



# FRIENDS & FAMILY TEST RESULTS

February 2024

Number completed: 608

**95% 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: 504**

**Likely: 74**

**Neither likely nor unlikely:17**

**Unlikely: 8**

**Extremely unlikely:2**

**Don't know: 3**

## Comments made by patients:

He was an easy person to talk to and for the first time I have had an Asthma check I was given a printed leaflet to read about Asthma which I found useful

Immediate response from the surgery following my appointment request. Ms Randall was fantastic and I now feel assured my current condition should improve ! Thank you

Quick to see me and very diligent.

Absolutely love being able to enter form online to book an appointment. So easy. And nurse was well prepared and knowledgeable. Much appreciated.

Helpful and reassuring from reception to surgery.

Very efficient and the asthma nurse was brilliant

Nurse Judy was highly professional, very well

Informed and keen to resolve my issue.

Amazing dr friendly and very helpful

Dr Impey was very and thorough covering a wide range of issues which I introduced.

However the primary reason for my appointment was for a repeat hydrocortisone injection to alleviate the pain I was getting from ostio-arthritis in a joint of a big toe.

Despite making this objective clear in my NHS app form submission, somewhere in your process this failed to reach Dr Impey.

Seen promptly, very careful assessment of my asthma, new medication recommended and fully discussed.

Dr Impey understood my concerns and explained everything. She is a wonderful doctor. Nurse was very pleasant and helpful

Dealt with me quickly and emphatically

Informed understanding efficient kind capable

The GP's and nurses are very helpful and professional and listen to you. The nurse was very knowledgeable and explained our holiday vaccination options thoroughly. Reception staff are very pleasant and helpful too.

Quick response, seen the same day

Timely triage response and good advice from doctor.

Doctor Impey spent enough time with me to cover all my issues. I didn't feel rushed at all and left feeling that she had listened to all my concerns.

People are very nice.

Responded to my needs very quickly, great communication and the person I saw had a fantastic manner.

Easy to book in for my asthma review and nurse was informative and friendly.

Doctor very responsive to my condition seemed very helpful thank you

Doctor Smith and receptionist both helpful

As usual

The process of sending blood pressure readings was very efficient.

I was seen on time.

The Doctor took time to discuss my case in detail in a very friendly and informative way. Getting through to surgery to make an appointment is difficult and very time consuming as I am reliant on using the telephone. Your request to make appointment via website is inappropriate as I am not entirely computer literate or confident. Apart from arranging an appointment to see someone however I was happy with the eventual consultation and advice.

Difficult to answer here

I requested an appointment with a follow up phone call to discuss appointment times. A text message followed giving me only twenty minutes to attend the surgery. Impossible to get there on time. I had to cancel and resubmit the request for an appointment with a follow up phone call. Once again, I had a text message, luckily with a day an appointment time I could attend.

I filled in the form at 8am and had a call by 9 and we saw the doctor at 10:45 without any waiting in reception, this is the first time in 10 years of being at Elms that I haven't had to wait at least 15 minutes for my doctors appointment in the waiting area.

The people who are working they are very helpful and warm.

Professional

I felt reassured and comfortable with everyone that I infected with. Dr. Hannah Smithers was very professional and competent and gave great advice and recommendations.

Efficient and thorough.

I did not have to wait long after I booked in. I was in the minor illnesses clinic, I saw Liz Godfrey who was very thorough and kind throughout my appointment. I felt very reassured after my appointment.

Always good from reception to surgery.

Friendly helpful and professional service

I hope to get some X-rays

Always so kind and thoughtful and helpful

Was listened to and helped so much

Very thorough visit with good advice

Appointment on time. Nurse friendly

Was able to see the GP who had the skills to deal with my issue

We wanted advice regarding our vaccinations and immunisations prior to our upcoming travels. The nurse had already checked the places we were travelling to when we were called in to see her and she gave us an update on what was required. She was friendly and very helpful.

The computer to register my arrival wasn't working.

I had an unacceptable long wait at reception.

The background music was nauseating. The nurse was 20 minutes late in seeing me.

Very helpful advice from Dr Kanthi.

Nurse was very nice and tried to be as helpful as possible

Prompt attention, very pleasant nurse and quick response to my request for the follow up review

Friendly efficient asthma appointment with Binal.

Quick check in

Very pleasant informative Nurse Aisling

Well looked after thank you very much.

Excellent, quick service

I wrote a very detailed account on the website of my symptoms, action I had already taken and what I wanted which was testosterone. I arrived for my appointment and saw a medical student who I retold my symptoms, the action I had taken and what I wanted. She said, "Ok, so you have general fatigue then." Which was not I had said either to her verbally or on what I had written down. I re-explained and she went off to find a doctor who came back and said that I couldn't have testosterone as it can only be prescribed for men and I would need to be referred to a special clinic and she had no idea how long that would take. Later that day another doctor rang me to say that she was a menopause expert and that she would send me some information. The link she sent me was 'page not found' so I booked an appointment with her.

My issues: I didn't feel heard or that anyone had read what I written.

Menopause affects all women, so there should not only be 3 specialists in a surgery. I appreciate that this both a societal issue as well as to do with budget constraints on the nhs. Bearing in mind, that I had specifically requested testosterone in my online request, I would have preferred to wait for an appointment with a doctor who is qualified to give me what I had asked for. Going to an appointment with 2 people who were not qualified to give what I had asked for felt a waste of both my time and that of the 2 doctors I spoke to. I had to then book another appointment with someone who was qualified to give me what I had asked for.

What was good:

All of the doctors I spoke to tried their best and were polite and professional.

I did finally get to see a doctor who could help me and she rang me to tell me to book an appointment with her.

Quick. Efficient. Helpful. Kind.

I was reassured that how I am feeling is normal at this point of my recovery.

Was put at ease

I was impressed by the response time once I had submitted my triage form and also how quickly I was seen - I have no complaints whatsoever about that.

