours. Thank you, very much appreciated.

Student doctor was lovely, the practice is always clean and staff are friendly

Was seen very quickly

Booked in quickly Thorough , thoughtful and helpful GP

Dr Younis could not have been more helpful. Great addition to the practise.

Just feel like I have a plan of action and everything is nice and clear

Having had some trouble getting through on the phone I used the new online service. The triage lady who rang me in fact only a few hours later was really understanding and got me seen that morning. The doctor herself was patient, explained my results really well and we agreed a plan. As ever I have felt very supported by the practice

Efficient, on time

Pleasant and helpful office staff. Not too long a wait. Kind and thorough appointment with Luke the paramedic.  
Thank you

Very good

Very helpful explanation

Doctor had a good knowledge of my ailments and we were able to resolve any problems I had .

Received prompt feedback from blood test. Thank you

Efficient. Helpful staff

Excellent communication and prompt, empathetic service.

As always very good service

As always a professional, kind and caring service.

Elms staff are always kind, compassionate and understanding

A swift appointment was offered and a very professional examination given

Kerry who took my blood sample was fantastic and very helpful But, as mentioned in my message to the surgery, I was surprised to get a message , earlier this week, saying your blood test 6 months ago showed a liver function abnormality - why wasn't I informed earlier - naturally that is a worry Also, when I asked if my Statin repeat was ready , I was told it had been rejected, on enquiry I was told it was because I had 28 days left from a 56 day prescription, but this was incorrect , as I am sure my last prescription was for 28 days.

He explained the reasons for his tests and thoughts. He was concise and clear and according to my responses seemed to know quickly the possible causes. Maybe the other doctors are always a bit tired. He just didn't look like he had had an exhausting day.

The practice was very quick at providing me an appointment

Felt listened to and supported

I was really pleased to have the appointment as it was an over 3 months since the scan and you contacted me to arrange this online so thank you for that. The only I would say is that online appointments are dependant very much on the quality of the call which was not as good as I would have liked but that is not down to the practice. I know it is difficult but face to face I feel is more productive

Pleased overall with how Elms has taken up comms on NHS App and friendly efficient service on reception.

Excellent patient care from reception and doctor

I was given an appointment on the day for something I was worried about

We have always had appointments within a reasonable timeframe, often faster. The doctors we have seen have always been willing to listen and taking time for the whole appointment without seeming rushed.

Very kind and professional

I was impressed with the pleasant manner and helpfulness of the receptionist. Dr Allen phoned me the next day as arranged and I very much appreciate the time she took to discuss the blood results and to leave some which my husband will collect.

Always sort out any queries I have through the patient access system.

It was good to see my own doctor (Dr Allam) at last after trying many times. Is there any way I can book to see her in advance?

I would have given very good but when I rang and pressed 1 for a call back and hold my place in the queue no one called me after 3.5 hours? I had to ring again.

I think the Elms is the best surgery in Harpenden

Rung close to time. Kind and thorough

Always excellent care and welcoming staff.

Proactive and specific help

The GP was very understanding and helpful The only problem was arranging a follow up with the new system that is coming into place Can there be clarity about this matter

I was referred via 111 but when I turned up for my appointment I was seen promptly and the doctor was polite thorough and good

GP good but waited 15 mins

Always professional and lovely

Prompt response to my request followed by a GP telephone appointment which was informative and very helpful

Short waiting time, knowledgeable doctor

Very supportive.

Helpful and professional.

The call duration was acceptable for making the appointment. The Dr availability to conduct the exam was very good. The Dr was pleasant, quick and efficient and on time. All very easy.

Prompt appointment Good communications to arrange Excellent support at appointment

Speedy response to my concerns, I felt well cared for

super caring doctor

The asthma nurse wonderful I just can't fault her . I always feel that she really cares about me

Thanks to Dr Lowet ! She is very professional and thorough. Wonderful GP . Makes all the difference when you have a knowledgeable doctor .

Saw the physio(Miranda) at the appointed time and she was thorough and helpful. Also the receptionist was very helpful and cheerful.

I always find the surgery staff friendly and efficient

Quick and efficient but friendly

From start to finish the service was good. On time appt., polite and confident paramedic.

Quick answer. But could you respond via email rather than text?

The doctor was very familiar with my underlying condition. He consulted with a senior to ensure that there would be no complications arising from the medication to be prescribed in conjunction with my existing medication. I was asked to make an appointment for Monday 11th to check progress and if necessary refer me for a chest x-ray.

Friendly and helpful doctor. Pleasant staff at reception. Comfortable and clean waiting area.

Dr Loweth was efficient, thorough and put me at ease.

I dealt with Dr Impey. She is always attentive. She actually listens to what one is saying.

Quick and easy to get an appointment

You were able to see us quickly and get help on the same day

It was so easy to award top marks for a number of reasons but predominately I was drawing attention, via the Elms web-site, to a skin lesion that I needed reassurance over. This was Late Monday afternoon. First thing Tuesday morning I received a return email offering me an appointment for the following day. I met with Dr Impey, the resident skin specialist, who immediately put me at ease with her delightful kindly and thoughtful manner. The appointment was not rushed in any way and a full explanation of the condition was presented to me along with text book pictures. I left reassured but also with knowledge that I could return at anytime if things changed. It was an actual pleasure in attending the surgery yesterday. Sending this with my utmost

Nurse Claire was excellent in her manner, professionalism and ability.

The nurse was very helpful and friendly

Very understanding and reassuring.

It was pleasure to talk to Sara ,who was helpful and knowledgeable .

Because I like the cleverness of my doctor. But girls at the reception are not too kind sometimes.

I'm has a good explanation on f my condition from the nurse. She recommended treatment that worked.

Very helpful and considerate service

Appointment made the day before, two choices of times, saw Dr, she was polite, interested and gave clear, reassuring advice. Did not appear to be rushed. Excellent service from start to finish.

Listened to my symptoms.

The nurse was informative and very helpful.

DOCTOR WAS EXCELLENT

Update call arranged quickly Dr May responded to my queries very clearly re liver function results and advice- so happy with telephone appointment process

There were no problems. Quick and efficient

Reception staff very friendly and attentive, consultation with the Dr was kind and helpful. Only issue was the appointment was 40 mins late starting.

Polite, warm welcome and wasn't rushed. Nurse Ruth is exceptional.

