



FRIENDS & FAMILY TEST RESULTS

March 2024

Number completed: 642

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: 526

Likely: 82

Neither likely nor unlikely: 16

Unlikely: 4

Extremely unlikely: 9

Don't know: 5

Comments made by patients:

As always very caring and understanding staff at The Elms

Quick and efficient. Treated with kindness and courtesy.

Got treated thoroughly

Friendly and efficient

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

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.

Love the online service - I've used twice now without having to go the surgery.

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

Quick appointment Short waiting time Face to face Friendly staff Thank you

Doctor was understanding helpful Though Thanks

Quick appointment & a very pleasant appointment experience.
Very efficient and welcoming

Easy to get appointment and Kerry was very reassuring.

Reluctant at first with online system but found it very efficient. Response was exactly what I needed. Service was thorough and prompt

Dr was Helpful reassurance kind caring genuinely wanted help .

The doctor was lovely and explained everything before calling in the head doctor

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

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.

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

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.

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

Very quick and efficient

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.

very good service and care given

Nice receptionist doctor saw me on time

Service - very good. Only complaint is the muzac in the waiting room .. so depressing it reminded me of crematorium muzac !!

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.

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 x & answering all our questions.

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

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

Positive experience with nurse for pre-booked test. Automated check in screen needing re-booted so unnecessary queue at Reception.

Having completed my on-line form I received a phone consultation which was very thorough in its questioning , it was decided I needed a face to face appointment which took place a few days later. From that I had an ECG the next day and also got an appointment with Lisa a few days later. Jen, Dina, Kerry and Lisa were all so helpful and professional and then I received two messages from Dr Smith and Dr May with followup information following the above appointments. The online system seems to be working extremely well. So thanks to all

Professional service with a smile, as always.! Thank you.

The receptionist was very helpful and friendly. The doctor took her time to explain. She was caring and thorough. I feel very well looked after

Prompt in response to email Luke was polite, understood my concerns, reassured me and checked out the suitability of the drugs with a doctor

I was very happy with my visit yesterday. I was seen on time for my blood test.

Seen promptly and on time, wasn't rushed, advice was well explained and next steps were clear

Although my appointment with the nurse had to be cancelled, I was contacted on the same day and an alternative appointment was arranged. Polite, friendly Receptionist.

Immediate reply. Quick appointment. Dr. diagnosed and prescribed efficiently.

Quick appointment problem solved medication given pleasant nurse

Lisa was very understanding and seemed very knowledgeable about my condition. She made several good suggestions and was very helpful

The paramedic, Luke, was kind and knowledgeable and was cautious to sent my daughter off to a&e which was the right decision so we are very grateful.

Good service

The appointment was on time. Lisa the physio was fantastic, thorough, listened, explained why my neck was sore and what to do to help it and what the next steps would be if it didn't get better

Professional and friendly staff

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

Was seen promptly after going on line , ,was phoned with an appointment, and saw a very nice Dr. She listened to me examined me, and prescribed some more medicine, and explained why. She also told me to come back if my symptoms deteriorate, she was kind and she listened to me. Thank you for such a good service.

Seen on time, blood taken efficiently.

Pleasantly met by Luke a paramedic who was very thorough. Explained everything that was of concern to me.

I was given an appointment same day and very satisfied with advice from paramedic I saw

Doc Smith with his dyed hair is the best

appointment offered on same day. excellent support from the doctor. check in computer didn't work properly though. minor observation.

I am grateful for the follow up to my condition and for dr smith in his gentle way of explaining where I am at.

Reception/office staff were patient, kind, understanding and helpful in finding this appointment. On time. Very lovely, supportive and reassuring GP. Good experience. Thank you so much.

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.

Very efficient service, very friendly receptionist and I Find Dr Smith always listens to me I Would definitely recommend the surgery to anybody and have done in the past

Quick efficient service provided

Efficient I was seen quickly and helpful advice. Reassured me

Quick appointment and speedy diagnosis

Polite, friendly and prompt service.

The review of diabetes progress was thorough and comprehensive. Everything was explained carefully and future tests set up. Dr. Allam was brilliant.

Prompt appointment and good advice given

It was incredibly speedy - from signing in to leaving. Very efficient appointment! Also Nurse Ruth was lovely.

Quick response to appointment request and very good attention and discussion with Dr Dwegh?

The people who are working they are very kind

Very kind gp. Run on time

Quick appointment with exactly the right person.

Bit of a wait, but otherwise very good

A thorough interview

Seen quickly and received a swift onwards referral

This was the first time when I got my GP appointment face to face, very quick, when I actually need it. Hope that this experience is here to stay

Seen before appointment

I had a speedy reply to my question and then an appointment the same afternoon

Hardly any wait time, doctor Smithers gave me time to speak etc.,

Because Dr Franzmann explained everything on the letter I received about my ecg very clearly and didn't make me feel silly for asking. She was very kind.

Easy to book Appt only 10 mins wait

Dr Patel was knowledgeable and listened to my issues carefully and was then able to give comprehensive advice and care options.

In and out everyone polite

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.

The appointment was on time. Nurse Ruth was both efficient and charming.

The receptionist was very helpful and helped me get seen .

Seen promptly, Advice from specialist explained. And courses of action debated and agreed

Very efficient, caring and understanding

Couldn't believe how promptly you phoned me in response to my online form. Saw a minor injuries nurse v quickly who was charming and v helpful. Thank you.

Was seen promptly, no waiting, friendly and clear advice and next steps explained.

Using the mobile system to book a doctor's appointment for my 11 month old, we kindly received a call back requesting we promptly attend for 6pm. My baby and I waited an unacceptable hour to see the doctor at 7pm. We usually have a great experience with the surgery, but what surprised me the most was the receptionists attitudes towards our wait, considering I had a baby. It was almost as though my questions asking how long the wait would be, were inconveniencing her. Although running out of patience I remained polite with my questions as I appreciate it wasn't her fault. Had it been just myself I would have left and not had waited for an hour, however my baby needed to be seen. The doctor was great, but the service and wait to the doctor was unacceptable in my view. Thanks

Quick appointment Seen early Very good student dr who was reassuring a thorough in examination and explanation. Very fast referral to spire and extra letter required and provided very fast.