I am concerned at the number of issues the receptionist was having to deal with whilst I was in the waiting area, I just feel lucky I had such a good experience. I am particularly concerned that the elderly are unable to book an appointment over the phone, it is unacceptable that they have to go into the surgery to complete the triage form if they have no access to the

internet. Also it is inappropriate to ask them what their health issue is when other patients can hear - this was very embarrassing for an elderly gentleman who was completing the triage form in the surgery.

Signing in computer not working but receptionist polite & efficient. Nurse Aisling though was fantastic. Never nice to go for a smear test but I actually told her it was the best one I've ever had - because it was. 10/10.

Even though I was 10 minutes late I was still seen after patients who were punctual for theirs I was 12mins late for appt. The traffic on high Street and around common was awful. Computer screen log in was not working, so stood in cue to sign in at reception and then told, bang on 15mins after appt, that I was too late. Then sat waiting and was told 15mins later the doc wouldn't be able to see me. Felt v frustrated but don't know if anyone really to blame. I've certainly waited longer than 15mins for an appt and pretty sure this appt. Would have been v quick too

The self check in screen is very hit and miss (more 'miss' lately).

Very very long wait for appointment (nearly an hour). I didn't feel all of my concerns were considered / addressed - and I had articulated them all when I booked the appointment (so it was known what I wanted to discuss)

The appointment was very close to time and the time I spent with the Doctor was very valuable and productive. I think the Elms is a great surgery - (having been with my last one 60 years - I didn't want to move; but am delighted that I have.)

Fast appointment and so through

We're very grateful to the practice as they can always see us on the day and the staff are always amazing.

At long last I went to see a nurse who was someone who could help me as she had obviously been taught on what to do and had her own issue as I did . Had my problem explained clearly and concisely .will go next Thursday to have bandage removed and hope some of the problem has been resolved .

Everything went well.

Wanted an appointment with a GP and one was made for me in good time. Just like I would hope.

I have always found the staff courteous and helpful and reassuring.

Nurse professionals care is excellent.

Prompt reply by phone call to my online form submission followed by an appointment in person with Dr.Sibley who was extremely thorough.

The doctor was very helpful and efficient.

Positive engagement with me

Dr Rees was very professional and attentive

Lisa was very pleasant and very helpful

I was listened to ...always really helpful thanks

Least painful smear test I've ever had. Thank you nurse Aisling!

It's the first time, in a long time that I'm satisfied with the appointment and the feed back from the GP.

It always is

I was disappointed not to be given a GP appointment as I have needed 3 appointments in 3 weeks .The practitioner was wonderful and I explained that I was a lot worse,but when the GP came in she didn't take into account what has been going on for 3 weeks as she didn't read my notes. I had to contact the ENT department myself as not heard from them and they said they didn't get my referral from the surgery.I also made the hearing test myself by ringing them directly as I'd been before.

Efficient trainee GP

Had a good discussion regarding my condition. Easy to get an appointment.

Always amazing service at the Elms. Receptionists are friendly and helpful and kind and always do their best to help.

Doctors are all thorough and very professional. Thank you all so much,  
Was early and went straight in to see the nurse, really good nurse was very good and explained everything to me

Smooth and efficient

Efficient but the self check in is a bit temperamental

Results explained promptly and clearly

Got referral required

The appointment didn't start on time. The GP told me once in her office that she is 'in training'. Might've liked that info earlier. She listened well, had some helpful suggestions I think. And was going to check in with Dr May before sending me any treatment recommendations. Sorry not to have been able to see Dr May or Dr Rees directly.

Very helpful consultation

Very helpful consultation

Very thorough student. And Dr Sibley was v kind to our daughter.

Nurse Ruth was great as always - she saw my husband for headaches - and very quickly got Dr Smith in for his opinion.

Dr Smith was also excellent and managed to secure my husband an immediate appointment and a subsequent CT scan very quickly.

The latest comms system is very efficient and works well.

Accommodated and changed to phone call as I was unable to attend to discuss my son. Did not feel rushed and agreed next steps

As always very good

Very understanding doctor

Excellent care, thank you.

Quick, caring and happy.

Thanks.

I saw the doctor the day after I requested a visit. The trainee doctor and the regular doctor were thorough, kind, not rushed and helpful, delivering just the right assistance with the perfect bedside manner. I feel very blessed to be a patient at the Elms.

Prompt service and reassuring.

Nurse Judy was so empathetic and gentle. Very reassuring

Prompt, informative discussion, good advice given, friendly atmosphere throughout.

Quick, efficient and caring.

Dr was great and receptionist was very helpful

I was seen very promptly, excellent communication and further help organised  
Because the student doctor Mo was very attentive and put my son at ease.

Dr Allam gave us lots of her time.

Dr allam was great and really listened and I got an appointment easily thank you  
On time, the doctor gave me the time required and explained everything clearly.

Mo took time to listen and not rush the consultation, wishing him all the very best for his future.

A very prompt response with an early consultation that was thorough and well explained.  
The young man I saw was polite and thorough and after consulting a senior doctor prescribed a course of treatment. He has the potential to become a great doctor

My appointment with Dr Loweth was very good. I have, however, just now received a text from Boots to say that they are unable to procure one of the two prescription items but did not say which one. I presume that a substitute may be required.

The nurse was outstanding today with her care that she gave.

I had a phone appointment with a nurse to discuss vaccinations needed for a forthcoming holiday. She phoned on time & gave me good advice.

Nurse Clare is a brilliant nurse!

They communicated well and checked things

The GP I saw was knowledgeable and reassuring.

The nurse I saw was personable, kind and made me feel at ease for a very difficult test. Excellent service from the team. I am impressed at the way they rose up to organise the required checks. Thank you Dr Impey. You are super!!!

Quick, caring and happy.

Thanks.

Efficient

Struggle with the on-line booking, surgery not having its urgent daily appointments. Being sent to the Hub when I was struggling to breathe. Staff at surgery try their best.

Very nice doctor

Dr Kanthi gave me time, listened and gave me good options to choose from. I had not realised how much I needed to talk about me.