The amount of time taken to actually get an appointment was ridiculous. Needed to see a specific doctor given complex case and prior history. Even trying to switch to a different doctor was not possible in parts of august - no slots

Dr Alam is very considerate and provides an explanation of the problem. In my opinion Dr Alam is an excellent doctor. I was also, this time able to get an appointment with Dr Alam the day after I telephoned to make the appointment.

Dr Allam is such a wonderful attentive and caring doctor !

The receptionists are very helpful, understanding, and kind. Normally I see a doctor on time, due to emergency I was seen 4t minutes later, but to no ones fault, very good all round

I was in need of a medication that I was given a week ago to see if it helped with my crippling pain , which it did its the first time I've been pain free for over a year, but because my appointment wasn't with a GP I then waited to see if I would be prescribed that same medication (a medication that i was on for at least 10yrs in the past) however I was prescribed something that I know I'm unable to take so now waiting to hear back from the surgery. Having said all that Ms Randall , I think that's her name was very polite and professional

The lady was absolutely lovely , listen to my concerns and just great

Helpful staff, Kerry was lovely

Pleasant receptionist, was called in a little late, understandable as there had been some emergency, saw the doctor and discussed my health. He was easy to talk to. All in all an easy visit.

Very pleasant doctor reception friendly and helpful

Prompt appointment and helpful outcome. Many thanks.

I did not receive a call yesterday as planned. Please rearrange

Easy to make an appointment. Timing was ok, about 20mins later than the set time. I am still awaiting a referral letter which was to be emailed.

Gp listened and positively engaged.

Appointments or enquiry's are always sorted out by all staff quickly and with so much kindness.

Speed in getting an appointment with preferred doctor and subsequent consultation.

However, could not confirm the appointment via the link provided. This required several attempts by phone. It appears the IT system is not perfect.

Good and efficient service as always. Staff very pleasant

Seen by Doctor on time and had very good advice on my issues.

Mohandas was friendly and thorough on jer questions and examination and did not rush

A totally professional appt

My family and I have been registered with The Elms since 1976, first in Redbourn and now in Harpenden.

The Doctors, Nurses and Staff have always and still are kind, understanding and taking care of all our medical and personal needs. I really appreciate all at The Elms Medical Practice.

Nice doctor it was a phone appointment

Very quick appointment given (next day) Tan almost to time and the dr was very caring and thorough

As always dr impey was very understanding

Quick response, compassionate approach. Thank you

I was waiting for almost 40 minutes

Dr was attentive to the problem and is investigating the underlying issue



Excellent efficient diagnosis and remedy. Above all very understanding of how i was feeling.  
The elms have always given me excellent service.

I get a lot of support from the Elms Practice team. To be honest I haven't seen this in all the surgerys we have registered with in Herts. Thank you so much.

Seen straight away and got an appointment

The service was very good.

Dr Impey was very attentive and had time to listen to what I had to say

Office texted me when appt became available which was quicker than expected. Dr thorough.

Because I always have good service from the practice staff.

Professional, friendly and helpful with good explaining as always.

My doctor/nurse was very informative and caring :)

Receptionists are quite pleasant, the paramedic that I've seen was really nice and practice is clean.  
... but I'd have rather seen Gp then paramedic. They've send my prescription to the wrong chemist and put my old address on another important document.

Doctor was punctual, friendly and thoughtful.

Nurse was very thorough, friendly and understanding whilst treating my daughter like the young woman she is. She was empathetic and clear and put her at ease when she is not generally comfortable in this sort of environment.

The medic was engaged, friendly and took time to ask, listen and explain

The receptionist I initially spoke to regarding organising my appt with the doctor, was very helpful and friendly.

Excellent polite service received from the call receptionist and prompt home visit from the Doctor who was friendly and professional.

It was straightforward, the Dr was lovely and she is trying to get to the bottom of what's wrong instead of just treating symptoms

Rapid response to online query and GP very helpful and friendly

I had an emergency dentist appointment shortly after my doctor's appointment and I was seen quickly, pleasantly and helpfully.

You can normally get an appointment when you need one

Only waited two days for appointment with G P .good consultation and forward help

Doctor immediately ordered bloody tests , concerns on my itching and also being sick

Even tho my appointment wasn't on time Dr May apologised for the lateness and was very kind and considerate to my needs

Friendly and professional service.

The Nurse was very kind and helpful

Dr Jollyman was shocked at how much worse my shoulder is than when he saw me a few weeks ago. He told me to go to the desk and make an appointment with a doctor who could give me a steroid injection. The receptionist said

she couldn't make any appointments because they were getting a new system. I went online to request an appointment and received a message back saying that there are no appointments. So, although Dr Jollyman was very good, I'm no better off than before I saw him.

It would have been very good but my doctor was delayed

I hour wait. GP running very late.

The Elms is always reliable

Dr Patel telephoned and there was discussion over my condition I have been taking anti -biotics which have been successful in clearing up my urinary difficulties. Helpful to have a follow up on the telephone in 3 weeks.

Clear procedures, courteous staff.

Seen by nurse, Bloods taken with care, in a safe and friendly environment. Wonderful service from this practice as usual.

Phone answered quickly when I phoned and receptionist was helpful, efficient and friendly. So was the GP when I spoke to them.

The receptionist was outstandingly helpful & emphatic, i had used the online as well as calling & this was responded to really quickly, my appointment was almost on time & very efficient

I was given an appt following a blood test. I have subsequently had two follow ups with specialists . My only criticism is the lateness of the call from the gp. I understand it can happen but would appreciate notice in future

Quickly arranged appointment and Dr May was thorough and informative.

I would have preferred a face to face appointment, but the telephone appointment worked well with Dr Tim Jollyman.

Dr Smith covered all obvious possibilities.

I didn't have to wait too long and the doctor who I've never seen before was lovely

We asked for an ear syringe; had a GP appointment who looked in my daughter's ear and said she needed an ear syringe, tried to book one at the front desk, but the system was down.

Appointment on time, reception helpful and nurse had good rapport with my child

Firstly you haven't clarified what you are asking about. It says above friends and family test. What does that mean? If you are asking about my appointment with the nutritionist which I organised myself by asking the receptionist what help I could have given i am diagnosed with pre-diabetes...that should apparently have happened automatically hence I have rated experience as poor. You need to get better at communicating your services rather than surveys. I also formally complained to the Practice Manager about the system In trying to get an appointment and never received a response. It's all poor.