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

I have always had good service

Online booking service was great, quick appointment booking and the Dr/medical practitioner I saw was lovely! Many thanks

Booking an appointment is laborious. The service was good once the appointment had been made. Friendly and efficient.

The information was helpful but I am still waiting on receiving my results via email as discussed

Efficient, friendly and professional

Attentive, prompt, clear.

Excellent annual diabetic review Dr Kanthi's attention to detail and listening to history of symptoms is first class I came away with a clear plan of actions required by me over the next 3 months and felt very motivated.

Contacted within an hour of submitting an online appointment request form

Shame routine appointments can't be scheduled now and they are only given the day of or day before as it's often hard to rearrange work/plans when it isn't an emergency. Good that we were seen promptly though.

Practice Nurse Ruth is a very caring person!

Appointment was on time. Dr was very helpful and listened

Incredibly fast , professional and punctual.

Seen on time.. 2 appts. to synchronise. Achieved what I hoped for .

Superb care as always. Many thanks.

Came for an injection (good) and Mrs Mayo took the opportunity to get a skin lesion looked at by Dr Impey. Solar keratosis identified and medication prescribed. A good result.

But i do miss calling up and making an apt....i'm not keen on using the nhs website.

My treatment was dealt with in a friendly and professional manner.

Synchronising 2 visits at similar times .. I was seen on time & achieved what I hoped for.

Initially the appointment was cancelled and moved back a week and then I was given the wrong time. However when I saw the Dr she was fantastic as was the receptionist on duty.

The practitioner took time to speak to my daughter and investigate her symptoms. Caring and approachable.

Saw Patricia who was very approachable and supportive. Also witnessed the professionalism of a receptionist called Mandy. Despite being shouted at by a patients relative she remained calm and apologetic trying to diffuse a volatile situation Both a credit to the practice

Speedy reply and good outcome

Appointment started on time nurse was friendly and efficient felt at ease the whole time

Like the last time, check in was smooth and the staff helpful

Prompt remote support. Splendid. Great peace of mind. Thanks a lot.

I received a quick reply to my request Annan appointment was made

Easy to get an appointment that was non urgent. GP gave me what I asked for

Kerry was very patient with mum and explained what she was doing and why

The doctor listened to me and reacted in a way I could understand what her plan was

Eleanor and Dr Smith were good listeners and very helpful. Eleanor will be a great doctor.

GP was reassuring in explaining the problem and how it will progress.

I filled online form and received a call within an hour to offer me an appointment on the same day.

I was very grateful to get an appointment quickly the same day of asking. Thank you.

Efficient. Unrushed consultation.

had to query twice for an appointment because there is no way to respond to text messages

I saw your trainee Doctor Eleanor. What a lovely lady and very professional. I also met her supporting Doctor

Great service as always

Got apt same day and treated and diagnosed efficiently

Great attention as usual.

Judy is always helpful

Saw nurse within 10mins of appointment time. Very efficient. Answered questions I had.

Quick appointment, issue addressed

On time, polite and kind service. Thank you

Really helpful, thank you Sara!

The paramedics was good. And my son could be arranged to see a medical staff on the same day on his urgent case.
Thanks

Appt was 20mins late but that's ok and doctor did a good examination. Only issue was afterwards when the message for my prescription was not sent to my nominated pharmacy where I went to pick it up so I had to call back, get it sent by Elms and wait again for it to be ready.

Very comprehensive discussion with GP who listened and explained very well

Online request for appointment worked well but communicating via the accurx system is a bit slow/onerous. I appreciate the need to keep patient info secure however. Just a bit clunky.

Waiting room was clean & tidy. Reception was helpful. GP was understanding, informative & helpful.

Doctor was excellent - very interested in my health and what the options were for my various symptoms

Look after you so well and care for everyone including myself who works for the Elms.

The nurse was amazing and put me at ease, explained everything and so kind. She is a credit to the nursing profession

Nurse Kerry was very personable and thorough

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.

Dr Kanthi reviewed my medication in a very professional but friendly manner and was most encouraging about the improvement since the last review

Very friendly and efficient

It's all down to Dr. H. Smithers who has listened to me and dealt with my 'problem' with empathy and professionalism and also in a manner that I understood even though I was unwell at the time of one particular appointment.....medication was prescribed and I was able to start tablets right away which I needed.

Dr May was helpful, caring and quick

You were quick to respond to my request and my consultation gave me step to help my problem.

Staff efficient and friendly. On time. Thorough check over. Good advice.

I was given 35 minutes consultation with the physiotherapist, she was very helpful and I left the surgery feeling better than when I arrived

Really friendly staff and a calm and clean environment

I saw Nurse Kerry and she was excellent.

Dr Jollyman was very attentive and I did not feel rushed as I had a number of issues The triage system seems to work OK I am not confident about repeat prescriptions They sometimes reject without reference to me!

Appointment was 'next day', replacing a 1month wait for a blood test, included a diabetic foot test and organised a follow-on appointment with Dr Kanthi in March - excellent!

Was seen quickly and Liz, the nurse I saw, was very professional and thorough

Not too long to wait. It never seems very busy but getting an appointment is difficult. I appreciate the pressure the NHS is under so I only come to the surgery as a last resort.

Very helpful doctor

Very prompt, very knowledgeable and kind nurse

Ten minutes late but a routine procedure competently handled

Appointment was on time

Waiting time for an appointment

Impressed by the doctor in all respects.

Appointment in good time. Doctor was v helpful and got me to a good outcome.

Generally quick response to queries sent in

Easy to book and appointment and quick response to online form

Lovely staff, not too long waiting to be called in and felt I was given time to talk through my issue rather than rushed out.

Appointment on time and useful

Appointment was for 9.00am, finally called through at 9.20am

Appointment made quickly. Very thorough assessment by the Doctor

Access to face to face appointments as well as telephone appointments generally good.

Excellent, friendly care. The Elms is a great medical practice. Thank you

Reception very helpful and polite, Dr examined me and explained things too me, gave me options

Because dr ALLAM is an excellent doctor PS please do not pass this around or I will never be able to get an appointment with this amazing lady. She is simply the best 🙏!!!

Nurse Aisling was friendly, knowledgeable and helpful and the appointment was bang on time!

Quiet waiting room nurse very friendly and reassuring

Because I saw a doctor that I know

I got an appointment on the same day and the booking system was easy to use with quick responses.