Helpful, friendly and informative nurse

I was working on a tight schedule. I wasn't called until 25-mins for my appointment, which should have been a straight forward follow-up appointment after my initial assessment just before Xmas (at which point it was explained to me what would happen next). I was given a student doctor who asked me every question under the sun, some which seemed largely irrelevant to my condition. He then had to refer to a senior doctor, which took 10-mins before she came in to explain next stages for me (completely different from what had previously been outlined to me. I came out of the appointment 35-mins later, for something that should really only have taken 15-20 mins max, meaning I was also late for my next work meeting.

Thought I was seeing Dr Impey and student dr. Only saw student who was lovely and asked lots of questions. As I was feeling so low did expect to see Dr Impey as well. Dr Impey seemed to be dealing with too many patients and I felt I was not important. Tablets increased and appt with Patricia made. But no follow up mentioned on increase of tablets. Also the room was not particularly welcoming desk very high and my chair very low, felt like I was in spare room no where else to put patients.

I saw Mrs Judy Sutton and found her very kind, understanding and helpful. I left the surgery feeling uplifted about my review.

Prompt and thorough attention.

Spoke with Sarah yesterday about. She was kind and reassuring. We didn't fine out what was wrong but she made an appointment for today. The reason we didn't come back is fever was down this morning and lunch. So no need.



Understanding of my situation, helpful suggestions re treatment and another appointment booked for a few weeks time if necessary.

On time and efficient

I'm so grateful that Dr Julian Smith could actually come to the house to save my mum anxiety and stress of coming to the surgery. Dr Julian Smith was kind and listened carefully to my concerns about my mother, and it was so good that my mum could be checked out by him. Thank you!

The receptionist was very understanding

The nurse was very kind and thorough and wrote down about antibiotics and dressings and next appointment-this was really helpful as my mum cannot always remember with her dementia. Thank you

Very quick and very caring and helpful in more ways than you think as a patient  
Prompt reply to my request for an appointment and comprehensive consultation  
Excellent service

Prompt, friendly and thorough.

I get an appointment promptly and the staff are fantastic.

Dr Kanthi was very helpful and thorough and reassuring

Can't make score higher because of ridiculous 4-week delay for blood test at Red House

I was listened to and my questions answered

Seen quickly and the nurse was very efficient

Smooth check in and appointment

Fast response. Late appointments made it very accessible. Plenty of time with the doctor  
GP was very helpful and understanding and explained my diagnosis and treatment so I fully understood

Doctor I saw was friendly and helpful as well as checking whether I was concerned or worried about anything particular

The doctor was good and thoroughly discussed my symptoms

The GP listened and answered all my questions

Was listened to examined and sent to A&E

My one year old was seen very promptly. Your paramedic always has a lovely client manner, is thorough, and gives sound, very rational advice.

Kind doctor and nurse.

Great service

Online request dealt with promptly and an appointment given for the same day.  
Easy to access online appointment and called back within an hour

Quick appointment to see Dr Kanthi. Excellent consultation.

Booked in easily with nurse at previous visit. Efficient wait time and lovely visit with Nurse Claire.

Sara Radall is an absolute asset to the team. She has made me feel like I'm a person again after previously being left feeling like a number on a screen and nuisance by others there. I finally feel heard and like things are being looked into proactively

The Doctor could not have been more attentive, understanding and helpful

Dr Jollyman was very reassuring in explaining about details on a recent blood test which was much appreciated.

DOCTOR SMITH EXCELLENT shame as let down by reception desk which is extremely unusual

However i shall always highly recommend The Elms surgery

Excellent experience from beginning to end.

I was treated with great respect and felt that I was given a way forward to the next stage in investigating my problem.

Dr Allam has been very thorough during my last two visits. She always makes time for you.

The doctor was very helpful and understanding

On time and dealt with efficiently

Lovely doctor and hopefully sorted out my problem

Amazing service

Again, I felt listened to and that the doctor was thorough

Appointment was on time, very caring, thorough and professional

I saw nurse Clare, who was very helpful explaining everything in detail and is always willing to help.

Excellent service. Quick and efficient.

Excellent service as usual

Check in on screen was efficient.

Dr Kanthi was BRILLIANT.

I don't frequent the surgery very often at all thankfully, so it took quite a lot of courage for me actually make the appointment and I really felt that she took 'the whole person' into account when she discussed my symptoms and possible routes/next steps for me. She obviously was pressed for time, which I understand, but somehow I didn't feel rushed as she put a plan together and also sent a number of links for me to read as a follow up. Thank you Elms Survey - one very satisfied patient here.

My first meeting with Dr Rees. I found her very pleasant and the visit went well. Appointment made very quickly via website and then text. Nurse understood the problem and explained how it would be treated.

Because I was seen quickly and examined very proficiently.

Did all I expected in a helpful way. Prompt follow on. This was with a clinical pharmacist. Typically they have been with a GP and that gives an opportunity to raise broader health matters which I have found useful in the past (fortunately there are none at present) Was seen by the junior doctor then the doctor. Very thorough. Impressed with the way the appointment went xx

Everyone is so kind and professional, and the explanation of what was wrong with me was very reassuring .

Seen on time and very friendly and informative nurse

Service was good, didn't have to wait long

Quick response, appt same day, chat with paramedic and referral made

Online is triaged so you don't always have to bother a Dr, when Nurse or Paramedic are ideal.

All online is triaged so you don't have to bother a Dr when somethings can be sorted by a nurse or paramedic. Staff are friendly and still smiling on a Friday afternoon. Well done The Elms!

I saw the paramedic who examined me thoroughly and treated me

I felt reassured by her professional approach

Dr Kanthi always has time and is proactive.

Very good level of attention & help given during my visit.

Been practice patient for over 50 years. Always get 100% satisfactory service from every member of staff. Thank you.

Everything was efficient and on time, and Jen was kind, thorough, helpful and clear in her explanations.

Dr Sibley was incredibly supportive, empathetic and perceptive. We don't yet know what's causing my symptoms but I feel I'm in good hands

The doctor was very clear what she was going to do, and explained in detail why, this helped me have a better understanding very professional.