Quick appointment. Helpful gp. Thank you.

The actual consultation with nutritionist was good. The process to get it was poor.

I only had a 20 minute wait on the phone and I was offered a face to face appointment immediately

Complex medical case now has a comprehensive set of investigations. 1st set performed by one of your nurses on the day without any delay.

Short wait times and the doctor was very professional in their approach.

I was pleased to get an appointment on the next working day

Dr Alam is a very sympathetic doctor and reassured me with her diagnosis.

Check in was efficient, we got seen within 5 mins of appointment time, very good experience overall

Filled in online consult form and got an appointment with a doctor quickly and he was very professional and took time in the consultation and explained things thoroughly!

Quick response to appointment request. Very kind, understanding GP

The service was great. Didn't wait too long and the doctor was excellent.

Dr Smithers was really lovely. She was very thorough and gave us good advice. Many thanks,

Friendly, helpful and availability of appointments.

Prompt response to my online request for advice re toenail - appointment with nurse within a few days. Nurse Ruth gave the advice I needed and reassured me re various issues which I had been worried about.

Although I had to wait a while for an appointment with a specific doctor, the surgery is calm and clean and the staff member who called me was lovely.. her name is Jo. Car parking was tricky this time but there's space on the road if you can't park.

The atmosphere was relaxed and the receptionist most helpful and professional. The consultation with the doctor relieved my concerns .

I had asked to see Dr Impey who was currently treating my skin condition and as the prescription has run out I needed to discuss what further treatment was needed. I was instead given a telephone appointment with Dr Patel who quickly agreed that I did need to see Dr Impey and said she would urge the practice to quickly organise the required appointment and to inform Dr Impey directly. I am assured that this will be organised as soon as possible

Speedy appointment arranged. Examination carried out

Saw me very soon after my enquiry and couldn't have been kinder or more helpful.

Received a quick appointment on the day when I called & the GP dealt with the issue very comprehensively. However, surgery was overrunning by more than 30 minutes so didn't get seen until much later than expected & while I was waiting & after I had checked in correctly & 15mins after the scheduled appointment time had passed, I received a text reminder of the appointment I was physically waiting for!?!

There were no appointments available and I was told to call back another day

Reason what is very good I want to know she was excellent absolutely very very good and also receptionist very good as well. I really don't know it's a very good visit

I was offered an appointment for the day after my request was submitted.

The doctor told me that I would be referred to a specialist team and explained what they could do for me.

I am happy with how quickly my response was dealt with, how soon I was able to see a doctor, and with the outcome of the consultation.

I would prefer a face to face appointment, but Dr Tim Jollyman was well prepared and the telephone appointment went well.

Dr Sibley very kindly fitted me in to see her as I was in pain

I have rarely visited The Elms since the beginning of the Pandemic. And, although it is not the same, I was very happy with the service I received having visited to make an appointment. I will be interested to see how services fair with the new triage system. I hope that people will give it a fair chance. I have always been so happy with The Elms.

I got an appointment quickly although not with the dr I asked for but the dr I saw was able to put my mind at ease

Prompt appointment

I was stuck in traffic and ended up late for my appointment. The lovely doctor saw me with out complaint which she need not have done particularly as this was towards the end of what was no doubt a long and busy day. She was a kind, empathetic and capable clinician for whose expertise I was very grateful. Thank you.

Kerry provided lots of helpful advice on how to manage diabetes and high cholesterol

Doctor listened and did everything necessary. Great relief. Extremely efficient.

Care and consideration throughout Thank you

Dr Impey was professional, friendly and knowledgeable. Great Doctor! Thank you

Dr Deb was very patient on the call with me as I was a bit upset.

Dr impy has dealt with quite a sensitive subject quickly..thankyou

Doctor impy explained everything to me

Dr. Kanthi was very easy to talk to and dealt very professionally with my health issue.

Nurse very lovely.

Dr Impey was very welcoming and easy to talk to and we are very grateful that she has diagnosed this new symptom on my mum's legs, thank you,

Telephone answered promptly, same day appointment given, receptionist and GP very good.

It is utterly impossible to get appointments organised. Whilst you are trying to get your online system to work, you really really really need to apply some common sense to it and allow follow up bookings to be made via a phone call. It's honestly a complete shambles and the reception staff are not helpful.

Easy check in, friendly receptionist who assisted me in another matter, appointment was a few mins late but did not feel rushed in the room and felt well managed by the lady who saw me. She listened, appropriately managed my needs and gave good follow up advice.

Pleasant helpful appointment with Miranda Clear explanation of OA knee exercises. Pleased to receive a printout with illustrations.

There were no problems everything went smoothly.

Helpful and clear advice given. Option of x-ray offered at first consultation turned out to be worthwhile as it gave new and more accurate information for diagnosis. Appreciated link to further information sent after phone consultation.

The service was good.

Reception found a nurse appointment quickly to have hormone injection on schedule. Thank you.

Didn't have to wait too long to get through, unlike some other practices! Was offered an appointment that was soon and also worked for me. I was seen on time. The nurse was brilliant 🙌

Responsive and polite

I feel my situation was dealt with nicely

Doctor was very helpful and very patient with all my questions

Because it was

Making an appointment under the old system online was very poor. Nigh on impossible over several days. I feel like I got lucky with the new system on 14/9/2023. Once I managed to enter my details, the service was very good from making an appointment to visiting the surgery. Follow up to test results tbc.

Prompt, friendly, knowledgeable, caring

Very helpful woman. Understood my issues.

Prompt service. Clean environment. Very helpful and educated/informed nurse

Filled in form at approx 4pm., text received with appointment for the . same evening at 7pm. Very efficient considering it is a new system started that day . Fingers crossed it all continues with not many teething problems !

I felt confident with the approach to my issue

I received the usual high quality, friendly service that I have come to expect from The Elms during the 43 years that I have been attending this Practice. Unfortunately my arm ran out of blood but the friendly nurse explained what would happen if the lab needed more blood to do the tests.

We are simply so grateful that we are with this practice. Dr Rees was very thorough. I was surprised that she tried, unsuccessfully, to phone me.