Check in was easy, I barely waited for my appointment, the diabetes nurse was brilliant.

The lady my daughter saw was good

The service received was joined up and proactively looking at my health care.

I received an appointment promptly. The trainee GP was delightful.

Appointment the same day, attentive practitioner and I felt well looked after

The practitioner examined the problem carefully, listened to my issues and gave me helpful exercises to overcome the problem

Although my appointment was late Dr. Sibley answered my questions and asked me to have a blood test and take a urine sample into the surgery as soon as possible. Unfortunately the blood test cannot be done until the 11th April. I will take the urine sample into the surgery tomorrow. Dr. Sibley said she will send me a resume of our discussion as I have a problem with my memory. I haven't received this yet.

It would I d have been v good but my original appointment was cancelled and I turned up for it!

Doctor gives me good advice and help with my health concerns.

The doctor was very efficient ,professional and friendly,

The doctor I saw very kind . Helped me and was aware of my autism needs and awareness. Gentle.

The staff and doctors at The Elms have been and continue to be extremely efficient especially over the past year.

I didn't have to wait long for a telephone appointment and was able to speak to Doctor I requested. Prompt reply to my text messages too. Thank you.

Appt was on time, nurse was very efficient and friendly

Lisa, very professional and helpful.

Appointment on time and the doctor was lovely and very thorough.

Easy to get appointment and seen on time and felt Dr really listened and advised

Prompt appt. Pleasant, helpful and competent. Thanks

Quick triage from online form and appointment arranged quickly. Doctor took time and care over appointment and provided a course of action

I struggle with the technology of online booking but mostly I find my way through it in the end.

Good availability and doctors and nurses are good at listening

I was seen on time. The clinician I saw was very responsive to my problem and answered my queries in simple language. The online appointments system worked well.

The online system for appointments, prescriptions and enquiries is fantastic.

Problems resolved

Dina is a very kind and knowledgeable GP. I am still waiting for my appointment for an ultrasound to come through, so still ongoing. Just one thing, blood test are now booked online, it would be good that doctors let us know as when I went to St Albans, I couldn't do my blood test unless I have an appointment. I managed to get one but I was lucky.

Appt was on time. Nurse was friendly, made me feel comfortable and did everything quickly

Immediate response to my request as always and was given an appointment the same day. Jen was excellent and I'm very happy with the action taken.

Email appointment request was actioned promptly. Appointment for ECG was offered same day. Staff were pleasant, professional and informative.

Always excellent service

I didn't have to wait long to be seen and assessed.

Because, I am looking for your good answer.

Helpful and speedy

Easy to book an appointment. Wait time was a little long - 2 weeks - but non urgent.

On initially trying for an appt the times didn't suit so I received a call back giving me an early appt for the next day which worked perfectly. Thank you

Understood and treatment plan agreed

Got all my questions answered

Nurse was very thorough and listened to me

Reception and assistance excellent as always. Also very gratifying to receive the follow up of a patient review. Only reservation being that this new system seems very impersonal in contrast to the past.

Would have preferred a GP

The surgery helped making a prompt arrangement for me to visit the doctor and the doctor gives me detail checking.

Staff in every area are pleasant and Doctors reassuring

Prompt response to enquiry with an appointment to see Lisa Physio.

I did get an appointment. But I had to wait 3 weeks. But the GP was lovely and very understanding and hopefully I can be referred to get to the bottom of the issue.

Professional and efficient assessment of my problem.

On time and knowledgeable

Very helpful

Prompt service and solution and action taken to the problem I was having. Good general advice given. Thank you.

When it was time for me to see Lisa I was met by her in the corridor, she waited patiently as I hobbled to her on my crutches. A very informative and successful appointment. Just what I needed.

Julian Smith asked really insightful questions about my health and was genuinely concerned and empathetic. Thank you Dr Smith.

You fitted me in quickly & my dentist & her assistant were great 👍 Thank you

Dr Jollyman was very friendly and efficient and I felt the conclusions and actions arising from the appointment were correct

Professional yet human.

Kerry Harding was fantastic. She settled my nerves about my blood test and made it a breeze. Please pass on my thanks!

Very prompt replies to messages, good communication, very helpful and on time appointment

The receptionist was lovely. However, given I came in at 8:30 to beg for an appointment and my symptoms included a degree of difficulty breathing and generally very unwell, being given a nurse's appointment at 11:10 seems ill-advised. By 10 I was on my way to a&e as my breathing worsened. The triage system perhaps was not ideal on this occasion. I may have still been sent to a&e but by then it could have been far worse.

I had an eye infection problem. Went on line to ask for help very fast service. Given a face to face appointment with Dr May given stringer antibiotics which are working

Triage online works well and speeds up the process. Excellent doctors, who really listen. Dr Dewji was very thorough, helpful and professional, thankyou

Clinical care was excellent but x and I were booked into different clinicians 5 mins apart which both ran over then were called at the same time which resulted in delay and confusion- we were in surgery for over an hour. I appreciate it's very difficult and grateful we were both seen but wondered whether ok the form when requesting appt if you could add the option to say you need more than one appt for household so can be booked in with same person,

Still good for me

Quick and efficient

Dr May took the time to explain and was very thorough. She put me at ease.

Fast response, careful and thorough examination and diagnosis. Polite and friendly at every stage.

Keri was so kind and helpful

Kerry was extremely friendly & professional.

The Doctor was extremely nice and friendly and sympathetic. The discussion we had was very good and informative,

Because am feeling good after meeting. Thank you so much

Dr didn't rush, I was listened to and time was taken to discuss things.

I have never experienced any issues with any service provided by The Elms. I found the meeting yesterday to be very informative and it was refreshing to be able to spend time chatting through various options. Greta was very professional, she was confident and explained the reasons for asking various questions. I came away with clear guidance and felt supported. Thank you.

Hi, my mother-in-law has dementia and I was called only 25 minutes before an appointment scheduled for 1250 on Tuesday to be told that it was being moved to 1130 on Wednesday. This was really short notice and caused her even more stress and confusion than is normal in addition to us/family having to make arrangements to bring her on another day. I appreciate that changes are sometimes needed but it is a shame that the issue cited as the reason for this change wasn't spotted sooner. I hate moaning, and so apologise, but life with dementia is really tricky and last minute changes make things even trickier 😞 hence I thought worth sharing this feedback.