Although they had double booked my appointment they offered me another later in the day. The staff are very helpful and the doctor was wonderful so caring and didn't rush me.

Appointment on time, and a very nice Doctor

I was called in right on time for my visit and the nurse was lovely, kind and helpful  
Helpful

Got prompt replies in correspondence with my GP

Phone call received 20 mins after online consult sent. Dr early. Complete examination and informed what she was going to do and why before she examined me. Receptionist was very friendly and helpful.

A professional, and friendly consultation.

Doctor was thorough and kind

So easy and straightforward

Extremely helpful responses to our questions about medication and actions to take if conditions change.

I'm so sorry, I can't remember the name of the lady I saw... But I literally could have cried when I left the practice that morning. I have never felt more empathy and care in my whole experience of receiving healthcare in the UK. She was so kind, so knowledgeable, listened so carefully to my concerns, gave great advice, empathised with my situation, etc... After a relatively traumatic month with other health issues (dealt with in other practices) this was just such a breath of fresh air, and I am so grateful for the lady I saw and the team at Elms. Thanks so much x

The doctor gave me time and listened to my concerns and examined me. She gave me helpful advice as well.

I had a call back to my query in about 10 minutes. I was very impressed with this and the offer of a late urgent appointment. Then the subsequent timely treatment. I'm very grateful to all the team.

Very professional and friendly consultation.

Quick, helpful polite

Prompt and efficient service

The doctor was informative, courteous and pleasant.

The nurse was very friendly and provided the advice I needed and changed my dressings and made an effort to fit me in for my appointment which was on time and provided everything I needed.

Very satisfied

Nurse Aisling was warm, welcoming attentive. Thankyou.

Polite

Medic diagnosed the problem and explained it to me then sent me a description of the issue and how to treat it which I printed and found useful.

Not enough medically trained staff to help with questions

I had a telephone conversation with the nurse which was very helpful

All objectives completed

Please thank Dr Allam for her prompt response and that I will see her on 26 February

I was able to get the service I needed and with clear feedback by the GP I saw.

Swift response and appointment. Luke was great with Esme and provided a number of useful and practical suggestions. Many thanks

Spoke to Dr Allam , very supportive with the call and understanding, great GP  
Doctor was excellent. Fully engaged with me and put my concerns to rest  
Quick communication and open until late. Friendly staff members and doctors.

The asthma nurse was friendly but was reading off the screen the recommended dosages of inhalers and asked me what I wanted to do rather than come up with a plan to better control my asthma

Very polite, efficient and helpful staff. Please keep up the great work.

I requested, help, I got an appointment.

Helpful receptionists. Dr Allan very thorough and knowledgeable

I received the answer I needed about any wax in my ears

Fortunately Dr Allam had a cancellation so I was able to be seen quickly, for which I am so grateful.

Clinician was friendly, careful and thorough. Her advice was sound and well informed and she explained things clearly to us. The 10 minute wait was not too long and the waiting room was peaceful and clean (lovely music!)

The receptionist should be advised that it is polite to say "good morning" or similar not just huff and puff up to the window whilst scowling and then away again when I realised we did not need assistance after all (the check in screen initially told us we had to check in at the desk but a second attempt sorted the error).

Easy to get an appointment and Dr Patel was very kind.

GP followed up my BT with a f2f appointment, made a referral. Bish bosh bash..... sorted.  
Nurse was very thorough and informative

The new online booking request service is much better than waiting in phone queue. The person who booked my appointment flexible and quick to get back to me with a second / alternative time when the first one didn't suit. The reception staff and GP were helpful & pleasant. My appointment was a little late but perfectly acceptable.

Very good ! Nurse Judy is very friendly, patient & knowledgeable .

The doctor took my concerns for my daughter seriously and was very helpful  
Dr Smithers was great as usual! Please pass on our Thank you to her!

It was first class 3specially from the GP and from the Receptionist too.

Good explanation and clear instructions going forward. Thanks to Judy

Contacting the surgery is do easy and you get put through to the right person, Dr,Nurse or Paramedic.

In some cases your question can be answered by text which saves both the Drs time and you don't have to move from the house.

Also the staff are friendly and very helpful.

Very prompt in giving me an appointment. I was supposed to see Kerry the HCA but she wasn't available but I saw Ruth who was great. Good to be able to give blood at the surgery.  
Thank you

Efficient. Helpful. Friendly. Productive

.  
Very helpful and informative

I got the appointment very quickly and the doctor was brilliant.

The waiting time was minimal and the nurse was friendly and very efficient.

Dr Fransman was really good she was very concerned and sent me to the L&D hospital however the hospital was useless they told me I was staying in then they sent me home with the canular still in my arm plus they only gave me part of my evening medicine it was a waste of a day at the hospital

Very thorough discussion and everything explained in detail

Prompt and efficient service. Friendly and supportive physician and nurse. Knowledgeable and thorough. Polite reception staff. An excellent team. I always feel in safe hands at the elms, when things go wrong they are quick to sort it out. Thank you.

Quick service and friendly staff

My appointment was brought forward as I had concerns and Dr Smithers was very helpful!  
Been seen in time

Very efficient service

Dr was very thorough, the waiting time was minimal

Dr Patel had a very informative discussion with me, answered all my questions and together we decided on the best course of action for my issue.

I was treated with friendly politeness and everything I needed to know was explained to me in a manner I could fully understand.

Efficient and friendly service. Thank you.

Very satisfied

The Dr was very accommodating and patient with me even though I arrived late due to incessant road works. She also explained my condition clearly and how to take care of it.  
Thank you.

Dr Patel went above and beyond and checked in on me after the appt.

Dr Loweth followed up on a matter and made an appointment for me the next day. I received fantastic care from both a student dr and Dr Loweth

Very quick turn around for an appointment, which was on time and my query was dealt with effectively.

Was seen promptly by the nurse and she was very reassuring before undergoing a routine screening.

The doctor helps me to understand my condition and any necessary actions that might need to follow up later.