Down to earth friendly and professional

Appointment on time, very good & helpful practitioner

Empathetic attentive

Very prompt call back and appointment the same day. Very compassionate paramedic saw me . Excellent treatment

I received a prompt reply to my submitted form on behalf of x and an appointment was offered for the next day

All of the staff were very helpful from receptionists to HCA who did the Health check. I achieved what I wanted from the visit which was to understand my current cholesterol levels

Staff and doctor were all helpful

I was very shocked about the new booking system when I asked the receptionist for an appointment and was told no. . I am not tec savy and do not use my phone unless I have to. I am in my 70s with several health issues and find it difficult to to go on line for lack of concentration.. I think the new system is good for the admin but not for the patient . All the staff I saw were very helpful but I was upset that things have changed for the worse.

The appointment was fine, but I think the doctor missed part of the 6 week check for myself as there was no abdo exam (to check uterus contraction), weight or blood pressure checks and I think these are meant to be part of it (I only realised after I left)? My husband is a GP so he can do these checks for me, although I don't anticipate any issues with any of these.

Excellent service received

She was very helpful but after her pressing my foot all over I am In some pain today had to take some more painkillers

Easier to make appointment rather than holding on phone and explaining or being diagnosed by reception

Need to make appointments with humans and actually see doctors

The new appointment system is much more efficient, quick, easy to access and responsive. Thank you

Seen same day. By a very helpful paramedic

Very helpful and patient staff. Returned from holiday with substantial problems with my feet but was able to get an emergency appointment with the diabetic nurse. Could not have wished for better.

The new requirement and push to do everything online is not helpful when you require more urgent support and do not have internet access. It will end up excluding the most vulnerable and a 2 tier care system.

The online consult is just a brilliant system. Can't fault it at all.

I went to the pharmacy to collect prescription but they said there was only one item but had discussed with physio that there should be naproxen as well so not sure what has happened?

Very thorough and explained very well

Quick response from surgery and Doctors

Nurse practitioner's knowledge and care was excellent as usual.

I received an appointment for the next day and with the doctor I requested Result !!

A very very good appointment Dr Impy was wonderful. I felt that she cared. Which was great. for me. Can't speak to highly of her

Very caring and informative discussion of my problem and appropriate medication prescribed.

Staff on reception are efficient and friendly. Dr Smith listened to my concern and advised me reassuringly

Lovely nurses. Clare is so good with little ones (and mums!)

I haven't received a call.

I was sceptical about the need to first fill in a form before receiving an appointment but the process was actually faster and easier than fighting for an appointment as previously required

I used the online portal and was given an appointment that same morning. The doctor I saw was very good too

Issue resolved over the phone due to my inability to attend. Good time given with full explanation of diagnosis and differential diagnosis.

When I need medical attention, I receive it promptly. The physicians are knowledgeable, identifying the issue promptly and prescribing or facilitating efficacious solutions .

Doctor was really efficient and friendly, and called me at the end of the day to check in.

Very useful appointment

Saw nurse who suggested a doc appointment for another issue and was seen the same day.

Clare was so lovely, made us feel really at ease and was so professional with administering vaccines.

Saw Sara the associate . She was really good very helpful . Seemed genuinely caring and knowledgeable

Booking in was easy. Dr was easy to talk to. Receptionist was approachable and helpful.

Excellent in every way !

Just a bit delayed

Very efficient waiting time excellent and was treated with care.

The receptionist was lovely and so was the Dr but I was booked in at 1.30pm and I was told first appointment of the afternoon (as had to pick up son) and then at 1.45pm when I asked I was told in fact the dr had a meeting in diary until 1.45pm! So not sure why I was offered that slot. Sure it was just a mistake but I had to then leave and come back later on. Very grateful I could be seen but shame to waste time earlier in day.

Appointment available in a reasonable time for a non urgent query. Good consultation with requested doctor on medical queries.

The new triage for appointments is fabulous! Dr Impey spent a long time discussing my symptoms and options and helping with a referral. She's really empathetic and warm and despite having a very intimate examination she really put me at my ease.

Kind ,attentive GOOD treatment inna pleasant manner

I used the on line appointment email. My request to have someone look at my knee was quickly responded to via a text. This allowed me to select a time that I could attend. Receptionist and Physio very helpful. Hopefully my knee will get better. A good system. Thank you.

I am quite shocked by the appointment. I had to ask the doctor to slow down because she was talking extremely quickly and clearly just wanted to end the appointment as soon as possible. This, plus an unclear explanation of the situation, meant that potentially life changing information was not communicated well and felt uncaring. The doctor had no awareness of other test results or conditions. And displayed less knowledge of kidney transplantation than my 7 year old daughter. Really troubling. I would not trust that doctor with anything and do not want an appointment with them ever again.

Miranda told me results of my x-rays and the way forward. I Did not feel rushed and she was understanding and professional

Dr Kanthi was very organised in her thinking and the way she approached my issues, thorough and reassuring. It is also really good to have a continuity of care with her, as she can remember where we are in my treatment process, rather than having to take lots of time to explain my situation to a new doctor every time.

I would like to give feedback on the online appointment process.

I think it generally works well. I like how there is space to set out the specific issues, how I was able to keep continuity of care with Dr Kanthi and also how I was sent a link to choose an appointment that suited me. However, this was the second time I had had to fill out the form to get an appointment because I was originally sent a text with an appointment I couldn't make, and when I called the practice to change the appointment as the text suggested, they could not find an alternative appointment and they were unable to resubmit my request.

The problems arose because:

(1) The wording on the online appointments question is unclear - it says to indicate the times that I would be unavailable to be contacted about the appointment. I took this to mean when could the practice call/text me to arrange the appointment. As I feel I can take a quick call or text pretty much any time to choose an appointment time, I did not input any times. However, having spoken to the receptionist, it turns out that this actually meant I should have input all times when can I not make an actual appointment time, not just be contacted about it. I can take a call to choose an appointment time pretty much any time, but there are lots of times I cannot come to the surgery due to my job and childcare needs. I think the wording of question about timing needs to be made much clearer, such as "please indicate (1) any and all times that you are not available to be contacted about arranging an appointment, and (2) any and all times you are not available to attend an appointment (whether in person or on the phone)."

(2) Being sent an appointment by text with no flexibility, even if I call the practice, is not helpful. The way I was sent a link to choose an appointment time or when I was (another time for my son) called about what time I could make, was much more effective. Thank you.

Dr Loweth was very friendly and made me comfortable

Quick response time. Impressive consultation with Dr.