Very rushed (and stressful for my daughter) consultation, the doctor meant to send some links + physio referral letter- none received

Friendly efficient service

Nurse very friendly and receptionist extremely helpful

Efficient, nice people to deal with, self-service portal and triage works well

On time, thorough examination and discussion.

Quickly sorted the problem out

Jennifer dealt with my problem in a courteous and professional manner and followed up as promised.

My needs were met with concern and professionalism.

Doctor was good but confusion over timing of appointment. I was told it would be a telephone appt between 2 and 6 so I missed the face to face appt at 3.15.

The nurse is very kind and knowledgeable. She looked up the patients past record and understood the current situation that my son is having. Thank you Liz!

Appointment was on time. Doctor and Student were excellent and explained everything which made the visit very worthwhile

Timely reception and clear advice given

Very friendly nurse. Made me feel comfortable during cervical screening. Informed me of the procedure and very knowledgeable.

Staff really polite, Nurses were great at making my 3 year old son comfortable when having his jabs. Fast and efficient.

As usual excellent treatment by the nurse

The nurse is nice and polite. I didn't have to wait and the whole process was smooth.

it was good. keep up the good work. 👍

Excellent advice from the GP. 3 other members of the team that I also spoke to could not have been more pleasant and helpful.

My request for an appointment was met extremely quickly. I was able to see Dr Jollyman who put my mind at rest

The receptionist was very helpful and friendly

I sent my online form yesterday, as wanted to see a doctor for pain relief. I received a phone call within the hour and was offered an appointment the same day. I saw the clinical physician who was so lovely and prescribed a stronger treatment for me, very happy that I was seen so quickly. Thank you

I understand that time keeping of consultations is very difficult and doctors are probably unable to do anything about it. Why not have a tech solution by which patients could check on your website the likely time of their booked appointment. I had a 4pm appointment and had to leave a meeting to be at the clinic on time. I didn't see the doctor until 6pm; long after the meeting had finished. Not the doctor's fault and she had to work late to complete her list (thank you Dr Kanthi). However, your staff and patients are being let down by inefficient technology.

The doctor fully understood my problems and provided me good news regarding my anaemia

The nurse was so wonderful and put me at ease straight away. She was so friendly and kind.

Friendly and very helpful, put my mind at ease.

Everyone was helpful and polite

Prompt and clear advice given

Doctor was very understanding and informative.

Spoke directly with my diabetic and general doctor, and agreed a way forward.

I was attended to on time, and the lady doctor gave a lot of pertinent information from blood test results. It was very informative.

Always find all staff very friendly and helpful

Very speedy response to my request for advice. Thank you very much.

From online appt to seeing a Dr or Nurse etc., just a great service, everyone always so helpful.

The nurses who administered the vaccinations put my daughter at ease and kept her calm throughout the process. They were very kind to her and the experience was very positive.

Dr Smithers gave extremely helpful & professional consultation I didn't feel rushed

The receptionist was really helpful and I managed to be seen the same day which I was grateful for. The doctor I saw, was so kind and empathetic- she listened and was able to offer advice not only medically but to help with my low mood as well. I was really appreciative to have her help

Appointment ran late due to patient before me missing theirs. They were still seen. I felt like my appointment was then rushed. Blood test forms given were incorrect for tests at Luton hospital. I'm still waiting for information to be sent to me from the doctor about CMPA.

Thorough questions and positive response

The doctor was very helpful and concise

Needed face to face with Dr Smith. Reception was able to provide this after a few days. Thank-you.

On time, thorough, efficient excellent communication skills

Great service and felt like the doctors took a real interest in me

Helpful and thorough

I was seen at short notice and dealt with respect and kindness.

Dr Allum always has time to listen

Always helpful and listen to you. Clare is a nurse I see regularly for a dressing change. A kind person who has an uplifting personality. Look forward to my visits.

I was seen on time, nurse was very knowledgeable and very efficient.

Dr Jen was fantastic, very kind and knowledgeable. The booking system was good.

The doctor was very kind and respectful to my young son while having to show his body. She explained everything well and helped a lot. She was good.

Lisa's lovely, makes you feel at ease and very helpful

The reception was nice

Everyone helpful, welcoming and instilling confidence. Seen in 2½ hrs. Sarah Brindley excellent, very thorough, very pleasant - typical of all my experiences at The Elms.

Liz had read my notes from the doctor the week before and was very thorough and gave me lots of advice how to alliviate the ongoing issue

I was given an appointment within two days. Saw a final year student doctor who was very thorough and also saw her linked GP at the end of the appointment. Altogether, I was extremely happy with the service I received.

I was seen at the appointed time and the nurse was friendly and efficient

Because it was very good. Seen on time, listened to and given appropriate advice. Also receptionist very pleasant.

Speedy response to online form easy communication very kind and caring doctor

To many forms to fill in just to see a Doctor

Excellent service very well treated

Always good, staff very friendly and professional. Not difficult to get an appointment

Prompt service

Quick and caring treatment.

my concerns about my symptoms were dealt with satisfactorily. Doctor Sibly was very thorough during my time with her. Overall a really good appointment

Short waiting time and nice staff

I have found without exception all the Elms team to be professional, caring , sensitive and efficient. There is a clear desire to treat all patients with the utmost standards of care.

Personal attention and physical examination, referrals, blood tests organised, prescription medication changed, ECG organised for the same day. Telephone follow up same day and appointment for 2 weeks time. Thank you very much.

I had no problem of booking the appointment and the service was very good

Excellent explanation and advice / onward referrals from Dr May. Great GP. Follow up from practice nurse timely and professional. Helpful Admin / reception staff. Highly recommended.

I have been a patient for 36 years and have always had excellent service until yesterday 1) 2.00pm appointment, 2.16 called in although no patients left practise inferring that no other patients were being seen 2) Scales in room 9 were several kilos out when I was weighed. Started at about 4 kilos and were not adjusted during consultation so no idea of my actual weight 3) Precription was supposed to reach pharmacy within one hour, went this morning and they had no record of it, phoned surgery and after receptionist looked up details, apparently never sent. Finally picked up prescription this afternoon. 4) Following the initial description of my symptoms and messages with Dr Ellen Sibly I presumed my details would be on my records but needed to explain all again to Ms Mascaranhas, which seems a bit of a waste of precious surgery time.