Quick and efficient

Pleasant from reception and Sara. Got answers. App. was on time

Easy to request an appointment via the app. Seen by the nurse and sorted!

Straightforwardly arranged appointment. Initial treatment didn't work and "plan b" worked out

Nurse Ruth very helpful and efficient as well as taking time to deal with various matters  
Kerry was very helpful and efficient as well as being on time

Sara was welcoming ,and made me feel relaxed . She was professional and helpful, and I felt she listened to me,  
I was seen by the paramedic who reviewed my case and referred to the GP as necessary. She was very well informed and this appointment was made same day which was brilliant

Dr Impey was willing to discuss more than one concern with me in her usual sympathetic way.

From staff calling me back after booking online appointment to coming in to see Dr. Everyone is just so caring, all staff are so kind, considerate and patient. Fabulous surgery, us Harpenden peeps are very lucky.

I was offered a GP appointment on the day I submitted my request

Very emphatic consultation with Dr Allam

Quickest I've ever been seen for an appointment. Easy check-in system. Nurse was very friendly, communicated well and efficiently. I'm a little uneasy about antibiotics being mentioned quite so readily as a possible treatment, but overall very good service.

Clare was excellent

I was very happy with the appointment.

I was seen on time by a very pleasant and competent person. Unfortunately treatment will not be for another two weeks!

Works ok

No answer from This morning to my urgent request to see someone

On time and professional consultation with the paramedic

Swift response to a request for a consultation and excellent care

Doc summarised test results well asked appropriate questions gave me enough time  
Prompt consultation, empathetic doctor.

Efficient and pleasant.

It answered all my questions

Kerry HCA was excellent, friendly and well prepared. She explained everything she was doing and made sure I was okay to leave.

Very lovely services

very smiley and helpful minor injury service

The service was quick and the nurse was professional and kind

I had a quick response from Fill the form in to Having a appointment quite quickly  
Quick service and the doctor Liz was so kind and friendly.

I felt completely comfortable to ask questions and received professional advice



Receptionist who telephoned me. Dr Rees for her time and attention.

The entire process was disorganised and confusing

Friendly and seems on time and all my questions answered

Dr Reece was lovely and always prepared to listen as you know your own body . A great doctor and recommended further treatment and also chatted about HRT

Initial triage response was quick and appointment given as requested.

The clinician I saw was very thorough and reassuring and gave clear advice.

My daughter filled in an online form early yesterday morning on my behalf. I quickly received a telephone call offering a 10.25 appointment. Seen virtually on time. A very efficient service Appointment with paramedics offered within 3hours of sending message to practice. They offered clear and helpful advice on how best to treat my persistent cough. Went in on time. My experience was first rate.

The doctor was so efficient and helpful. Can't fault this practice

Quick response

A brilliant doctors practice

Because I was well attended to the customer service was perfect and listening. But I missed my appointment

All aspects of annual review carried out well

Dr Impey was magnificent as she listened to my symptoms and gave me a thorough examination and additionally requesting further scans/tests to ascertain if at all if anything is found she can offer appropriate care.

The Reception staff are amazing as they listen and respond respectfully.

I left the surgery feeling happy as all necessary investigations were conducted

My appointment was 30 mins late and the purpose of my visit was not resolved

Dr Jollyman was extremely knowledgeable, helpful & supportive

Greatly appreciated - thank you

It was super convenient to visit this lovely nurse to have blood test. Not being a regular at the surgery though, I did not know you no longer name call but should read the screen for your name. How are you going to communicate that so patients are aware?  
Prompt Professional Service

Prompt appointment/thorough examination/pleasant atmosphere

Proactive, professional, punctual and .... You care.

Doctor was very thorough and explained everything clearly

Quick response and solution to my problem.

Really helpful and sensible advice given. Thank you!!

The doctor was efficient and to the point and answered all my questions

Dr Impey spent time discussing my blood test results, in particular my cholesterol and then she suggested what to do to avoid fainting on flights.

I did not discuss acid reflux when I met with the duty GP. As they are quite extreme drugs for a sore throat

Effectively and diligently dealt with my admin problem.

Swift response, problem solved

Pleasant professional experience

The GP was very attentive and caring, and I feel confident about her advice.

Always have looked after me

I was given a swift appointment, and the doctor was thorough in diagnosing me.

Seem quickly. Pharmacist person helpful

Long wait for an appointment but very good in every other respect

Dr franzmann answered all my questions, and was helpful

Both Doctors were concerned about my well being, and to check that my medication was the correct one for me. They were both very helpful.!

Nurse Kerry for routine blood test, I asked a series of question Kerry was able to answer all in full. Very gentle when she was using the syringe also explaining every step.

Appointment was on time and the GP gave me time to explain and discuss my problem  
Helpful and reassuring advice. Good to have a face to face appointment.

Luke the paramedic was very helpful, and made our daughter comfortable.

He also gave us the right treatment for her ear and she feels better today.

Many thanks,

Because the doctor listened to me and took my views into consideration

I saw a student who was very thorough, patient and gave lots of eye contact. I did not feel rushed and she told me exactly what she was doing and why

Dr Jollyman was excellent, very helpful and empathetic. Thank you.

Excellent service from Dr Allam and Cambridge student doctor Eleanor. Their time and attention were exemplary and much appreciated

Appointment prompt on time reception area helpful overall happy with my visit to the surgery.

Good rapport and appropriate examination and advice

Seen promptly.

Was seen on time and was very thorough with my daughter's medical issue.

Easy to book an appointment through the online form and a good doctor for the appointment

Short time to receive an appointment, friendly staff and lovely paramedic. Thank you so much

I was seen by a junior Dr and she took down all my symptoms and got Dr Allum in to confirm all very smoothly


Always try and help without long delays.

Very quick to send me an appointment

Dr ALLAM Is the kindest An excellent doctor in every way. Thorough, efficient and caring. I feel privileged to have her as my doctor and have for many year. 100% !!!!

The staff especially the Reception are friendly and helpful. Could not ask for better

This practice must surely be awarded

Medical Practice Of the Year. I recommend 100% for this  Gold AWARD!!!  
Guess I just 'LUV' my Practice .....