Getting an appointment was the quickest and easiest it's ever been, doctors and staff were nice and I had treatment the next day after initially filling out the form

On time, knowledgeable nurse

Excellent

Friendly and efficient

Very satisfactory visit

From sending my request online ... I got a call back offering an appointment with 2 hours ... saw the paramedic he was very nice and able to help with my problem

This is a great way to seek medical help for those who can use this technology.

Dr Rees was extremely calm, thorough and the manner with which she dealt with the situation can only be commended

I requested an appt online and was given one very quickly the next morning. Saw Liz at the Minor illness clinic and she was super friendly and reassuring 😊

Professional and approachable. Competently dealt with issues.

Prompt appointment with Clare Well prepared Fully engaged Felt I was listened to and responded to all my questions

Receptionist was very efficient and friendly and was able to set up my appointment very quickly.

Just very friendly and made me feel at ease and explain what's going on

Good service

Had tried on three separate days to book the apt and every time it said I couldn't. Then had to email to request apt and wasn't given option of gave to face just 4 hour slot for telephone apt. Appointment went well though.

Nurse was very helpful and checked and cleaned my scare very gently

Seen almost on time and Claire the nurse was so lovely I came out smiling.

Dr Rees listens and cares and is thorough.

Because I received the service I needed.

No problems knew what they were doing and got on with it

Making the appt was easy. Didn't wait very long. All very good

The Nurse was lovely and very helpful. I was seen at time I'd booked.

Friendly professional service

Appointment on time. Kerry friendly and explained everything very clearly.

HCA was prepared for our appointment, was really helpful and then the receptionist helped open the main door to let the wheelchair through



I was able to see a doctor face to face which I needed to do as my continuing weight loss was giving me concerns. Seeing either doctor Smith and Impey has proved to be most valuable and face to face also. I hope it can continue for me as finding the cause is proving difficult but with their help I have a good chance of find it.

When I was told I had to fill in form on website I wasn't happy about the idea because I felt it was a deterrent to a lot of patients. Am still unhappy about the fact that it is getting harder and harder to see a Doctor face to face because I think you can see from the demeanour of the patient more than a written statement or phone call and I think it removes the personal relationship . I don't know if it was a quiet time but I did have a quick response by text. I had to fill in another form as I had another problem and I found the process distressing as I am emotionally very fragile due to the passing of my beloved husband. I did get a phone call and was given some advice on my problems and was advised a Counsellor would be in contact with me. I appreciate the difficulties that the NHS has, but having to fill in forms for each problem makes me feel I am dealing with a call centre. I do understand that it must be hard for the Clinicians involved to lose their relationship with patients. The staff I spoke to were helpful and pleasant.

Quick, knowledgable, friendly and helpful

I was seen quickly but I don't understand why the nurse couldn't have done the ear syringe there and then instead of making another appointment in 10 days particularly as there was no one else in the surgery.

Speedy response to the email, speedy appointment, and the appointment was dealt with caringly and professionally. Thank you, I like the new email triage system.

The doctor was brilliant and very thorough also very nice.i saw dr Sibley

A f2f appt was booked for me at short notice and I didn't have to wait when I arrived. Dr Smith listened to me and took me seriously, he actioned my request and sent me some information. He agreed to follow up with me in two weeks which I appreciated.

Very good service

I saw Nurse Mayo who was very welcoming and made me feel at ease. Wait time was not too long.

Miranda is so knowledgeable and professional. I had to wait a little bit for the appointment but the staff kept me updated and I understand how busy it can be so I appreciate them fitting me in.

Very prompt response

On time and a very thorough appointment

The appointment was cancelled

Dr May was very helpful and efficient

25/9 blood test by Nurse Kerry excellent 26/9 follow up face to face checkup with Dr Yonis and test results feedback - very thorough Requires another face to face checkup on the 9/10. Used online facility - no obvious option to arrange a follow up appointment so I improvised

Friendly receptionist, even though very busy. Short wait time for appointment.

I was very impressed and happy with my appt.

Reception was very helpful Nurse was great

Every one was very under standing and very helpful

Excellent GP

I saw the nurse, she was very good

The doctor gave advice according to my developing situations.

All very efficient - from the text message reminder and easy booking. Lovely and very helpful pharmacist. Great to have my flu Jan at the same (again very efficient use of everyone's time). Thank you!

Really pleased to have been able to get my flu jab during the appointment (for an asthma review).

Doctor was very helpful and informative

The young lady that attended to me was amazingly thorough and feel at long last I am getting cared for.

I used the online form and was given an appointment the same morning. My son had a very thorough check over with Dr Patel and I was so pleased.

My visit went very smoothly.

Prompt response to online triage form and appropriate timing for appointment a few days later. Dr saw me on time and was very efficient in asking what I hoped to achieve and was able to agree a workable treatment plan.

The reception staff were courteous. The wait time was nil and the doctor was excellent.

The new booking system was easy and less frustrating. The appt happened within 15 mins of the booked time which from recent experience is very positive .

Doctor and receptionist very helpful

Punctual, friendly reception, expert doctor who made me feel very comfortable and looked after

The online appointment process was very good.

Seen promptly, good listening and discussion.

The new receptionist was very helpful and kind. A great ambassador for the practise.

Dr Allum is a wonderful doctor, very caring, understanding and professional and I do appreciate the time she takes with me as a patient and I'm sure other patients would say the same

New system works well, very thorough GP

The nurse I saw was excellent and very sympathetic to my situation

Had appointment with Doctor I did not know 1st class service do not know outcome till finished tablets then blood test Treage service worked for me.

Doctor was really professional and helpful, explaining all that he would do to ensure that my daughter was getting the best treatment needed.

Seen on time good treatment

Fab service 🙌

Amazing service as ever 😊👍

Dr was flexible when I could not get to appointment on time and very professional in her manner

Dr was excellent at listening and explaining my problem.

A Very professional but good personal appointment

Doctor was excellent

Receptionist was very helpful and understanding

1-I didn't have to wait for a long time with my baby 2- they always explain about the vaccines 3- they check if baby is ok 4- they always answer all the questions without making me feel less or in a hurry

Booked three appts back to back and all worked well

Usually quick and effective Response.

Brilliant nurse. So knowledgeable and kind.

The wait was about 30 mins for the appointment past the appointment time. But was fitted in promptly and dr got me in for blood tests promptly.