Because of your excellent previous service I feel bad writing this but feel you should know my feelings, perhaps I am just getting a grumpy old man!

Regards

Howard Baxter

Quick response to online appointment and thorough investigation set up immediately. Thank you.

Not keen on the new booking system

Dr Patel was very helpful.

This was my first consultation with Dr Armit and I found him to be genuine, interested and very professional.

Reception staff clear and polite Appointment almost on time Doctor great

Appointment on time & good consultation

My appointment with the nurse was cancelled due to staff sickness. However the receptionist was very helpful and referred me to my local pharmacy. She also emailed details together with a blood firm as required by the GP.

The registration and check-in process is impressively smooth, reflecting the efficiency of the establishment. Dr. J. Smith exuded professionalism and expertise, especially in helping me manage my pain.

I didn't wait long. The physio was friendly, knowledgeable, kind and understanding and gave great and comforting advice.

Friendly and helpful staff

Overall went well

While I appreciate there may be a need to book appointments via a form, but when poorly the last thing I want to do is try to type out answers to loads of questions which usually take 5-10 minutes. Again I totally understand how difficult it is to manage timings but it is almost a standing joke that the appoint will actually be 30mins or longer late which is probably why people know turn up late. When speaking to the staff they are all extremely helpful but it now does feel that you need to know what's wrong with you and what treatment you need opposed to being proactively supported by the GP service.

I was so impressed with the service. I submitted my request online just before 8, got an appt with minor illness at 10, I was seen at 10 on the button and was out by 10.05. The doctor was really lovely and explained everything really clearly for me and my 9 year old son. I feel grateful to have such a great service on my doorstep.

Dr Smith took his time in trying to understand clearly my issues and I didn't feel hurried.

Fast efficient great

Swift response to triage form. Got outcome hoped for.

Consultation with doctor of choice and was seen approximately on appointment time Also doctor did not rush with my appointment

Quick appointment and satisfactory outcome.

The booking system is not good

I felt the doctor dealt with my concern very well.

Blood test carried out in surgery at a convenient time (dad is bedridden so getting mum out is hard in-between care visits).

Every time I arrive on time and have to wait 5 to 40 minutes before going into the appointment.

Quick to get appointment and efficient service. Consultation was very clear and reassuring. Very prompt follow up. Thank you for your help

Doctor took time for appt, not long to wait, checked in no queue

Doctor May is always superb

Dr Allam was excellent.

They are so helpful

Appointment within a few hours of g.p request with excellent G.P consultation and advice The Elms ALWAYS gives 100% patient care

Same day appointment G.P had empathy in her consultation and gave good medical advice medication

She had a great energy, knowledge and was reassuring give some great advice and helpful diagnose

Our nurse was friendly, professional and well prepared for our visit. My husband and I went for our jobs for our forthcoming Philippines trip. Great service!

Dr Sibly was very attentive and caring and gave me all the time I needed.

Liz the physiotherapist diagnosed the issue, and we have a positive outcome

Dr Jen went to great efforts to sort out my problems for which I am very grateful.

Easy to get an appointment. Doctor was so friendly and helpful

My options were made clear,

Prompt services

Helpful staff. Quick response. Saw someone sane day.

I was treated with care and respect

Dr listened and was supportive and helpful

Very flexible on time of apt-much appreciated. Always great communication, best practice!

Efficient service, brilliant GP. Thank you

The appointment was right on time, the nurse was friendly.

V efficient process. Excellent supper from the reception team. Dr Sibley was v helpful and listened to all my issues and concerns.

The Dr dealt with my appointment very well

Nurse Judy in time, kind and helpful.

Thorough review of my health

Always efficient and professional

Friendly helpful staff

Thorough check up. Patience with communication difficulties. Discussed and explained.

The nurse was very helpful explaining and administering vaccinations

Got emergency G.P appointment when i rang at 4pm saw G.P at 5.30p.m. Dr Allam VERY thorough and prescribed medication and advice and made follow up appointment for 24hours later.. Re assuring to have a reliable surgery
The triage system works extremely well

Specifically mentioned we were advised if his symptoms persisted to get a throat swab done, so we didn't allow him to eat immediately prior to the appointment and brought a packed lunch with us for him to have after. PA looked at his throat and said yes its inflamed then told him he could eat. Later she mentioned he may need a throat swab in next couple of days if symptoms persist. I explained I had mentioned it on the econsult and she said she couldn't do it as he was eating. This was on a Thursday which means if his symptoms persist or get worse again it'll be the weekend so we will have to wait till Monday if he's not too unwell or take him to A&E to see urgent GP which could have been avoided. We had requested he be seen by a GP as this has been known for over a month, but as usual this was ignored. The econsults are pretty pointless as they clearly aren't being read properly prior to appointment. If he ends up needing surgery it could potentially have been avoided had things been reviewed correctly. I also note we weren't sent a feedback form after his last appointment where we were left waiting almost an hour, by which point he was restless and I was struggling with my long covid symptoms. Receptionists were less than supportive. It was as though they have zero empathy and I requested the practice manager call me which is still yet to materialise. Very poor service received all round recently.

I have requested to change the medication and it was granted.

The nurse was excellent. Talked to me about my relevant medical history and carried out the procedure very well was also extremely nice!

After 2 visits to A&E, and a visit by paramedics, it was Dr Smith who made to correct diagnosis sending us directly back to A&E with, as it turns out a correct diagnosis of a life threatening condition - a score of very good is not enough! Once we are through this we will contact separately.

System very good. Booked online and spoke to a doctor within 2 days.

On time, polite staff, quick procedure, all great!

I was sent the wrong appointment, but generally very happy with the practice.

Nurses were extremely welcoming and offered lots of info. Great with babies and administered jabs quickly

Nurses were extremely welcoming. Administered jabs quickly and explained everything well

Dr Kanthi was very thorough and explained things very well

Everything was well organised, my appointment was on time and my treatment by the hearing nurse was friendly and professional.

I spoke to a doctor who explained in excellent detail the results of a DEXA scan bone loss result and also he suggested the next steps for managing it.

Everything was so efficient and the nurse (Judy) and the reception lady were very helpful.