The online system enabled me to check my symptoms with you easily and quickly. The appointment came through very quickly, and I felt reassured that I was not being seen unnecessarily

It's straightforward tests. Last year the HCA gave me the urine bottle so I could bring it in. So it's a smooth operation. It helps that it's same thing once a year. HCA is organised. She does a good job.

Really prompt call back and face to face appointment given that day. I was very grateful to have my concerns listened to so quickly.

No waiting and a good GP experience

Waiting time was good and reception and Kerry (health care assistant) very helpful

My request was dealt with efficiently

Excellent advice given by the doctor

I liked the doctor who gave helpful guidance!

Very quick and helpful service.

Knowledgeable, polite, friendly medical staff. I felt listened to and was given good advice

Very good staff and services

Excellent service.

Very clear and informative advice on an asthma review.

Friendly, efficient service. Thank you

The student doctor was excellent very thorough and explained everything she was going to do.

Kind. Caring. Gentle. Polite. Explains v v well. Pain-free. Thank you

Efficient friendly and super professional

Student was excellent

Calm clear and thorough

Also had excellent communication skills

Dealt with on time, quickly, and very effective treatment by very friendly nurse

Efficient service, very quick to receive an appointment and lovely staff. Thank you

Thorough investigation and the trainer Doctor was friendly

Extremely quick and efficient response

Friendly and helpful

No issues booking on line and hardly any wait time in surgery waiting room

The appointment was easy to arrange and all staff throughout the process very polite and professional

I've been with the Elms for ever, but i was for the first time Sent to st Albans hospital for my appointment.

It costs £ 3.50 per hour, and I knew I would be there for at least two and a half hours, so don't send me or anyone else there again.

Very efficient, helpful and we are very satisfied with the proposed course of action  
Appointment dealt with fast and efficient. Follow up good.

The online appointment system works really well and you get a very quick response.

I was offered a face to face consultation having used the e consult -very quickly.

Dr Rees then organised blood tests etc and I feel in very safe hands!

Easy to book the appointment online.

Seen promptly on the day by Dr Reffin who was very thorough (much appreciated) and also Dr Loweth who gave a second opinion.

Also spoke to a lady on the front desk who was equally helpful and polite.  
Thank you.

Had a quick appointment as was required in this case

Doctors, nurses and all practitioners are brilliant

Nurse Claire was brilliant with my son, she was calm and quiet and explained everything to him so gently. Really neuro inclusive experience from a brilliant nurse.

I saw the nurse who reassured me and gave me options.

because I would have liked to have my problem treated but I have to wait another week and a half to see the nurse. One gets the feeling of staff being friendly and sympathetic but as a patient of being shuffled around. In the past, I would wait (sometimes a week or two) before seeing a GP but then one left the surgery feeling better in some way or with the confidence that something was being done.

Swift response to my e-mail and appointment offered quickly. Paramedic very good too.

Quick appointment response and good service lovely gp very kind to my son  
Thank you

Efficient and good use of time

Dr. was really lovely. She apologised as her window blind was broken, this is in-line with where the bed curtains meet. This urgently needs fixing. As while having a smear test, is very easy to have a view of the car park at the same time if you are not careful! Please deal with this ASAP

I found Kerry to be very attentive and professional throughout my check up. Thank you.

Seen on time and got my problem explained

I was attended to on time and the staff were all professionals

Got phoned in the morning as promised, helpful info

I was able to get a appointment & only had a short wait before seeing a doctor who made me an appointment to see a nurse for a blood test

The doctors were very good with and Listened to what I had to say

I can't thank The Elms Surgery enough, communication is great and they do all they can to help.

Seen promptly by Liz and diagnosis confirmed by doctor.

Got quick appt and dealt with efficiently and sympathetically

She was very nice and told me what to do  
Really kind people Doctors Nurses and Staff

Very professional and friendly

Saw the nurse who was very professional and friendly and answered my queries  
Prompt appointment. Thorough and professional consultation. Didn't feel rushed and was listened to.

Waiting on letter for a referral for physio please, as fortunately I have BUPA cover.  
Only downside is the 5 months waiting list on the NHS.

I was seen on time

Student doctor was very kind to my daughter and thorough  
Always professional, kind & efficient

I saw Kerry for blood tests and a ECG and she was brilliant.

The whole process and interaction was clear. The communication was adequate .

Helpful receptionist and very nice nurse. Nurse put me at ease

Very thorough and helpful

I was given an appointment promptly and the nurse was attentive and quite practical in her review

The Practice Nurse had already checked my records and explained to me slowly all the types of vaccines needed for my forthcoming holiday and how I was protected as I had them previously. She was kind and cheerful and respectful.

The response to my requests has always been good. The reception staff are lovely.  
Dr May was thorough and dealt with all the issues I had. Thanks you.

The Doctor phone very close to the time I had and answered all my questions carefully and thoughtfully.

Following a survey relating to a repeat prescription request an appt was booked...it was all very easy.

And Dr Rees was as lovely as ever in dealing with my questions.

Smooth process and not long in waiting room. Information and next steps were clear.

Friendly service.

Seamless and highly efficient experience

The online appointment request worked well & I got an appointment for my daughter within a few hours. The paramedic (Luke) was excellent! Very thorough and knowledgeable with a lovely manner. 5 star review

On time appt efficiently organised.

Dr May really listened, extremely happy

I was very pleased with how quick I was able to get an appointment & how I was treated by the minor illness lady

Nice dr very thorough

Nurse Aisling was lovely. I came in for my first smear test and she carefully explained everything and quickly calmed my nerves. She was gentle in every way. Thank you!!

On time, professional.

Responsive, helpful. Great online triage system. I use it often and needs are always met.

Because it was very good

Only negative was the was the appointments were running behind schedule. But I had time to spare. And some people need longer to be seen anyway with issues that need investigation

Thorough attention and advice given by a patient, sympathetic and skilled professional. My concerns were carefully listened to and I felt very reassured. A new medication was issued and blood tests are planned for checking my progress.