Lovely doctor and receptionist. Both gave me what I needed.

Prompt response to online appointment request. Appointment made for the following day. GP fully briefed on problem and treatment given. Very efficient.

On time, discussed all my ongoing issues with satisfactory resolution or referral to hospital speciality!

The booking process was easy and I didn't wait long to be seen

Professional / polite and helpful. Caring.

Helpful good experience

Nurse was very nice and put kids at ease

Very helpful empathy, understanding & positive advice & guidance. Referral follow up by phone later same day. Will see where this leads. Would be nice to see the same facility for my husband who has Alzheimers. Thanks,

The way I was received and saved was very by professional.

Dr Impey was so helpful, understanding and kind.

Dr impey is a wonderful dr

The doctor is patient and nice. She explains with us so detail.

Dr Patel said she would get the ball rolling on my queries and reassured me.

Always helpful and prompt attention to any issues.

Your new online booking service is very poorly implemented. You should turn on the feature to allow your patients to respond when there are inaccuracies in responses received. In my case I was trying to set up two appointments, change of dressing and removal of metal staples. You incorrectly referred me to the wrong appointment. Also your system logged last Friday that someone needed to come back to me about making an appointment fir staple out, no one did I had to follow vua separate ticket. Final point is you have your front desk very aggressively telling patients you have to raise online requests. I've witnessed several elderly patients severly distressed over this. Surely you should be encouraging not dictating use of online, you are not being very inclusive and are in danger or marginalising elderly or non computer literate. I'm quite shocked at the lack of thought and consideration in your hard ball implementation of this.

Friendly and helpful nurse. On time appointment.

Everybody was constantly helpful and easy to communicate with very professional.

Easy to book, easy to check in, super friendly staff interacting with my 3 year old.

Competent and pleasant doctor

Appointment given very quickly and doctor was very thorough.

Smooth experience and flexible to make changes

Was able to get an appointment quickly, Dr loweth was very tuned in to my daughters needs

Compassionate and efficient doctor. Thank you!

efficiency on time and lovely service

Easy to get an appointment and when I did it all was handled efficiently

Appointment was extremely quickly arranged and the Doctor who saw me could not have been more helpful, efficient and supportive.

Got an appointment same day after putting in a request online ... saw a paramedic who was very knowledgeable

I would have given very good but there was a bit of difficulty in organising a phone consultation on the online system.

Dr May is so reassuring and explains everything so well.

On time, good explanations & agreed way forward.

Excellent

One receptionist trying to deal with a queue of up to eight people or more

Had to wait as there was only one receptionist at the desk

I was seen quickly and nurse's were very nice .

Because there online triage system works great and you get seen by the right person

Very helpful and considerate

Very helpful and caring GP

Nurses are so so friendly and supportive no matter how busy they are. Thank you as always

Paramedic was excellent

I was seen quickly (same day)

Super fast and efficient

Caring and considerate attention. Many thanks.

New system to book appointment worked well. Doctor's appointment was on time and very helpful. Thanks to all involved.

Lovely, understanding and caring doctor

I was seen very quickly and efficiently by very caring staff

Now been twice. Have been seen promptly both times, and not felt that the appointment has been rushed at all

Had to wait 20 minutes, but that's fairly normal, Lovely to see Dr Impey again and like the sound of the new system. Dr was very thorough in my triage, and I went away, feeling confident have been listened to. Be very good to communicate the system and how it works to patients. I just by chance found and filled out a online form, as I was looking on the NHS app, but some people might not be aware.

Appointment within hour of requesting G.P ( Dr Impey) excellent and has made future appointment also diagnosed and prescribed for another problem.. 😊

Quick response received after filling in the questionnaire to book appointment

Seen triage appt quickly by an efficient practitioner. Thank you, terrific service.

The medic was very thorough in explaining her treatment decisions and did not make me feel bad for booking an appointment

Seen the same day and dealt with by the lovely Dr swiftly and efficiently

Appointment was on time. Staff were friendly and approachable

Excellent service from all members of staff, prompt reply to enquiries, couldn't be more helpful. Recommend this surgery

On time all excellent

I felt Dr Julian Smith was very understanding and thorough. I felt heard!

Prompt response to initial apt request. Easy check in. Didn't wait too long after set apt time. Doctor listened to my concerns and was understanding and thorough. Thank you.

I had been waiting for this telephone appointment for 2 weeks to get a referral to Spire Harpenden but I never received a call.

Very quick, kind and considerate. I've been so impressed with this practice and am endlessly grateful to be a patient here.

I visited to have flu and covid jab. Well marshalled and helpful staff

In vaccinated and out dead on time.

Very efficient delivery of flu and covid vaccines

Well organised and friendly on a very busy flu/Covid injection morning

Came for flu jab - all worked seamlessly. Thank you

very pleasant and efficient maybe a few more chairs for the v elderly who struggle to stand

The vaccination process was very slick and efficient and even the parking when I attended - which can at times be difficult.

It was well organised and having both vaccines was a bonus

Fast , effective and efficient service

Once I arrived into the surgery (queue was extremely long) I was dealt with efficiently by all concerned. It would have been very good if I had not had to wait in the queue for 40 minutes.

Good organisation, friendly and efficient staff.

Covid booster and seasonal flu vaccines performed together. Queue was well organised, information leaflets delivered with a smile.

Good service bit of a wait

Fast and efficient for my flu jab.

I went to the Elms for my flu jab. Although there was a queue outside, it moved slowly and I was actually seen at our appointed time. The staff were all very friendly and I was impressed with how efficient and well organised it all was.

All organised (jabs)

There was a very long queue and I have to use 2 elbow crutches. By the time I entered the surgery I was in severe pain after having to stand in the queue for at least 35 minutes. I was not offered the opportunity to go into the surgery to have a seat and await my turn. My wife was with me and she would have told me when it was time to re-enter the queue with her. Once in the surgery I was dealt with efficiently and with courtesy. My score would have been Very Good had it not been for my having to stand so long in the queue causing me a lot of pain and discomfort.

The injections were hardly felt. The organisation was excellent.

There was a long, compact queue, in an enclosed space, zero social distancing, ironically people were waiting for their winter flu & covid jab !!! There had recently been a spike in covid cases, that may well have been a 'superspreading' event.

Well organised and timely organisation of flu and covid jabs. Wee Done!