I'm proud to be a registered patient of the Elms Practice. Keep the good work up! And thank you.

I did not attend the appointment after waiting over 30 mins I had to leave to get to another appointment.

Always good service

Was well attended to by the receptionist and doctor

Clare Mealy was very welcoming and friendly. She explained thoroughly what she was doing during my smear test and discussed the results procedure with me.

Very quick triage and seen for an appointment the same day

Very quick response to my query, and an appointment the same day with a kind and helpful practitioner

Quick response to form Same day appointment Good.appointment Short wait time Thank you

Always friendly and time for a daft question (or two!!)

The doctor, was fantastic and very reassuring.

I came to have wax removed from my ears and it was achieved without any problems.

I was grateful that you found me an appointment close to the required time for the procedure. Clare is the most pleasant and reassuring of people, and the whole process was just fine.

The Paramedic was very understanding and informative, also thorough with the examination .
Usual great service from the Elms surgery

Appointment was on time and Doctor Smith was thorough and helpful

Very helpful and reassuring as always. Thank you

The surgery responded so fast when we have the request for a visit with the doctor in respect our our case. Detailed examination and advice for my son.

Was contacted very quickly after completing the online form. No wait time when we arrived for the appointment. Sara was very thorough with checking my son after symptoms were described.

Polite listened. Through examation. I had a student doctor. Very impressed. Hope she stays with pratice

Very happy with guidance and advice. With Dr Dina and staff

It was only a B12 injection

Couldn't fault the service. Very thorough

I was hoping a doctor could see me rather than comment on a photo. So I was disappointed as the mole on my leg is changing and worrying me.

There are several aspects that are relevant. I tried twice to book an appointment online, this was unavailable. I then called the surgery and the Receptionist was very negative and said that I would not be able to book an appointment until a referral email was sent to the surgery first. But at least she did make a note about my predicament. I was contacted later by Amanda offering an appointment for the following day. She was very helpful.

Dr Allum. was extremely kind by arranging an X-ray. and then a referral to a Consultant.

So my experience initially was very poor but ended very good!

One of the receptionist's was very abrupt and unhelpful when I went into surgery to make an appt. I hadn't had an appointment for some months and wasn't aware you had to do everything on line! I am worried this new system will be problematic for the elderly. However once I was able to get an appointment the service was very good.

On time. Excellent discussion with medical student who was clearly well prepared and empathetic. She was focused, thoughtful and constructive. She was joined by Dr May who was likewise helpful and thoughtful. This was an emergency consultation that I had sought as I could not arrange a consultation with Dr Allam for several weeks. It was very helpful that you managed to arrange this in a timely fashion. I still need to see Dr Allam as currently arranged. I need another blood test arising from yesterday's consultation but it seems I cannot arrange it at Red

House before I see Dr Allam. I have booked a blood test at St Albans Hospital but that too is only three hours before I see Dr Allam. Is there any way to find an earlier test at Red House before 8 April so that the results are available to Dr Allam before I see her on 8 April? Thank you.

Told to bring urine sample in a jam jar.

During exam there was pain noted which PA said she thought was bowel related. Explained I am having ongoing bowel issues and could this be noted on my file with that. It hasn't been done according to my nhs app.

Advised to see how symptoms are over the next 24 hours and if no better or worsening start antibiotics which would be sent through to manor pharmacy leyton Green. They haven't been sent. NHS app states they were requested by PA but not issued.

Lovely nurse- made Ben feel calm. Explained re the travel jabs needed and wrote down the NHS vs the private ones.

Nurse was brilliant- smears are not a wonderful experience and the nurse explained everything and made me feel calm. All over quickly!! Thank you

Appointment almost on time, given enough time with Dr

Very efficient both nurse and receptionist

Staff members are friendly.

Kerry was fantastic, charming and helpful.

I was seen by the training dr. She was an excellent trainee very thorough and helped me through what is happening in my time. She listened to me and was so compassionate and understanding

Appointment on time and doctor took time to explain medication

Appointment was an annual CHD chat. I took it as an opportunity to raise a number of issues, some not CHD related. Doctor discussed all and we made plans where necessary.

I got an appointment very quickly, when I really needed it, and the paramedic who saw me was thorough, compassionate and professional. Thank you so much!

Welcoming, efficient, made me feel at ease.

Seen on time, quickly and efficiently.

Great support and advice from both doctors

Clinician did not listen to what I said.

Prompt service

I was given an appointment within a reasonable amount of time after my online request, and was rung up about it personally.

Dr Rees was empathetic, reassuring and performed the screening test in a purposeful, and confident manner yet gentle and kind towards me. Thank you. If only the receptionist last month had been more accommodating / understanding of my original request and need for a GP appt, rather than her insisting I saw a nurse, I wouldn't have had to have wasted the time of 2 nurses who tried unsuccessfully (and great discomfort to me) to perform the test, which Dr Rees did relatively effortlessly. Most of your receptionists are fabulous but there is one, or maybe two that are far too obstructive and "computer says no", rather than listening to an individual patient's needs. I am a huge supporter of The Elms and commend it as a practice, but I fear the increasing trend towards minimising "spoken contact" with reception becoming more of a gate keeper rather than facilitator, is going to cause a huge amount of worry / upset for some patients.

The new online system is great, effective quick triage. GP was good (my husband took daughter), friendly. However, we are very disappointed that we were informed antibiotic prescription would be sent to pharmacy but when we went it wasn't there. It was particularly upsetting because we made time to see the GP on Friday afternoon, and went on Saturday to get prescription, so we were unable to contact the practice to resolve this. This is the second time that this has happened, in that we have been to chemist and antibiotic script not been sent. We are really disappointed and have no faith in the system. The chemist have told me that multiple patients have had similar experiences. This systems failure needs to be reviewed and I would really appreciate a response as to why it has happened again this time. On the first occasion it was because we saw a physician associate and she couldn't write prescriptions and had to wait to discuss with duty doctor. I think it's GP my husband and daughter saw on this occasion. Please can you update us on your review of this case. But, I think this is repeated systems error effecting many patients and a review is needed of the effectiveness of present system. Look forward to hearing your response. Many thanks

Dr Allum requested I make an appointment at reception to see Dawn regarding diet for my diabetes, was told can only have a phone appointment.