The check in screen wasn't working. Otherwise v good

I have very recently suffered from a very severe urinary infection. I sought your help. It was given almost at once. I expected to be hospitalised. You chose to use the rapid response team. Over a period of some 24 days they visited each day, their care concern and efficiency in every aspect of their work brought both comfort and a feeling of safety that I would not have received elsewhere. The decision you made brought all that followed. Thanks

The appointment was easy to set up online. On the day, the appointment was on time. Dr. Loweth was very attentive. I had 4 separate issues and she went through each with me. She listened very carefully and discussed my symptoms in detail. She set up a wide range of tests, so I feel as though I am receiving excellent care.

Caring and thoughtful visit. We had to wait about 20 mins, which for a child can be a long time.

Quick appointment offered once contact made. Nurse Aishling was brilliant.....didn't think anyone could make a smear test a nice experience but her friendly warm manner made it as close to pleasant as possible !

I was seen and my concerns measured and followed up with an xray

I had no record of an appointment on 23 February

Helpful response to my telephone request for an appointment

The doc was great,

The first appointment was excellent, we were given an appointment very quickly and waited a very short time in the waiting room to be seen. However, the second appointment 3 days later we were in the waiting room for 2 hours. When it is a child being seen for the second time in a week it is unacceptable to be waiting in a waiting room feeling awful for 2 hours past your allocated time. I have no complaints about the care we received, simply the waiting time was far too long for the second appointment.

Thorough examination and friendly interaction

Very pleasant

Quick & efficient service

Upon arrival the receptionist was very welcoming, extremely friendly & helpful. Then my appointment with Dr Impey was without doubt the most reassuring experience I've ever had with a GP. Her mannerism, medical knowledge (with the problem I had), attention to detail as well as her overall caring nature towards me was very comforting indeed. I am extremely grateful for the time those involved gave to me in helping with my medical issue. Everything was dealt with.

Appointment made easily, received a reminder and was seen on time in the day.

Caring staff, swift appointments, no hesitation for the med student to get guidance from the doctor

I went to Nurse Aisling for my cervical screening, and she was utterly excellent - put me at ease, explained everything and it was so professionally/expertly done. I hadn't been 'looking forward' to this appointment but would now always request her or hope for similar experience in future. Thank you!

I had contradictory texts as reminders. I was told I had to see a doctor for results but they could easily have been put on Patient Access. No one seems to know what they are doing.

Good to see a doctor but I felt it wasted his and my time

All good.

Good service

Good professional service!

She was fine

Pleasant waiting room, friendly receptionist and I've asked to see a GP and we did.

Fast response and able to offer same day appointment

Although there was a problem with my appointment the doctor went to great efforts to give me a chance to see her the same day.

Filled in the form and got an appt within a few hours. Initially I thought it was another triage session so almost didn't accept as it said Lisa, health practitioner but turned out to be the physio which was who I needed to see. Maybe some specifics on if it's a nurse, doctor, physio would be helpful.



Happy with people. Clean organising waiting room. Lovely nurse

Very good advice and information

She was very nice and helpful 👍

Luke was thorough.

Dr Allam was thoughtful and helpful

Gp I've seen was excellent!

Lisa seemed to be very good and very thorough

Personnel were good. Appointments not on time

Seen same day.

The nurse was very kind and professional taking the last stitches from when Michele had the cyst removed from her head. No problems at all.

Doctor took time to listen to my concerns.

The new online appointment system is very easy and quick to use, I was given an appointment on the same day and the paramedic/doctor was super helpful and staff are always kind

Thank you for booking an appointment with nurse so quickly for me.

Seen on time and saw dr smith who is my actual doctor and very thorough

The doctor that we saw was very pleasant and helpful We would be happy to see him again  
Efficient

I only waited 15 minutes before Dr Smith saw me. He showed a lot of interest in my state of health as he always does.

The reception team are always friendly and the doctor gave thorough answers  
Very nice Doctor

Very thorough examination very kind Dr made me feel at ease. Didn't feel rushed.  
I liked the online description and triage service. It was easy to use and efficient. The paramedic, Luke, was excellent, pragmatic and helpful.

New booking form / triage system works well for me

There was a prompt response to my online request for an appointment and this is a service I will continue to use. I felt heard, was contacted and an appointment was offered by a pleasant and helpful receptionist for the following day. I was very pleased.

Dr Loweth was attentive and thorough, despite being under time pressure. Thank you

Did the job rinsing ears

Very prompt and attentive service

Kerry was very efficient and friendly.

Liz was professional and kind with a gentle manner.

Very efficient and friendly

Very quick response

On time and very efficient.

I was given an appointment the same day as requesting one. I was seen punctually, and the doctor was thorough and attentive. I was able to collect the prescription on my way home from the surgery

All good.

Appointment on time. Student doctor excellent. Attentive and gave me time

I was asked to attend a blood pressure review but on arrival the nurse told me she was not qualified to review me as I was on blood pressure medication, and I will hear from the elms with another appointment.

A very satisfactory outcome. I can hear again.

Best GP practice, very professional.

The doctor and nurses were very thorough and looked after me extremely well.

Always pleasant. Very good doctor and felt like I was being understood with my concerns. Because I was seen as expected

Had my annual diabetes check with Dr Allam, she was really helpful and listened to my concerns, gave me lots of blood forms etc and made me feel she covered everything and gave me time at my appointment. Came out feeling very positive.

Very efficient. I was given a swift appointment and also referred quickly for further investigation.

Efficient service and most helpful

Worried about my asthma as my peak flow was dropping, and I was persistently coughing, also wheezing, went on line and explained, was phoned back within 10 mins and given an appointment , the practioner was lovely , very professional, and took her time to examine me, and listen to me, then prescribed my medication, and also advised me to get in touch again if I feel no better, so thank you .

The student doctor and Doctor were very attentive and listened to my problems  
Unfortunately, I had to follow up the promised phone call. The first time in 43 years the surgery let me down!