Managed the whole process well

Rather a long queue but managed very efficiently

Very well organised

All staff so helpful and caring, and always do everything they can to sort out what u want appts etc. we are so very lucky to have The Elms.

Well organised & not too long to wait.

Long que

Well organised and quick

Text received with invitation for flu vaccine and easy to make appointment. Well organised particularly as COVID vaccinations had been brought forward by then so many patients had two vaccinations. Harpenden Trust were also involved with helping. I have nothing but praise and thank everyone involved.

Bit of a queue because of decision to offer Covid as well as flu jab. Administration of the vaccines by the doctor very efficient and assured.

All though there was a long queue it moved along very quickly. All staff very pleasant and efficient.

Because we were treated very well

Disorganised, appointments but big queues. Mostly older people but nowhere to sit.

It was well organised, I got two jabs, all the staff were helpful friendly and knowledgeable. Dealing with 900 people is an achievement

Ran smoothly 😊

Fine except for the long queue and half hour wait

Queue was badly organised and it was difficult to find the reason ( late arrival of Covid vaccine). It would have been better to administer the covid vaccine at another time.

Very efficient

Very well organised

Very fast

Friendly staff and always left each appointment reassured

Very good service and so help full

I was just attending for my flu jab but was glad to be offered the covid-19 jab too. It was quite a long wait but we were dealt with efficiently.

I know the NHS has problems. But I am going away for 3 months and needed to sort a couple of logistical and medical things. I can't fault ELms I. Any way. Threat are excellent and resolved all my issues

In spite of having to wait for a while in a long queue once inside I was quickly ushered to the right place to just have my flu jab.

The queue was very long and because I have mobility issues I couldn't wait in the line. Fortunately I was allowed to enter the waiting room to sit down. At that point normal service was resumed, so I was able to be seen at my original appointment time.

A long queue but well organised and actual vaccinations fine.

Very professional and friendly.!

Good information. Good execution. Competent and friendly staff.

Double jab given within 15 mins of appointment time , in spite of long queues

Once inside the door all very well organised

Friendly, efficient service by medics. Poor planning, with huge, slow queue of many elderly infirm folk outside surgery.

Brilliant service as always

It did what was necessary

Brilliant service received by drs, nurses and all staff. Very impressed, thank you.

The queue was long but the Doctor was lovely.

Long wait with queue outside surgery back to main road.Lucky it was not raining!.

Friendly and helpful advice

Well organised with so many people to deal with

My experience of the staff and doctors has been that they are helpful and understanding

Long wait with queue outside surgery which suggests there was not enough time allowed between appointments. Lucky the weather was good.

Very pleased to receive flu jab and covid booster at same time.

Could have been excellent but marred by queue. Also queue jumping allowed which was annoying for those of us delayed by 30 mins or so.

staff excellent but long queue was tiresome, though fortunately fine weather

Efficiently managed dealing with the large numbers receiving inoculations.

The treatment by Ruth was excellent, the hour long queue outside to get into the surgery not so. It was a bit pointless having a timed appointment.

We didn't wait very long for our appointments, staff and doctor were very pleasant thank you

Having a timed appointment and having to wait 25 minutes past my Time mostly out in the car park/Street wasn't a good experience. Its a good job the weather was good! However the staff and nurse that gave the injection were very good

From giving me a time of 11.05 I arrived to see an enormous queue.not good planning

Extremely well organised. Although a long queue I was through in 15 minutes. Staff as usual extremely helpful and always smiling.

The vaccination was very quick and efficient, the nurse was very friendly and helpful.

Feeling VERY ILL after receiving Covid AND flue vaccine at same time. I am age 83 and weigh less than 9 stone. I will never accept 2 vacs at same time again. Should small old people be warned?Not fault of clinic. Was combination tested by manufacturers?

Always friendly and efficient practice

A very orderly queue was formed waiting to have the inoculations-and we were kept informed of what was going on. Inoculations given were fast and efficient.

Initially I was concerned how I would get my husband in . However my husband is a blue badge holder, so parked about a hundred yards away .But my husband just about made it , so asked if we could go straight in and sit down which we found ok.I saw the space was vacant and went and got car and put it in . It was very crowded inside and warm ,so both put masks on .We both struck lucky having the head nurse do ours as did not feel a thing . However I'm very achey today with quite a fierce headache and hube is fine . One thing I have never understood is why carers are not offered another vacc after they look after someone who relies on their help . After all it must surely be with it seeing how short on staff the national health service is these days . Anyhow thanks to all staff members who helped everyone out , it is much appreciated .

Well organised when I came for my flu jab. In and out

Very organised just glad it wasn't a wet day !!!!

Very long queue outside for flu vaccine

Well organised. Staff friendly and efficient Would have been very good if the queue had not been so long.

A long wait - 50 minutes!

I was given an appointment but when I arrived There was a huge queue, luckily I was with my son-in-law and asked if I had to stand and wait (I can't stand) and a nurse



came out to give me the shot, but I think this wasn't well planned as every impacted person like me make other people wait for longer time

Efficient and friendly

Well organised and informed

We could get both vaccines. Volunteers were informed, helpful and good humoured despite the queue. Doctor was personable and thoughtful

Queuing system for Covid and Flu versus Flu only needs to be thought out and leaving the leaflets on the Covid Vaccine on a chair by the exit when the medical staff thought you got them on entry is also not good.

Huge queue - very poor arrangements

Very well organised. My personal medical needs were taken into consideration on the visit.

Very well organised as usual

My wife and I joined the end of the queue in Stewart Road. Just as well the weather was good, and not pouring with rain.

Efficient management of queues and very pleasant service from Dr Impey.

Vaccination session very efficient, well organised and prompt

We arrived for our appointment 10 minutes early. The queue to access the surgery was down to the main road. Good job the weather was unseasonable.

Efficient way of dealing with the hordes requesting flu etc jabs . Slightly crazy queues but expedient if the population is to be protected. No one complained, excellent example of British tolerance! Thought carpark jabs for less able a very good idea. Avoided obligation of fu home visit too. An excellent service... I'll just remember to get there more than 10 minutes before my appointment time next year!

Apart having to wait outside, the actual experience inside was great.