I was seen quite quickly and my doctor understood my problem and was quickly able to establish a way to solve it.

Much better system to receive medical advice

Appointment was punctual and health assistant friendly but professional Really impressed that surgery identified that I hadn't had this blood test done .

The doctor was thorough but more importantly listened to my concerns. I felt better leaving than I did when I arrived.

Dr Rees was excellent

The young doctor was lovely

Dr Rees was very thorough in her assessment and couldn't have done more to help find out the cause of my symptoms. Her manner was professional and caring. Thank you.

Greta was through and I felt she really understood what I was requesting

The Dr. Was very professional, she let me tell her my problem. She then asked me lots of questions pertaining to my problem, she didn't hurry me, She then examined me , and asked another Gp. her mentor to double check something she wasn't quite sure about, which he did , they both gave me reassurance plus a blood test form, to check a couple things. Thank you very much I felt cared for, and reassured.

Quick offer of face2face appointment..as with previous appointments..taking mental health depression anxiety seriously. All Gps ive visited have been exceptionally good at listening.and made follow up appointments.

I did not get the help I needed.

the visit was very nice.

Overall good. Only thing hard to book blood test at Harpenden.

The nurse gave advice and made another appointment for me

Associate was helpful and informative. Although I hadn't had any notification of appointment until one and half hrs before appointment due!
Good conversation!

Would have been very good but the waiting room is now very sterile and less accessible

App was 30 mins late but the actual consul was very thorough.

Only issue was the reception software failed at first step. Couldn't accept date of birth.

Didn't have to wait too long and very friendly and approachable doctor

Easy to book on line good comms ran to time Clear diagnosis and actions

The doctor (Dr Sibley) was helpful and prescribed antibiotics which have sorted the problem. I didn't respond as very good just because I had to wait 30 mins after my appointment time as the doctor was running late. I know this is part of the nature of GP, but maybe a digital board showing how many patients are ahead of you and estimated waiting time for each patient would be helpful?

Just appointment to see Dr.Kanthi for diabetic review - arrived early - on time - all went well.

Despite a phonecall during the hours I stayed I couldn't answer (I was teaching pilates to 26 people & had to answer the phone! They all took it very well) The lovely receptionist managed to understand my garbled talking & arranged an appointment via text that worked really really well. Overall very good & the 26 people in class were very impressed with The Elms's prompt response to my triage form!! Thank you to The Elms!

Excellent care for the patient. You felt very well cared for.

Dr sibley was really good she actually listened to me, asked me some questions and discussed my medical problems it made a nice change to actually be listened to

Excellent care, as always. Thank you

The appointment was unrushed. Dr. Jollyman went through and interpreted the results from recent blood tests and mapped the route forward.

A very helpful and informative visit

Mrs. Clare Mealey is an amazing nurse with an incredible bedside manner. I came in for a routine cervical screening which is an awkward, uncomfortable and invasive procedure and she put me at ease. I am not squeamish but absolutely hate coming in for screenings and have had bad experiences at The Elms when I have previously visited for smears. I will now make it a point to only make future appointments for this procedure with Mrs. Mealey.

Another excellent appointment with Dr Kanthi Thorough follow up to previous session with all important results to hand to discuss options. Clear plan going forward 3 to 6 months and left feeling highly motivated. thank you so much

The smear test was quickly and efficiently done which was appreciated. Thank you

Appointment was on time and the nurse was lovely

Doctor was very attentive, answered questions and gave good advice

Hi Dr.Jollyman, I was very pleased to see you yesterday 20 th March, however I was very ill and was unable to walk but did not check me well nor you gave me the address of store and for collection of regular medications please send it now so that I can collect my medications.

It was very quick to get my injection and no pain

Explained things well.

I did not have to wait long and the doctor was very thorough.

Good, listening doctor. Helpful receptionist. Running very late, but never mind.

Efficient, helpful service

Contacted me, easy to book, sent timely reminders by text, easy check in, seen on time by friendly member of staff. Can't say anything negative about this particular experience.

Dr Kanthi is simply fantastic I very grateful for the care she provides She explains things very clearly and is a great listener I feel far more confident after talking to her

Dr Patel knows my needs well and explained everything to me very clearly.

I was extremely grateful to Liz Godfrey for ringing on Friday. It was really helpful and encouraging to discuss my concerns about my mother. Thank you so much!

Excellent consultation options explained clearly and sympathetically and next steps put into place quickly

Dr Allam was very understanding and supportive about my problem and gave me very good advice on what would be the best treatment.

Very satisfactory visit

Seen on time....friendly attention.

Always helpful and responsive with requests Dr's always give time where needed

Pleasant and not kept waiting

Dealt with promptly and efficiently

Dr Allum was kind, listened did much more than I expected

Nurse Aisling was incredibly friendly and willing to answer my questions. Thank you so much for always making me feel valued as a patient.

Could not have given a better service.

Asked for a face to face appointment online at 8.30 and was seen by 12pm the same day

Jen went the extra mile in sorting out my heart issue and explaining my treatment plan going forward.

On time and very efficient

Efficient, on time.

I had the same day appointment, I was seen on time and the nurse I saw was very good

Kind and patient interview with immediate follow up with tailored exercises.

My appointment was with Dr. Dewji who was very kind and was very thorough. My thanks to her.

I required an app.for my son early in the morning by filling the form. I received a phone call in an hour time and got offered the actual appointment. My son was seen by a Gp the same morning!

Doctor was very helpful and friendly

Fabulous service, discreet and positive response to my condition whilst, professionally and very fast.

Prior reply to email and quick appointment with appropriate practitioner

I sent an econsult request on Friday and was offered an appointment on Monday for a vaccination consultation. Aishling was very clear, thorough and friendly. My vaccines have been booked for next week. A really stress free and prompt service.

The Dr spent time with me allowing me to talk things through.

Attentive and kind staff. I came away feeling listened to and with what I needed

I sent in email and was called with 2 hours and saw the doctor the same day

Dr Duje was very thorough and very caring and was very helpful to me

Receptionist (Heather) listened to my concerns re my mother (the patient). Advice was sort and an appt given. Dr Franzmann was very good and professional and calm. Thank you Reception, doctor, all did their bit, very helpful.