Saw dr on time and reception was efficient

Always very good

Nurse Judy, a specialist asthma nurse, was knowledgeable and kind in equal measure. Her diagnosis and treatment worked first time.

Emergency appt straight away

The service is exceptionally easy to use and the responses, both in terms of timeliness and help, have been great. Overall, it helps to reduce any anxiety and stress, for what is a sensitive matter.

Staff very friendly and helpful.

Felt Sara spent time examining and explaining what she thinks is the best course of action  
The nurse who treated me was excellent

Quick appointment - diagnosis made and prescription given

Greeted kindly by reception who were helpful despite being late due to parking.

Nurse who performed smear was friendly and knowledgeable, ensured I was fully informed about test and outcomes.

Great experience overall

Adequate concern

Because the service was very good 😊

Listened to me and was gentle and reassuring . The conclusion and suggested course of action I'm happy with . I felt reassured

Lisa was very thorough in both examination and explanation of possible causes of the pain and gave me next steps to follow and emailed the same day with exercises as promised  
Appt was quick. GP listened and did not fob me off with CBT.

I felt I was listened too and not told I have a viral infection. Took time to understand the tricky nuances I have medically that are going on.

Prompt, clear, friendly, respectful

Quick appointment

On time

Helped with illness thank you

Very short waiting time, doctor was efficient and friendly

Pleasant telephone manner. Good waiting room and with a wait for an appointment i could see the doctor of my choice. The waiting time was longer due to school holidays.

Quick and efficient. Treated with kindness and courtesy.

Got treated thoroughly

Dr was Helpful reassurance kind caring genuinely wanted help .

The wait for the appointment was over 30 / 45 min. I appreciate that it was a student but part of the learning should be to run to time. The outcome of the consultation was confused in terms of treatment and the online notes did not accurately reflect discussion. When I sent a follow up message to clarify, the duty doctor just referred to the same notes which I knew were incorrect. The student also suggested that I might have an illness that was not documented on her notes

Lovely nurse, very warm and professional too. On time which was great too. Can't fault my experience with her. Thank you. Receptionist helped me with booking an asthma review too. Wish there was a little more privacy afforded at the reception desk.

Excellent consultation good treatment plan put into place very pleasant interface  
Dr was on time and she was brilliant and reassuring. I felt awful in myself but I couldn't have asked for a better experience. Thank you

Given an emergency appointment at very short notice which was very pleasing. Also very pleased with my treatment by Luke, the paramedic.

Easy to get appointment and Kerry was very reassuring.

Quick appointment

Short waiting time

Face to face

Friendly staff

Thank you

Doctor was understanding helpful, Though, Thanks  
Clare was punctual, thorough, caring, efficient, charming, and helpful. Excellent guidance for next few days and offer of a further visit if necessary. Thank you.

Service - very good.

Only complaint is the music in the waiting room ... so depressing it reminded me of crematorium music !!

Efficient and easy to use

Positive experience with nurse for pre-booked test.

Automated check in screen needing re-booted so unnecessary queue at Reception.  
Quick appointment & a very pleasant appointment experience.

Very good appointment with the paramedic. She was very very thorough. There was in getting the prescription signed off by the duty doctor. I would make sense if this step is got rid of

I initially had to clarify the previous assessment of my ears. If I had not I would have been without help for another week. The subsequent steps were helpful.

The people who are working they are very kind

Very efficient and welcoming

The doctor was lovely and explained everything before calling in the head doctor  
Bit of a wait, but otherwise very good

very good service and care given

The app was easy to use (although I had tried to book on the app during the night, but has to wait until the morning). 2 appointment options given and I was able to see a Dr almost straight away.

Nice receptionist, doctor saw me on time

Making the appointment on my I Pad was so easy. Dr Bhardwaj was excellent in his manner, efficiency and professionalism

I'm not sure how this question was generated, via the Elms Practice site, or by the NHS site, as I used both to try to get an urgent appointment for my wife.

I received the call from the clinic just a few minutes after my online application, and the appointment can also be confirmed very quick. The doctor gave me a very detailed diagnosis and arranged me for the follow up testing.

Friendly and efficient

Love the online service - I've used twice now without having to go the surgery.  
Reluctant at first with online system but found it very efficient. Response was exactly what I needed. Service was thorough and prompt

Amazingly prompt service and two appointments, one with Dr Allam and one with Lisa, excellent and so helpful. Thank you

I was seen promptly, the online booking system and triage service is so much better than the old phone service and being left on hold.

Seen on time. Did not feel hurried. Dr very thorough

Nurse was so kind and gentle this time with my smear. Could have stayed in the Drs waiting area as the music is so peaceful too.

Very quick and efficient

As always very caring and understanding staff at The Elms

Appointment on time and put me at ease with an empathetic ear.

I was given time to explain all my concerns and felt listened too and cared for.

I am awaiting a referral letter for a gynaecologist as discussed in my appointment.

Dr Impey was fantastic and reception was friendly and efficient  
I feel confident in the staff.

Great overall process: I filled in a form on line - got invited for an appt with a physician in the week, then got contacted for extra test (ECG) with a nurse, and got it done readily, I could chose day and time, all very smooth and great care. Thank you

I find the new online form process brilliant, I got the specific help I needed so quickly and I'm on track to get help from other NHS services literally all in one working day, I can't have asked for more, thank you!

We were seen at short notice & Dominica was super nice attending to my son & answering all our questions.

The lady doc (sorry, forgot her name) we saw was super lovely, explaining everything very detailed & answering all our many questions. We both left feeling properly informed. Thanks!

Relatively easy to get a non-urgent appointment within a month.

Only a few minutes late for appointment.

Dr was very good with diagnosis and prescription.

Admin staff helpful with blood testing appointment advice.

I was given an appointment promptly. The physio was excellent.

Speed of reply to online form. Antibiotics given within 1 hours of me putting the request to see a doctor

Ruth embodies positivity and is such a jolly person who makes you forget about the whole injection. Please share this with her. Too often negative comments are shared and not the positive ones!

Helpful friendly team. Appointment on time