It was organised well except my husband had to walk quite far which is becoming more and more difficult for him . We stopped the other end of the hedge which backs onto the Elms going northwards . By the time we entered the front door , although he had a stick he was tired out and I was supporting him his whole weight . I could see there was a space on the blue badge parking area .So spoke to gentleman on door and he let us in to a very warm waiting area . I then dashed back to get our car so I could in blue badge space . It would be my suggestion that you made all that first parking area on entering the car park for any other times like this one , all blue badge parking . As we drove out I noticed a family leaving their car in the separate parking area for two cars , laughing and joking as they walked down to the railway bridge Any as we saw your lovel head nurse

Nurse Ruth was excellent, everything was clearly explained and efficiently executed.

Very impressed with speed with which I was seen and with thorough consultation giving plenty of time to discuss symptoms etc

Prompt notification of appt and efficient service at the surgery for the two injections.

Very punctual and helpful service

I walk with a stick,your staff noticed this straightaway ,found a seat for me and i had both Flu and Covid very quickly ,i saw Nurse Dominika who was excellent.

Disorganised, queue far to Long and a long wait .

Appointment very prompt. Professional, helpful and efficient.

Efficient

There was a long queue, so despite arriving 10 mins early, I was 10 mins late getting in for my job. However, my time with the doctor and the vaccination itself were fine.

Vaccines well organised.

Despite running about 20 minutes behind time, I was satisfied that everybody did the best they could.

In spite of my wife's appointment being lost all proceeded and given my disabilities she was well taken care of.

Always efficient in responding to calls. Always friendly in communications. Appointments are usually timely.

Professional, well organised

Very prompt friendly and professional

Queue moved quickly all staff helpful

If this was for the Flu/Covid jabs y/day (30th Sept) I have to say it was the worst ever clinic I've attended since 2020 Covid landed. Never had to queue for nearly an hour before! I realise there were 4 (?) dispensers but the organising of the queue was non-existent as far as I could see. Poor show sad to say 😞

I think the practice did very well considering they had only just received the COVID vaccine. To organise the addition of this so we didn't need to return was very well done and appreciated despite having an additional wait.

The queues were inexplicably long. People waited too long for the sake of the production line. Once seen the Doctor was very pleasant. I was glad to be able to double up on the jabs.

We were all in long queue that went well past the front door and were all late for our appointments

Times shown for flu jab not available and eventually when booked my wife couldn't get a time. So decided to cancel but no provision to do that so had to ring to cancel. but still got emails reminding me of my appointment system needs sorting

Efficient and professional service.

Many people must have had the same appointment. I have a seriously ill 92 year old mother who I needed to get back to and I had to queue for over an hour. I am sure other people also had their own issues as well!!

Apart from the wait the procedure was good

Booked flu jab and was offered covid booster as well. Very efficient and Dr Smith is lovely.

Seen within 10 minutes of appointment time, although very busy

Long queue in wet weather would be a problem for less able. Actual medical procedure no problems.

My appointment was for 2.21pm, for which I arrived at 2.15. By 2.45 I was only around half way along the queue - just inside the door by reception. As I had another appointment elsewhere in the afternoon I was unable to wait and so had to leave without having my flu jab.

All was very good apart from the queue

Delivery of vaccines excellent, but a 40 minute queue, which makes a mockery of the 14.19 precise appointment time I was given.

My flu jab was scheduled for 1.44. Long queue and finally had it about 2.15

I turned up on time for my appointment but I wasn't expecting to stand in a queue for 40 mins. At least we were offered both Covid and flu so no repeat performance required for a while.

Very efficient and well managed

Very quick professional Service , with a family doctors practice, enjoyed the atmosphere at the surgery yesterday.

The service was good, but had 40 minutes wait in a queue

Very efficient today and Dr's are so nice, very easy to talk to even when they are busy Thank you

Pleased to get both vaccinations although it involved quite a long wait

Good to get both vaccines after quite a long wait but Doctor was very attentive when we got there.

Appointment time met Pleasant staff

Very efficient service

Had a 10.31 appointment for a flu jab, got there to see a long queue. Eventually got to see the nurse after an hour. If it had been raining I would have gone home and tried to arrange an alternative appointment. Not very good planning!!

Flu vaccination only patients were segregated into a separate queue so got seen quicker than those having flu and COVID vaccines!

Dr Smithers was welcoming and was keen to get to the cause of my problem which I have had for some time, and appears difficult to get a positive result.

Professional at all times. Doctors thanks and staff always helpful and friendly.

I got what I was there for

So efficient

The nurse who did the injection was lovely but to herd so many elderly people with no seating outside was neither safe or pleasant!

Well-organised vaccination session and very timely

Very efficient vaccination facility.

The vaccination procedure was organised very well. I was also given advice regarding the COVID vaccination.

Both jabs offered. Not all GPs offer this

Quick and efficient

it was not the usual appointment event. As a way of ensuring the maximum no. of jabs given it was great. Glad it was not raining as the queue was long and the people all elderly

Quick and efficient but maintaining a personal approach

Flu and Covid vaccines well organised.

I came to my appointment and tried to check in on the electronic machine but it didn't recognise my details and asked me to go to Reception to check in. I went to Reception where the two Receptionists totally ignored me as they

were discussing something between them. When one of them finally asked they could help me, I asked to check in with them as the machine wasn't working. They said they needed to check the machine to make sure it wasn't working. One of them then went to the machine and got the same result as me. Only then would she check me in at Reception. In the meantime Dr Bhardwaj had called me in for my appointment which I was unaware of because of all of this going on so he thought I was late for my appointment. I explained to him what had happened. I am a Receptionist and I think it is the height of rudeness to ignore someone who comes to the desk. I also fail to see why I could not be checked in by the Receptionist before she went to see if the machine was working, which not only meant her doubting my word but more importantly made me appear late for my appointment.

Polite, efficient and fast.

Excellent, well organised, lovely people. Cannot fault it.

Dr May is a fantastic doctor. Very empathetic and understanding, very thorough. She Thinks of lots of different things to try which is reassuring when it's not clear what's wrong with you. She's really taken my health seriously and tried to get to the bottom of it. I don't like the new appointment system though, it feels like there is gate keeping for doctors appointments which might put you off even going to see the doctor as it feels like a hassle or that your issues might not be deemed serious enough. I've got long term conditions I've been signed off work for over a month for that I need to see a doctor about so this is a shame

Prompt appointments and test results. Excellent and unhurried consultation with Dr Smith .