The reception staff are rarely friendly The person who phoned me to tell me I had an appointment was sharp and a bit aggressive It is always the same. Drs nurses are always good and professional but receptionists need better training

Clinician Kerry explained the procedure, ECG today. She was efficient in carrying out the procedure. I am waiting for Dr Allam to advise the result of the examination.

GP welcoming, asked how we felt things were then straight to the point of the visit but asked if there was anything we were concerned about

The cream has done its work , and swelling almost gone. Thank you for sorting the problem. Xxx

Dr very helpful and understanding. Has made a plan to support my care going forward.

Very efficient and the doctor was thorough and caring.

Dina is a very attentive, knowledgeable, caring GP. She made my son comfortable and was able to give a diagnosis promptly

Doctor was SO engaged and was great with my child. Made him feel at ease and comfortable. The reception staff were brilliant too calling and scheduling an appointment asap

I was examined, told i had a virus and what to expect in terms of getting better and what to do if I disn't. I was reassured that I didn't have a chest infection. I was treated very considerately

I was able to get a same day appointment and the doctor took my concerns seriously and had a lovely bedside manner.

I was given an appointment when I needed one and dr loweth listened, didn't pratonise and I felt heard and understood.

very friendly with a short waiting time

Very detailed and informative discussion with Doctor.

It was easy to make an appointment and whilst I would have liked one sooner, it was efficient and when I did see the doctor she was brilliant

Because I was treated with care and patience. The consultation was very thorough

Compassionate caring response to my recent breast cancer diagnosis

I feel my doctor really listened to me and is trying to help me

Knowledgeable and caring GP who listened to my concerns and provided treatment plan

Efficient response to appointment request, careful listening to condition and thorough response/action taken.

All advice and help was given kindly

Physio is great. Very clear. Very thorough. Appointment ran to time as well.

I got my appointment straightaway

My appointment was only slightly delayed and when I saw the physician associate she was thorough and gave me time to explain my concerns

Prompt and effective treatment

They fitted my baby in very quickly and the dr I saw (sibley) I think referee to paediatrics and luckily she did as baby had infection

GP listened to me and was helpful !!

I really felt supported

Such friendly staff, very quick to reply to my online request and very accommodating trying to find me an appointment to suit.

On time and very nice practitioner. Will see if recommendations work.

Just an excellent service in a short space of time with good outcome

All reception staff and doctor was excellent.

Arrived early and was seen before appointment time. Nurse was kind and cheerful

Scan & bloods booked lovely nurse practitioner and doctor

Lovely friendly nurse, didn't feel rushed. Was seen earlier than expected. Thank you.

Nurse Judy was very helpfull

It was fairly easy to get an appointment and Dr Loweth was brilliant

Quick and efficient

Fast professional help.

I was able to get see the MSK specialist soon after my appointment with the GP and they were able to identify the issues and give me a treatment plan.

I have always been treated with the utmost courtesy, been listened to and given excellent standards of care and support to address my medical needs. Information that I needed to know has been imparted clearly and checked to ensure I understood. Ruth who I saw yesterday like Kerry who I saw previously are warm, efficient, caring and I was given the time needed to deal with the issue. Next steps were clearly outlined. I am very grateful to have received exemplary standards of care and support from everyone I have come across at the practice. Not easy with the pressures facing all practices.

My partner having died a few days ago meant I was forgetful, confused, and in physical pain .I urgently needed prescription and advise for two crushed discs and Dr Smith was very patient. Online booking especially at my age when weak and vulnerable was horrid however .

I like the ability to make appointments with the nurse or doctor of your choice for continuity.

The doctor called to ensure we brought x along for his check which was good because I was unsure.

The service and friendly support that Dr Julian Smith gave to x was amazing, he was very kind and listened to him a lot. It was very helpful for x. Please pass on our thanks

Friendly and knowledgeable nurse who put me at ease during appointment.

Quick response to medical needs

Everything ran smoothly. I was seen in a timely manner. The Nurse was welcoming and took time to advise me

Didn't wait long and Dr May was lovely - really friendly, reassuring and helpful. I left with a clear treatment plan and felt like I had properly been able to discuss my health issue. Thank you.

No long wait. I was fortunate to have 2 nurses give me their opinion!

Efficient and speedy

These questionnaire are exhausting. You provided the service efficiently and kindly.

I received a high standard of care, with thorough exploration of my symptoms and a caring approach. Many thanks indeed.

I was offered an appointment the following day. The medical person I saw appeared to be thorough. Prescribed antibiotics and explained clearly why. If my condition doesn't improve told me to make a follow up appointment for next week.

Luke was very thorough and fast acting, thank you. x's now in hospital with IV antibiotics and oxygen

Had a very quick response time and a pleasant visit

Quick response to my online application and seeing the doctor

Appointment was made quickly. After a 15 minute wait I was seen by a friendly professional who dealt with my case efficiently.

Close to appt time, very pleasant doctor

Very thorough wasn't rushed kind and helpful

Dr May is always so kind, friendly & understanding. She took time to listen to the concerns that I had & gave excellent advice. Thank you.

I was not feeling very well when I visited Dr Allam as I was dealing with vertigo. Dr Allam talked me through the problem and gave me some exercises to do which I started today and in a week's time will have the Eplar manoeuvre. As usual she gave me help and confidence in myself. I am fortunate to have Dr Allam all the time for which I am so grateful. I am sure I will be feeling much better in a few days time. Thank you so much.

The doctor was caring and understanding

Friendly, kind, patient and thorough doctor. Progressing the treatment and referral for X-ray. A same day appointment.

The new booking system, text messaging from doctors, sending photos etc is absolutely brilliant.

Good service to book appointment good manner from Gp and prescriptions are prompt

Dr. Smith was extremely helpful and very thorough with the consultation and I felt that the issues I had were being addressed. He was very clear with a course of action and prescribed meds to help alleviate symptoms in the meantime.

Dr. Allam always gives you time

Nurse was really nice with my son

Dr. Bardwaj was very sensitive to my health issues and communicated with me in a respectful and reassuring manner allowing me to maintain my dignity and offering me encouragement at a difficult time when I am struggling with my emotions and hormones. Thank you.

Very thorough & sympathetic appointment with GP. Thank you.

Kerry was easy to talk to, pragmatic and gave good advice. Great consultation

